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<b>Document Approved By:</b>	<b>Title</b>	<b>Name</b>	<b>Date Approved</b>
	Owner – QA Manager	Greg McClure	02/02/2021

Dear Customer,

As an AS9100 / ISO 9001 registered company Onboard Systems, recognizes and understands your need to maintain accurate and up to date information on all of your suppliers. In our opinion, there is much confusion regarding what supplier information is required by the AS9100 / ISO 9001 standard. Compliance with AS9100 / ISO 9001 does not require the completion of individual survey forms by those organizations that are AS9100 / ISO 9001 registered by an accredited 3rd party registrar. Completion of specific individual qualification surveys are for use when evaluating suppliers who are not AS9100 / ISO 9001 registered.

Onboards Systems facility has been AS9100 / ISO 9001 registered by TUV since 2009, and have annual audits to maintain our certification. We also have annual visits from the FAA that review our Repair Station and new production facilities.

We currently receive annual requests for almost identical quality related information from many of our customers. Completing individual forms and responding to these requests consumes a significant amount of time and resources which we could use elsewhere to better serve you, our customer.


We ask for your understanding in this matter and request that you accept and use the information in this packet to address your individual survey requirements. In this packet you will find the following items: (Also available on our website under the Customer Support Tab / Quality Professionals)

- A copy of our AS9100 / ISO 9001 certificate for our only facility located in Vancouver, WA.
- A copy of our FAA Air Agency Certificate Part 145
- EASA Part-145 Cert
- OPS-Spec-for-Repair-Station
- 131-041-00 R3 Quality Questionnaire Response Form.

We pride ourselves on having the most robust and effective Quality Management System possible. We believe that the information we have provided will address your needs.

If for any reason, you require information beyond what we have provided here, please visit our website at [Onboard Systems.com](http://OnboardSystems.com) or [info@onboardsystems.com](mailto:info@onboardsystems.com) for more information.

Best Regards,  
Onboard Management

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Please consider this form, along with our attached certifications, as the completion of your survey request. We have found this document covers the requirements that have been set forth by a majority of our customers. If there is additional information that this document or our website does not address, which is critical to your quality system, please contact us and we will do our best to accommodate your request.

**Onboard Systems International**  
13915 NW 3<sup>rd</sup> CT  
Vancouver, Washington 98685  
United States of America

**Phone: 360-546-3072 Fax: 360-546-3073 Toll-Free Phone: 800-275-0883**  
[www.onboardsystems.com](http://www.onboardsystems.com)

Onboard Systems International is a WA State Corporation established in 1975. Onboard Systems maintains a rigorous quality management system to ensure our products are of the highest quality. Our quality management system (QMS) is designed to meet or exceed the strict requirements of AS9100, ISO 9001, all of the major helicopter airframe manufacturers and the FAA. Onboard Systems is committed to customer satisfaction by continually improving product quality and customer service.

Onboard Systems also operates a certified FAA Part 145 Repair Station, Number ODBR579X. We service, repair and overhaul all the equipment we manufacture. Our Part 145 Repair Station has also been certified by EASA to issue FAA Form 8130-3 Dual Release Certificates for service work.

Onboard Systems provides products and services to helicopter airframe manufacturers, military forces, and commercial helicopter operators around the world. We are proud to partner with leading airframe manufactures including Leonardo, Bell, Boeing, Enstrom, Airbus, MD, Kaman, PZL, Schweizer and Sikorsky who factory install our equipment and rely on Onboard Systems for precision-engineered products and responsive delivery and service.

**KEY PERSONNEL:**

Quality contact name: Greg McClure	Title: Q.A. Manager Email: <a href="mailto:greg.mcclure@onboardsystems.com">greg.mcclure@onboardsystems.com</a>
Production contact name: Bruce Bangerter	Title: Production Manager Email: <a href="mailto:bruce@onboardsystems.com">bruce@onboardsystems.com</a>
Sales contact name: Mike Fox	Title: VP of Sales & Marketing Email: <a href="mailto:Mike.Fox@onboardsystems.com">Mike.Fox@onboardsystems.com</a>


**QUALITY SYSTEM REGISTRATION:**

Our company is currently registered or certified to the following standards:

**ISO 9001 / AS9100 / FAA Part 145 / EASA Part 145**


**ATTACHMENTS:**

ISO 9001 Quality System Survey  
ISO 9001 / AS9100 Registration Certificate  
FAA Part 145 Ops Specs


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## The following survey is based on ISO 9001

<b>I</b>	<b>Control of Documents and Records</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
1	Are written procedures/documents in place to control activities affecting product/service quality?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Are written procedures/documents periodically reviewed and revised to ensure they are current and accurate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Are procedures/documents reviewed and approved by authorized personnel prior to issue and revision?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Has a system been established to preclude the use of obsolete documents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Are procedures in place to maintain the integrity of electronic records (such as backups, virus protection, firewalls, etc..).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Are records maintained to provide evidence of conformance to requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Have documented procedures been established for the control of quality records?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Are quality records stored in such a way as to minimize loss and/or deterioration and are these records readily retrievable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>II</b>	<b>Management Responsibility</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
9	Does management carry out periodic reviews of the quality system?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Are records of Management Reviews maintained, including meeting minutes and action items?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>III</b>	<b>Resource Management</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
11	Are resources provided as needed to ensure product conformity?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Have documented procedures been established to identify required competence and training needs for personnel performing activities affecting quality?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Are employee competence and training records maintained?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Is the work environment adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>IV</b>	<b>Customer Related Processes</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
15	Are customer purchase orders/contracts, drawings, test procedures, specifications, etc., reviewed to ensure that the company can meet the contractual requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Is there a system for obtaining customer concessions for changes to the original contractual requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Is there a process for communicating purchase order/contract changes to those affected by the change?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>V</b>	<b>Design and Development</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
18	Does the company's system provide for a planned program of design and development?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Are design reviews carried out as part of the system of design control?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Is there a procedure for proposing, approving and implementing design changes?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Is there appropriate control of design changes requiring approval by the purchaser?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>VI</b>	<b>Purchasing</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
22	Have documented procedures been established to ensure that purchased products and services conform to specified requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Do documented procedures define how suppliers are evaluated and selected based on their capability to meet requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Do procedures include review of supplier's performance at an interval consistent with the complexity and quality of the product?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Do the purchasing documents clearly describe requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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<b>VII</b>	<b>Control of Production/Service Provision</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
26	Do employees have access to product information which is consistent with product complexity and quality system requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Are documented work instructions in use for the control of production processes, inspection operations and tests, where the absence of such documents would affect quality?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Have processes which directly affect quality been identified and consistently carried out under controlled conditions?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Has equipment used to ensure continuing process capability been identified and included in an appropriate maintenance program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	If the company provides a service, are procedures established and maintained to perform, verify and report that the service provided meets specified requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>VIII</b>	<b>Customer Property</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
31	If parts and/or materials supplied by the customer are used for production or test, do procedures exist to handle, protect from damage, report instances of damage and verify these items?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Are supplied parts/material properly identified and protected from unauthorized use or improper disposal?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>IX</b>	<b>Product Identification and Traceability</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
33	Have documented procedures been established for product identification, from receipt and during all stages of production, delivery and installation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Are inspection stamps, markings, tags, labels or other suitable means used for identifying the inspections and tests performed and conformance to requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Is the identification of inspection and test status maintained to ensure that only conforming goods and services are used?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Are records maintained for product identification and traceability?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>X</b>	<b>Control of Nonconforming Product</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
37	Is there an effective system for controlling non-conforming material/product?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	Is non-conforming material/product properly identified, segregated and disposed of?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39	Are the procedures for repair and rework of non-conforming material/product documented?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40	Are records of non-conforming material/product maintained?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>XI</b>	<b>Control of Monitoring and Measuring Devices</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
41	Is a calibration/verification system in place that meets the requirements of ISO 9001? Identify (in the comments) if the calibration function is performed internally or by an outside source.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42	Are tools and equipment properly identified for calibration/verification status?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43	Are standards used traceable to NIST or other nationally or internationally recognized source of accuracy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44	Are records of calibration/verification maintained?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>XII</b>	<b>Monitoring and Measurement</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
45	Have procedures for inspection and testing activities been established in order to verify that the specified requirements are met?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46	Is inspection performed at planned checkpoints in accordance with written inspection instructions during the manufacturing/assembly/process cycle?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47	Are records of receiving, in-process and final inspections and tests maintained?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48	Do records clearly show that a product has passed or failed inspections and/or tests according to defined acceptance criteria?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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### XIII

#### Internal Audits

**Y N N/A**

- 49 Are internal audits planned and conducted in accordance with documented procedures?
- 50 Are audit results brought to the attention of personnel in charge of the audited area for the timely corrective action of the deficiencies found?
- 51 Do follow-up activities provide for the verification and recording of corrective action implementation and effectiveness?
- 52 Are records of internal audits maintained and available for review?

### XIV

#### Improvement

**Y N N/A**

- 53 Is a system in place to promote continual improvement?
- 54 Is a system in place to correct conditions within the operation which have resulted in a nonconformity?
- 55 Do corrective action procedures require that the cause of nonconformity be defined and action taken to prevent recurrence?
- 56 Are steps taken toward preventive action to eliminate potential causes of nonconformities?
- 57 Is there a written procedure for handling customer complaints and/or problems reported?