



Self-Evaluation Questionnaire

A.1 GENERAL INFORMATION

Company Name:	Airbus
Address:	2 Rond Point Emile Dewoitine 31700 Blagnac France
Telephone:	+33 5 61933333
Fax:	+33 5 67190009
Website:	www.airbus.com
Airbus Certificates:	www.airbus.com/tools/policy/#certificates

A.2 KEY PERSONNEL

Name	Position	Tel.	email
Mr. Philippe MHUN	Accountable Manager	+33 (0) 5 61933333	philippe.mhun@airbus.com
Mr. Thierry ROLLIN	Operations Manager	+33 (0) 5 61933333	thierry.rollin@airbus.com
Mr. Patrick LECER	Quality Manager	+33 (0) 5 61933333	patrick.lecer@airbus.com

A.3 REPAIR ORDERING

All Customers excluded Americas

All orders for repairs should be placed to the following organization:

Country	Address	Cage Code	Email
Germany	Airbus Weg Beim Jaeger 150 Hamburg	D4296	repair.proprietary@airbus.com

A.4 REPAIR ORDERING

Americas Customers

All orders for repairs should be placed to the following organization:

Country	Address	Cage Code	Email
USA	Airbus Americas Customer Services, Inc. Material and Logistics Management 21780 Filigree Court Ashburn, VA	3Z9K5	repairs.na@airbus.com



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B. APPROVALS* & RATINGS

All current approval certificates are displayed and can be downloaded at following Airbus website:

www.airbus.com/tools/policy/#certificates

	Issued by DGAC Surveillance by OSAC				Issued by Local Authority Surveillance by Local Authority				
	Europe	USA	Canada	Brasil	Japan	Qatar	UAE	Malaysia	China
	EASA FR.145.0100	FAA* 6BUY061C	TCCA* 803-13	ANAC 1604-35	JCAB 141	QCAA/ FAMO/61	UAE/ 145.1044	DCAM A0/0217/27	F03300043 FR F03400044 ES F03400045 GE
Colomiers Aircraft	A1 / D1	A1 / D1	A1 / D1	A1 / D1	A1 / D1	A1 / D1	A1 / D1	A1 / D1	-
Finkenwerder Aircraft	A1 / D1	A1 / D1	A1 / D1	A1 / D1	A1 / D1	A1 / D1	A1 / D1	A1 / D1	-
Bremen Component	C / D1	C / D1	C / D1	-	-	-	-	-	C / D1
Stade Component	C / D1	C / D1	C / D1	-	-	-	-	-	C / D1
Nantes Component	C / D1	C / D1	C / D1	-	-	-	-	-	C / D1
Toulouse Component St Eloi/Breguet	C / D1	C / D1	C / D1	-	-	-	-	-	C / D1
Getafe Component Puerto Real	C / D1	C / D1	C / D1	-	-	-	-	-	C / D1

*Airbus is BASAMAG organization with EU/USA, EU/Canada and EU/Brasil

Other Accreditation	Certificate/Authorization No.
EN9100	176407-2015-AQ-FRA-ACCREDIA
EN9110	190089-2015-AQ-FRA-ACCREDIA
EN14001	175451-2015-AE-FRA-COFRAC_Rev1

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C.1 REPAIR LOCATIONS & RATINGS

Airbus operates under the French DGAC as a Single Maintenance Organization covering the following locations

Country	Address	Cage Code	Rating
France	Airbus Operations S.A.S. Plant Louis Breguet 316 Route de Bayonne 31060 Toulouse Cedex 9 France	F6198	A1 Base and Line Maintenance C Rating
France	Airbus Operations S.A.S. Plant St. Eloi 57 Chemin du Sang De Serp 31200 Toulouse Cedex 03 France	F6198	C Rating
France	Airbus Operations S.A.S Plant Nantes Rue D'Aviation Bouguenais BP1130 - 44019 Nantes Cedex 01 France	F6198	C Rating
Germany	Airbus Operations GmbH Plant Hamburg-Finkenwerder Kreetslag 10 - D-21129 Hamburg Germany	D8518	A1 Base and Line Maintenance
Germany	Airbus Operations GmbH Plant Bremen Airbus Allee 1 - D-28199 Bremen Germany	D1081	C Rating
Germany	Airbus Operations GmbH Plant Stade Airbus Strasse 2 - D-21684 Stade Germany	CJ486	C Rating
Spain	Airbus Operations S.L. Plant Getafe Avenida John Lennon S/N - 28906 Getafe Spain	8848B	C Rating
All Locations	as above	as above	D1 Rating

| A1= Aircraft Rating / C = Component Rating / D1= NDT Rating
All Approvals are valid at date of this Self-Evaluation



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C.2 SHIPPING ADDRESSES

Repair Locations	Shipping Address	Cage Code
Airbus Operations S.A.S. Plant - Louis Breguet 316 route de Bayonne 31060 Toulouse Cedex 9 France	Airbus Operations S.A.S. - Plant Breguet c/o: Station Reparation Unite Electrique A30 13, 15 avenue Yves Brunaud 31770 Toulouse, France Customs Phone: +33 561 164100 Good Receipt Hours: 08:00 AM - 02:30 PM	F6198
Airbus Operations S.A.S. Plant - St. Eloi 316 route de Bayonne 31060 Toulouse Cedex 9 France	Airbus Operations S.A.S. - Plant St. Eloi c/o: DHL Global Forwarding Aerogare de Fret 31703 Toulouse, France Customs Phone: +33 561 164100 Good Receipt Hours: 08:00 AM - 02:30 PM	F6198
Airbus Operations S.A.S Plant - Nantes Rue D'Aviation Bouguenais BP1130 - 44019 Nantes Cedex 01 France	Airbus Operations S.A.S. - Plant Nantes c/o: DHL Global Forwarding Route de l'aerodrome 44340 Nantes, France Customs Phone: +33 630225442 Customs Fax: +33 251196439 Good Receipt Hours: 07:00 AM - 03:00 PM	F6198
Airbus Operations GmbH Plant - Bremen Airbus Allee 1 28199 Bremen Germany	Airbus Operations GmbH - Plant Bremen c/o: Stute Logistic - MWZ Street: Cornelius-Edzard-Str. 10 28199, Bremen, Germany Customs Phone: +49 421 538 2641 Customs Fax: +49 421 538 2793 Good Receipt Hours: 08:00 AM - 02:30 PM	D1081
Airbus Operations GmbH Plant - Stade Airbus Strasse 2 21684 Stade Germany	Airbus Operations GmbH - Plant Stade Airbus-Straße 2 21684 Stade, Germany Customs Phone: +49 4141 603 667 Customs Fax: +49 4141 603 625 Good Receipt Hours: 08:00 AM - 02:30 PM	CJ486
Airbus Operations S.L. Plant - Getafe Avenida John Lennon S/N - 28906 Getafe Spain	Airbus Operations SL. - Plant Getafe Paseo John Lennon s/n 28906 Getafe (Madrid), Spain Customs Phone: +34 917 564 476 Good Receipt Hours: 08:00 AM - 05:00 PM	8848B

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D.1 HOUSING & FACILITIES

#	Question	Yes	No	N/A
1.1	Is the facility of adequate size to house all necessary tooling, equipment, material and parts to perform work?	x		
1.2	Does the housing adequately protect parts, materials, and customer units from damage, theft and contamination?	x		
1.3	Is the environment appropriate to protect workers so that the quality of workmanship is not impaired by physical efficiency?	x		
1.4	Does the facility have adequate lighting?	x		
1.5	Do shipping and receiving areas have adequate space, lighting, shelving, security and fire protection?	x		
1.6	Is there adequate and appropriate storage space to safely store customer's shipping containers and protect them from damage?	x		
1.7	Is the work area, including supervisors' offices, clean?	x		
1.8	Are storage facilities separate from shop and work areas?	x		
1.9	Does the facility provide adequate protection of parts in work? E.g. filtered air or clean room depending on type of part.	x		
1.10	Temperature Control/Air Conditioning?	x		
1.11	Humidity Control?	x		

D.2 PERSONNEL TRAINING & QUALIFICATIONS

#	Question	Yes	No	N/A
2.1	Is there a documented training program?	x		
2.2	Does the training include all mechanics, inspectors and technical supervisors?	x		
2.3	Is formal and OJT training documented?	x		
2.4	Is there a system to re-qualify these personnel periodically? (e.g. through recurrent training, medical examination, etc) to ensure currency of approvals? <i>What is the interval of recurrent training? 2 years</i>	x		
2.5	Are inspectors certified for specific tasks to be done? <i>If Yes, by whom? Quality</i>	x		
2.6	Are there nominated inspectors approved to carry out specialised processes (e.g. welding, NDT, etc)?	x		
2.7	Are there nominated inspectors approved to issue Authorised Released Certificates, Certificates of Conformity or equivalent, for new or reworked parts?	x		
2.8	Are training records maintained for each inspector and production staff? <i>What is the duration of storage? 3 years</i>	x		
2.9	Does the quality department maintain a roster of signatures of authorisation holders?	x		
2.10	Are personnel knowledgeable in CMM and regulatory manuals?	x		
2.11	Are personnel using the required manuals at the work area?	x		
Remark: Ref 3.11 data may be transferred into a work order				

D.3 TOOLS & EQUIPMENT

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#	Question	Yes	No	N/A
3.1	Are there adequate tools and equipment available to perform ALL of the tasks undertaken by the Company? <i>If No, provide details. Attach additional sheets as necessary.</i>	x		
3.2	Are all tools and equipment available in accordance with OEM/CMM requirements? <i>If No, provide details. Attach additional sheets as necessary.</i>	x		
3.3	Is there a tool calibration program?	x		
3.4	Are all precision measuring tools/instruments used in the various processes calibrated? <i>If Yes, state reference standard: Ass required by OEM</i>	x		
3.5	Are standards used to calibrate tools traceable to the controlling government agency, e.g. The National Institute of Standards and Technology?	x		
3.6	Is there a person, by title, responsible for the tool calibration program? <i>If yes, provide designation: Quality</i>	x		
3.7	Are all calibrated measuring and test equipment marked to indicate calibration status and date of next calibration?	x		
3.8	Is the calibration status of the tools/equipment being used apparent to the user?	x		
3.9	Is the calibration frequency in accordance with the equipment manufacturer's instructions? <i>If not, is there an acceptable alternative procedure?</i>	x		
3.10	Is there a procedure for controlling and/or preventing out-of-service and due-for-calibration tools and equipment from being used?	x		
3.11	Are personal tools and measuring equipment allowed to use / keep by staff?	x		
	Are personal tools and measuring equipment covered under the calibration system?	x		
3.12	Is production or inspection staff allowed to maintain personal measuring and test equipment and tools?		x	
3.13	Are all the tools & test equipment in a serviceable condition?	x		
3.14	Did a sample check of the calibrated tooling indicate that the tooling is within calibration?	x		
3.15	Are historical records of calibration, containing repair, and calibration accuracy data available on file?	x		
3.16	Do records	Show date of calibration?	x	
3.17		Show calibration due date?	x	
3.18		Identify individual or vendor that performed calibration or check?	x	
3.19		Contain a calibration certificate for each item calibrated by an outside calibration agency?	x	
3.20		Provide details of adjustments and repairs?	x	
3.21		Show the P/N and S/N of the standard used to perform the calibration?	x	
3.22	Are fluid dispensing cans and servicing units properly identified and stored?	x		
3.23	Is there a maintenance program for servicing units and equipment?	x		

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D.4 MATERIAL & PARTS STORAGE, INSPECTION and CONTROL

#	Question	Yes	No	N/A
4.1	Is there a specially designated area for handling in-coming parts?	x		
4.2	Are procedures available for performing in-coming inspections and records retained?	x		
		x		
4.3	Are acceptable sampling procedures adequate to ensure quality?	x		
4.4	Is there a clearly identified means of segregating discrepant in-coming parts from serviceable spares?	x		
4.5	Is there a system in place for batching of in-coming parts and allocating batch numbers for traceability?	x		
4.6	Are all parts stored in specifically identified and secure storage areas, with restricted access?	x		
4.7	Is there a quarantine area for rejected parts and materials awaiting disposition?	x		
4.8	Is there an acceptable procedure to identify customers' parts?	x		
4.9	Are parts & material properly protected from damage and deterioration?	x		
4.10	Is there a system for material review and evidence of proper action taken on non-conformance parts and materials? <i>How long are records retained?</i> 3 years	x		
4.11	Are flammable, toxic or volatile materials properly identified & stored?	x		
4.12	Is there a designated store available for temperature/humidity sensitive parts/materials?	x		
4.13	Are procedures available for monitoring and controlling life-limited parts/materials?	x		
4.14	Are there procedures in place for re-validating the life of shelf life expired materials?	x		
4.15	Do parts stored in assigned bins/racks match part number identified on bins/racks?	x		
4.16	Are oxygen and other high-pressure bottles correctly labelled, identified and stored?	x		
4.17	Are sensitive parts and equipment (oxygen parts, o-rings, electrostatic sensitive devices, etc.) properly packaged, identified and stored to protect from damage & contamination?	x		
4.18	Are facilities available for the handling of Electro-Static Discharge Sensitive (ESDS) parts and equipment?	x		
4.19	Is there a procedure for storage and packing criteria of pre-preg material?	x		
4.20	Are there systems or records for handling and transportation of pre-preg material?	x		
4.21	Are non-airworthiness parts (e.g. ground equipment / tools / test equipment) stored in the same area as airworthiness parts? <i>If Yes, are they segregated: Yes</i>	x		
4.22	Are records maintained for all parts issued out of the storage areas?	x		
4.23	Are facilities available to ensure that all components and parts are adequately packed to prevent damage, prior to shipping?	x		
4.24	Do the work records contain these?	Description of work performed.	x	
4.25		Date of work completion.	x	
4.26		Parts used.	x	
4.27		Tests results.	x	

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#	Question	Yes	No	N/A
4.28	Identity of person performing work.	x		
4.29		x		
4.30		x		
Signature, certificate number, and approval certificate of person returning article to service.				
Remark: Ref 5.21 All parts are segregated and tagged				

D.5 SHELF LIFE PROGRAM

	Question	Yes	No	N/A
5.1	Is there a documented shelf life program?	x		
5.2	Does the program list parts and materials that have shelf life limits?	x		
5.3	Does the program assign program responsibility to a specific person by title?	x		
5.4	Does the program include audit / sampling on shelf life items?	x		
5.5	Does the shelf item have the shelf life expiration limit displayed?	x		
5.6	Is there an adequate system to assure that no item will be issued or used exceeding its expiration date?	x		
5.7	Is there a monitoring / recording system for temperature sensitive material?	x		
5.8	Is there a monitoring / recording system for pre-preg material out of freezer ?	x		

B.6 TECHNICAL PUBLICATIONS & WORKSHEETS

#	Question	Yes	No	N/A
6.1	Are manuals and other reference documents required to perform contracted/parts distribution activities available?	x		
6.2	Are engineering drawings provided by customer, controlled and kept current?		x	
6.3	Are the applicable ADs and manufacturer's Repair/Overhaul Manuals and Service Bulletins available or easily accessible at the work area?	x		
6.4	Is there a system in place to maintain manuals, reference documents and technical data current?	x		
6.5	Are there established approved procedures controlling revisions in manuals deviating from OEM specifications? e.g. EO or EA.	x		
6.6	Is there a specific individual, by title, responsible for the Tech. Data Program?	x		
6.7	Are there adequate viewing devices and in good condition for viewing the technical data?	x		
6.8	Are there records of manual revisions?	x		
6.9	Are manual revisions up to date?	x		
6.10	Is there a system to control working copies of manuals to ensure they are revised with the masters?	x		
6.11	Is technical data stored in a manner that will protect it from dirt & damage?	x		
6.12	Are worksheet/taskcard used as a mean to provide work/process instruction?	x		
6.13	Are worksheet/task card checked regularly for accuracy against OEMs data?	x		
6.14	Do worksheets & task cards contain data or work instructions not found in OEM's publications? <i>If Yes, state sources of additional data:</i> Approved deviation data from the Type Certificate holder_____	x		
6.15	Are these worksheets/task cards checked/verified regularly for accuracy and currency?	x		
Remark: Ref 7.2 Customer Engineering Orders may be used to perform maintenance				

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D.7 QUALITY SYSTEM

#	Question	Yes	No	N/A
7.1	Is there an established Quality Control Program?	x		
7.2	Do manuals detail duties, responsibilities & reporting relationship of the QA/QC dept?	x		
7.3	Is the Quality Manual revised/reviewed regularly to ensure adherence to industry/regulatory authority's requirements? <i>If Yes, state frequency: 3 mon.</i>	x		
7.4	Is company Quality Procedure Manuals available and accessible by all employees?	x		
7.5	Are Quality/Inspection Procedure Manuals available and accessible for reference by inspection personnel?	x		
7.6	Is there an acceptable system for controlling stamps, for both inspection and production personnel?	x		
7.7	Is the quality assurance operated independent from production responsibilities?	x		
7.8	Do the following inspection functions exist?	Receiving Inspection	x	
		Preliminary Inspection	x	
		Hidden inspection	x	
		In-Process Inspection	x	
		Final Inspection	x	
		Customer Review	x	
7.8	Non-destructive Testing/Inspection	x		
7.9	Are inspection records retained? <i>If Yes, state period of retention: 3 year</i>			
7.10	Are inspection records available for examination / request by customers?	x		
7.11	Is there a procedure for reporting defects or un-airworthy conditions to the customer and the regulatory bodies, e.g. FAA, EASA, CAAS, and others?	x		
7.12	Is there a system to qualify inspectors who perform duplicate inspections / FAA RII?	x		
7.13	Are required FAA RII inspections for customers being performed?	x		
7.14	Is a list of FAA RII items that each inspector is authorized to inspect being maintained?		x	
7.15	Is there a documented Audit plan / program?	x		
7.16	Are Internal Audits on your organization's quality system functions being conducted?	x		
7.17	Are External Audits on your vendors (repair) and sub-contractors being conducted?	x		
7.18	Do you ensure that sub-contractor quality meets customer specifications and legal requirements?	x		
7.19	Is there a qualification / control system for the following?	Sub-contractors (non part-145 certified)	x	
		Vendors (repair)	x	
		Parts / Material suppliers	x	
7.20	Are procedures in place to investigate and correct the root cause of the discrepancies revealed by internal audits and external auditors?	x		
7.21	Are the findings of internal audits, and external auditors, reviewed by the organization's senior management?	x		
7.22	Is there an established procedure to provide corrective action for	x		



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#	Question	Yes	No	N/A
	discrepancies noted during repair/overhaul?			
7.23	Is traceability certification on all parts and raw materials being maintained?	x		
7.24	Is there a documented procedure for handover of uncompleted work?	x		
7.25	Is there a system in place to ensure that all parts and components are tagged and identified during all phases of operation?	x		
7.26	Is there a documented procedure available to ensure that scrapped parts do not re-enter the production system e.g. either returning scrapped parts to their owner or to mutilate them by drilling, grinding, cutting, or other appropriate means?	x		
7.27	Are the part and serial numbers of scrapped/mutilated parts recorded?	x		
7.28	Does the vendor's manual identify the person responsible for mutilating scrapped parts?	x		
<i>Remark: Ref 8.14 RII's are only performed on customer request and if trained by the customer</i>				

D.8 AUDIT PROGRAM

Independent audits are conducted on a yearly basis internally and externally by OSAC representing the French DGAC (Department General Aviation Civile)

NOTE: Traceability/Certificate of Conformance

All materials used in repair / overhaul Airbus aircraft and components are carried out in accordance with the scope of approvals, privileges of the approvals, manuals and procedures associated with these approvals.

I HEREBY CERTIFY THAT THE INFORMATION THAT IS PROVIDED IN THIS QUESTIONNAIRE IS COMPLETE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

NAME: Mr. Patrick LECER

TITLE: Maintenance Organization Quality Manager

DATE: 17. August 2017