



HEADSET SERVICES LIMITED

Helping to make your voice heard

QUALITY QUESTIONNAIRE

Completed by: Name:	Kerry Trubee	Title:	General Manager
Signature:		Dated:	07-04-2010
Company Name:	Headset Services Ltd		
Address:	7 Cecil Pashley Way Shoreham Airport Shoreham By Sea West Sussex BN43 5FF United Kingdom		
Product/Services Supplied:	Distributor / Repair Centre and Manufacturer for ALL types of Communication Headset, Helmet, Handset, Handmic, cable, lead, adaptors and associated products.		
Tel No:	00 44 (0) 1273 234181		
Fax No:	00 44 (0) 1273 234190		
QA/QC Email:	customerservices@headsetservices.com		
SITA:	n/a		
Website	www.headsetservices.com		
CAGE Code:	KA 815		
Facility Size:	18500 m ²	Quality Mgr:	Mr Bob Austen
Key Mgmt Personnel:	Accountable Mgr:		Mr Gary Harvey
	Engineering Mgr:		Mr Philip Williams
	Operations Manager		Mr Kerry Trubee
Total Employees:	19		
Production:	8		
Engineering:	1		
Quality Assurance:	1		
Administration:	5		
Sales:	1		

APPROVALS HELD

EASA JAR 145
ISO 9001:2008

GENERAL



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	Yes	No	N/A
Does the company have a FAA approved anti-drug plan?		X	
Does the company only perform work within the EASA/FAA/NAA Scope/ Limits of Approval?		X	
Does the company deal in non-aircraft parts, materials and/or maintenance activities and are they adequately segregated from the aircraft functions?	X		
Does the company maintain a file of audit findings and corrective actions for the last five years, and is this accessible to the auditor?	X		
Is there a nominated deputy for all programs that require it?	X		
Will you permit an on-site audit if required?	X		
Do you use PMA parts?		X	
Do you have a system to advise when you intend to use PMA parts? Please explain.			X

QUALITY CONTROL

Is there an established Quality Control Program?	X		
Does the company maintain a current RS & QC manual/MOE and does that comply with all the requirements of the EASA/FAA/NAA?	X		
Does the manual detail duties, responsibilities and communication paths of the QA/QC department?	X		
Do Maintenance Staff have access to the Organisation's Manuals?	X		
Does the company have an internal audit and surveillance program?	X		
Does the audit program ensure compliance with customer specifications?	X		
Does the audit program assure appropriate corrective action for non-compliances?	X		
Does the company have an organisation adequate to perform the work intended?	X		
Are the supervisors/inspectors holders of aircraft licenses/repairman certificates or approved by the national authority?	X		
Does the company have an established procedure to provide corrective actions for discrepancies noted during repair/ohaul?	X		
Does the company maintain a list of 'Sub-contracted' maintenance actions and approved vendors for those functions?			X
Does the company ensure that the sub-contractor complies with customer specifications and legal requirements?			X
Does the company maintain certification for all sub-contracted work?			X
Does the company have a procedure for reporting defects or unworthy conditions to the customer and EASA/FAA/NAA?	X		
Does the company have a system to determine its suppliers/sub contractors performance?	X		

INSPECTION



Are inspectors properly trained and certified?	X		
Does the management exposition identify all supervisory and inspection personnel including all personnel authorised for return to service?	X		
Does the company have an employment summary for all staff identified in the management exposition?	X		
Does the company operate an acceptable receiving inspection system?	X		
Does the company have an acceptable procedure for identifying customer-owned parts?	X		
Does the company maintain traceability certification on all parts and raw material?	X		
Does the company operate a sampling procedure to ensure quality? If so, to what specification? – AS PER APPROVALS	X		
Does the company operate an acceptable system for controlling stamps for both inspection and production personnel? (If stamps are not issued, a signature is acceptable)	X		

NON-DESTRUCTIVE TESTING

Does the company hold approvals for and perform N.D.T. Inspection?		X	
Please state the specifications for which approvals are held. Magnetic Particle: Fluorescent Penetrant: Ultrasonic: Eddy Current: X-Ray: Acid Etch:			X

TECHNICAL DATA CONTROL

Does the company have the required NAA Approved and Accepted data to perform the repair/overhaul?	X		
Are there established procedures for controlling the revision status of the data held?	X		
Does the company have a system to ensure all technical data is current?	X		
Does the company maintain a record of manual revisions?	X		
Are overhaul (CMM) manuals correctly identified and available to maintenance staff?	X		
Does the company have a system to control the working copies of manuals to ensure that they are up-to-date?	X		
Are the issued working copies at the same issue as the masters?	X		
Is all technical data adequately stored and protected?	X		
Are adequate viewing devices, in good condition, available for viewing technical data not available in hardcopy?	X		
Is a nominated individual, by title, responsible for the control of technical data?	X		

SHELF LIFE PROGRAM

Does the company have a documented shelf life program?			X
Does the program list parts and materials that are subject to shelf life limitations?			X
Does the program assign program responsibility to a specific person by title?			X
Is each shelf life item labelled to show the specified expiry date?			X
Is there an adequate system to ensure that no items past the expiry date are issued?			X
Are items in use within the specified shelf life limits?			X

TOOL & TEST EQUIPMENT CALIBRATION

Does the company have a calibration program?	X		
Does the program specify the person, by title, responsible for the calibration program?	X		
Are all items of equipment in use listed in the calibration program?	X		
Are the standards used in calibration traceable to National Standards?	X		
Is there a system to identify each item of equipment in the program, its calibration frequency and calibration due date?	X		
Does the company operate a procedure to prevent out-of-service or calibration due tools & equipment from being used?	X		
Does the company have a procedure for controlling the calibration of personal equipment (if permitted)?	X		
Did a sample check of the calibrated equipment indicate the item is within the specified calibration?	X		
Are all tools and equipment in a serviceable condition?	X		
Do calibration records: Show date of calibration? Identify individual or vendor that performed the calibration? Show calibration due date? Contain a copy of the calibration certificate? Record details of adjustments and repairs? Show the P/N and S/N of the standard used to perform the calibration?	X		

TRAINING

Does the company have a documented training program to address the continuous training requirements of the FAA/EASAV/AAA?	X		
Does it include all mechanics, inspectors and technical supervisors?	X		
Is formal and On-The-Job training documented?	X		
Are the training records retained for a minimum of two years after the person leaves the company?	X		

HOUSING AND FACILITIES

Does the company have adequate facilities to house all the necessary tooling, equipment, material and parts to perform the work?	X		
Does the housing adequately protect the parts, materials and customer units from contamination, theft or damage?	X		
Is the environment appropriate to protect workers so that the quality of workmanship is not impaired?	X		
Does the facility have adequate lighting?	X		
Are storage facilities separate from shop and work areas?	X		
Do all storage areas have adequate space, shelving and security?	X		

STORAGE

Are parts and material correctly identified and properly stored?	X		
Does the company have a quarantine area for rejected parts and material waiting disposal?	X		
Do the parts in the bins match the part numbers indicated on the bin?	X		
Are parts and material properly protected from damage and deterioration?	X		
Are flammable, toxic or volatile materials properly identified and stored?	X		
Are sensitive parts and equipment (oxygen parts, o-rings, E.S.D.'s etc.) properly packaged, identified and stored to protect from damage?	X		
Are oxygen and other high-pressure bottles correctly identified and stored?			X

WORK PROCESSING

Does the company have adequate tooling and equipment to perform the work being undertaken?	X		
If the company uses test equipment that differs from the OEM specified equipment: Is it properly certified as equivalent? Does the company have operating and maintenance manuals? Is maintenance and servicing carried out per manual instructions? Is maintenance and servicing recorded and are records retained for a minimum of two years? Is the equipment listed in the calibration program? Has the equipment been accepted by the EASA/FAA/CAA?			X
Are supervisors, inspectors and mechanics properly trained, authorised and certified (if required) for the work that they perform?	X		
Are customers' parts correctly identified throughout the rework procedure and in storage?	X		
Does the company have a system in place to ensure its customers authorise the use of non OEM CMM data prior to its use?			X

During the rework procedure, are serviceable and unserviceable parts segregated?	X		
Are work cards/records complete, in order and legible?	X		
Do the work records contain: Description of the work performed and reference to data acceptable to the administrator? The date the work was completed? The name of the person performing the work? The name of the person inspecting the work? The name of the person certifying the work? The signature, certificate number, and type of certificate issued to return the article to service?	X		
Are all inspections, tests and test data recorded in the work package?	X		
Are records maintained for the period specified by the EASA/FAA/NAA?	X		
Do the company facilities offer adequate protection of parts during rework, e.g. filtered air and clean room/assembly areas where required?	X		
Are fluid dispensing containers and servicing units correctly identified?	X		
Are hydraulic fluids subjected to regular cleanliness testing?			X
Are smoking, drinking and eating forbidden in the work areas?	X		

SHIPPING

Does the company verify the P/N, S/N and Mod. Standard stated on the despatch paperwork and detailed on the data plate match?	X		
Are the original release documents attached to the unit prior to despatch?	X		
Are components returned in an appropriate shipping container or as specified by the customer?	X		
Does the company have a system for identifying items requiring export licenses?	X		
Does the company clearly identify on the accompanying documentation and records items that may require an export license?	X		

SCRAPPED PARTS

Does the company have a documented procedure to assure that scrapped parts are either returned to the customer or mutilated beyond repair?	X		
Does the program identify an individual, by title, responsible for verifying the mutilation of scrapped parts is accomplished?	X		
Do records show the P/N and S/N of the scrapped part and the date scrapped?	X		
Does the company maintain a record of life limited parts scrapped for seven years?			X

PLATING AND TREATMENTS

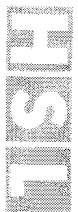


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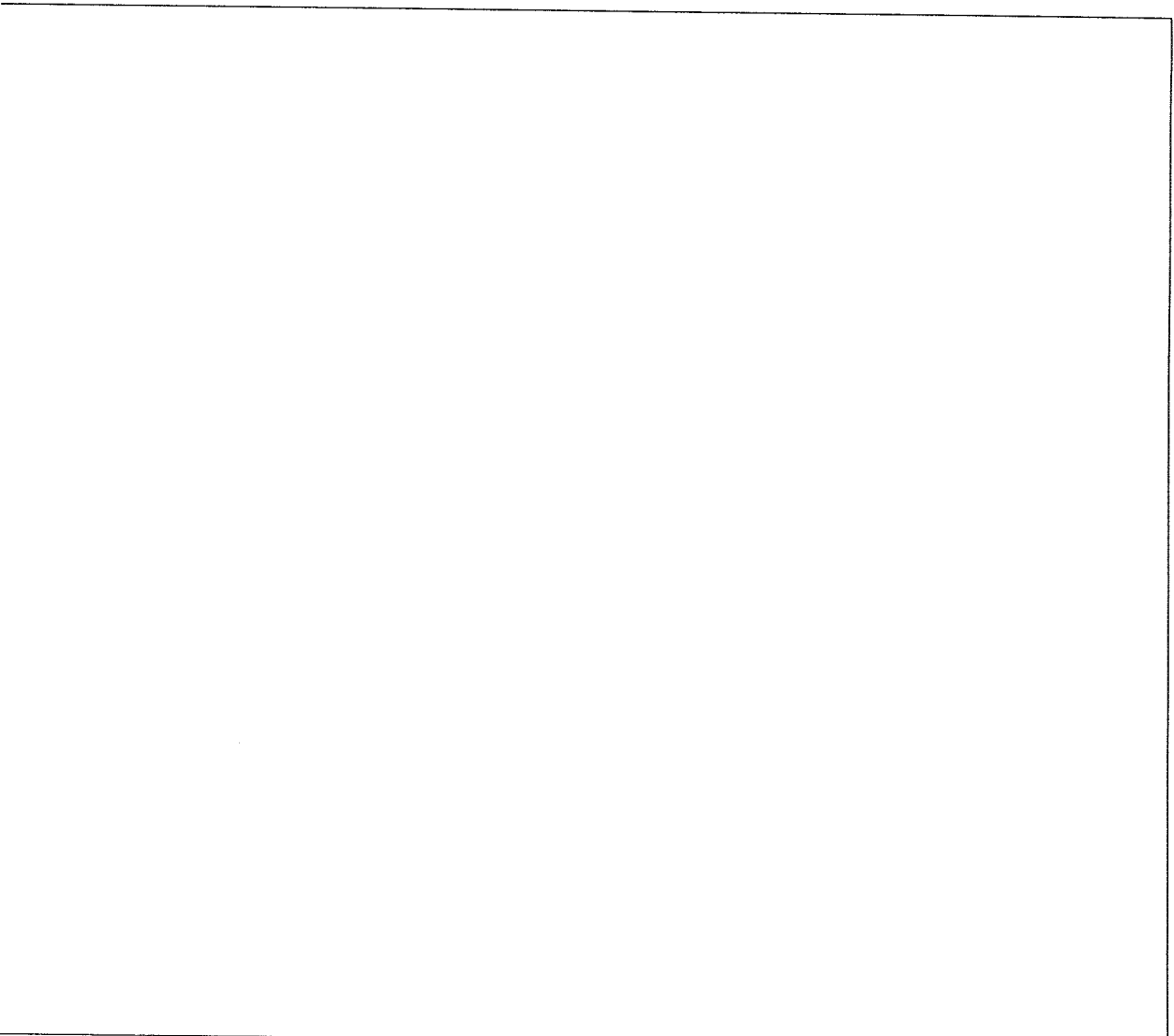
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Does the company hold any plating approvals? Please give details of the specifications: Chromium Plating: Cadmium Plating: Nickel Plating: Copper Plating: Stylus (dalic) Plating:		X	
Are the plating baths qualified to the requirements of the quoted plating specifications?			X
Are the elapsed times between the termination of the plating operations and the commencement of de-embrittlement heat treatments recorded?			X
Is the company approved for carrying out shot peening? Please give details of the specifications:		X	

ADDITIONAL COMMENTS:



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COMMERCIAL DATA

<p>Head Office Name & address if different from Trading Name:</p>	<p>HSL is now part of the MEL Aviation Group - Laurence Water House, Addison Road, Chilton Industrial Estate, Sudbury, Suffolk, CO10 2VW.</p>
<p>Key Business Contact:</p>	<p>Name: Mr Kerry Trubee Title: General Manager Tel: 00 44 (0) 1273 234181 Fax: 00 44 (0) 1273 234190 E-mail: info@headsetservices.com SPEC 2000 Code & Capability: n/a</p>



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Purchase Order Contact:	Name: Mr Scott Hopkins Title: Purchasing Tel: 00 44 (0) 1273 234181 Fax: 00 44 (0) 1273 234190 E-mail: scott.hopkins@headsetservices.com Currencies: UK Sterling / Euros / USD Minimum Amount Order: £100.00
Repair Order Contact:	Name: Customer Services Tel: 00 44 (0) 1273 234181 Fax: 00 44 (0) 1273 234190 E-mail: repairs@headsetservices.com Currencies: UK Sterling / Euros / USD Minimum Amount Order: £75.00
AOG Desk:	Name: Mr Mark Rogers Title: Sales Person Tel: office hrs 00 44 (0) 1273 234181 E-mail: sales@headsetservices.com