



AIRCORPS AVIATION
QUALITY ASSURANCE DOCUMENT

Supplier Policy Manual

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AirCorps Aviation
1180 Adams Ave NW,
Bemidji MN 56601
www.aircorpsaviation.com

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1 Introduction

AirCorps Aviation specializes in the restoration, maintenance, and rebuilding of vintage WWII aircraft. We bring forth experience, dedication, passion, and award-winning detail that shows in every project we take on. But as we grow, so does our story and the services we offer.

At AirCorps Aviation, we are dedicated to continually improving every aspect of our operations, from aerospace design and fabrication to ongoing support. This commitment is aimed at ensuring continued customer satisfaction and fostering the sustained competitiveness and growth of both AirCorps Aviation and our valued suppliers.

As part of our contractual agreement with our customers, particularly those with PMA and ISO requirements, AirCorps Aviation may be required to demonstrate change control with traceability through our suppliers and that our suppliers are able to provide the equivalent control with their suppliers.

The requirements herein are defined for each supplier. Suppliers accept the requirements listed herein when accepting a purchase order from AirCorps Aviation.

Parts may also be identified as military grade or have military specifications indicated on the documentation. For procurement of military grade products, a manufacturer's certification to the specified military or aerospace specification or standard is required. This certification must include essential details such as the manufacturer information, distributor details, distributor purchase order number, part number, quantity, date code, and lot codes of each quantity supplied.

Suppliers shall provide parts in accordance with the Purchase Order. Any exceptions or additional requirements beyond this manual will be clearly communicated on the purchase order. If there are any sections of this manual the supplier cannot meet, the supplier shall notify the AirCorps Aviation Purchasing Contact.

Suppliers are required to provide information regarding "Materials Hazardous to Health and Environment". This includes providing relevant documentation such as Safety Data Sheets (SDS), compliance with RoHS (Restriction of Hazardous Substances), REACH (Registration, Evaluation, Authorization and Restriction of Chemicals), etc.

1.1 Quality Policy

AirCorps Aviation specializes in the preservation and restoration of WWII aircraft, legacy aircraft and supporting resources. We maintain world class craftsmanship by striving to find ways to continuously improve beyond industry standards.



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1.2 Our Mission

Fulfilling dreams through preservation of historical aircraft.

1.3 Values

Supporting Continued airworthiness of historic and legacy aircraft through award-winning restoration, maintenance, project management, parts fabrication, and sales.

1.4 Supplier Culture of Quality and Safety

At AirCorps Aviation, we expect our suppliers to foster a culture where employees prioritize quality and safety by understanding their responsibilities regarding:

- **Quality Assurance (QA):** Developing and implementing systematic actions to ensure consistent quality outputs.
- **Ensuring Product or Service Conformity:** Reporting defects or nonconformities internally and informing AirCorps Aviation of any known or suspected quality or regulatory issues.
- **Their Contribution to Ensuring Product Safety:** Understand the potential safety implications of materials, parts, and services provided to us, thereby prioritizing safety in their processes and decisions to mitigate risks and uphold the highest standards of product safety.
- **Promoting Moral and Ethical Behavior:** Adhering to laws, regulations, and internal policies regarding conflicts of interest, intellectual property, criminal activity, and interactions with customers or suppliers.
- **Safety Assurance (SA):** Collect and assess safety data, performance measures, and information.
- **Training:** Provide ongoing training and demonstrate consistent behaviors that emphasize organizational commitment to aviation and product safety.

By adhering to these principles, our suppliers promote an increased culture awareness of quality and safety.

2.0 Supplier Policy Manual Introduction

2.1 Purpose

This manual serves as a guide to communicate AirCorps Aviation's quality standards and expectations to our valued suppliers. Additionally, it outlines our commitment to awarding suppliers business based on supplier performance ratings.



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2.2 Scope

The contents of this Supplier Policy Manual apply to current and potential suppliers of material and/or services at AirCorps Aviation, which directly influence product and/or service quality.

2.3 Supplier Policy Manual Revisions

AirCorps Aviation will provide suppliers access to the current revision of the Supplier Policy Manual.

3.0 Obtaining & Maintaining Approved Supplier Quality Status

3.1 Supplier Approval Process

The following outlines the general process for approving suppliers to do business with AirCorps Aviation. While specifics may vary depending on the supplier and situation, suppliers are only added to the Approved Supplier List (ASL) after successfully completing the approval process.

The supplier agrees to permit on-site audits by AirCorps Aviation, its representatives, or customers, as deemed necessary by AirCorps Aviation or to support mandated audits by AirCorps Aviation's customers or regulatory bodies. Additionally, AirCorps Aviation reserves the right to audit both the supplier's manufacturing processes and quality management system. Efforts will be made in collaboration with the supplier to reduce the frequency of audits and minimize disruption to business operations.

Supplier Approval Process (as applicable):

Complete the following:

1. Non-Disclosure Agreement
2. Approved Supplier Form, (03-10-02.14-QS)
3. On-site Audit
4. Acknowledge Acceptance of Supplier Policy Manual

After completion of the applicable requirements and achieving satisfactory results, the supplier will be added to the Approved Supplier List.

On-going Performance:

- Monitored by Supplier Scorecard

3.2 Approved Supplier List

Materials and/or services that have a direct impact on product and/or service quality will be purchased from suppliers on the current AirCorps Aviation Approved Supplier List. AirCorps



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Aviation evaluates and selects suppliers based on their capability to deliver high-quality products, meeting specified production and delivery

3.3 Supplier Quality System Requirements

AirCorps Aviation does not require ISO or FAA certifications from its parts and service suppliers; however it is preferred that they possess and uphold a formal quality management system. This system should facilitate continuous improvement, emphasize defect prevention, and minimize product variation and waste. It is preferred that the supplier's quality systems consist of the following:

1. Documentation Control
2. Product Traceability
3. Controlled Calibration System
4. Corrective Action System to Address Customer and Internal Complaints
5. Documented Training System
6. Supplier Monitoring System
7. Control of Nonconforming Product

3.4 Non-Disclosure Agreement (NDA)

Suppliers may be required to complete a Confidentiality and Non-Disclosure Agreement. It is the responsibility of AirCorps Aviation direct suppliers to obtain a signed copy of AirCorps Aviation's Non-Disclosure Agreement from the subcontractor and to provide a copy to AirCorps Aviation upon request.

3.5 Supplier Surveys and Assessments

Potential suppliers may be required to complete a "Supplier Survey."

Upon submission of the Approved Supplier Form, an on-site audit (see Section 3.1) may be conducted to evaluate production capabilities. This assessment will be limited to potential production items intended for purchase by AirCorps Aviation. Any subsequent changes to the product may necessitate a subsequent assessment. AirCorps Aviation retains the discretion to determine if an on-site audit is necessary.

3.6 Supplier Status

AirCorps Aviation shall determine the supplier's status. Status levels are defined below.

Approved Supplier: A supplier that has been selected based on evaluation results indicating that they can provide product meeting specified requirements.

Conditional Approved Supplier: A supplier approved for a limited scope of work, requiring prior approval from management for each purchase order issued.

Disqualified Supplier: A supplier who is ineligible for future purchases due to continuing unsatisfactory quality or delivery performance, unresolved corrective actions, pricing,



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changes to its risk profile, or other adverse reasons.

3.7 Supplier Continuous Performance Expectations

AirCorps Aviation has established the following performance expectation for suppliers. These expectations should be fulfilled unless otherwise specified on the purchase order or in writing on an approved supplier agreement.

1. Defective Parts Per Million (DPPM) – Receiving Inspection rejection rate: 1,000 DPPM.
2. On-time Delivery - 98% on time (On time: zero days late, no more than 7 days early).
On-time Delivery is calculated from the material's arrival date at AirCorps Aviation based on the supplier's original promise date.

Service Responsiveness:

1. Supplier Corrective Action Requests (SCARs): Complete containment within 5 business days, complete root cause analysis and action plan within 30 days, and implemented systemic corrective action within 60 calendar days.
2. Returned Material Authorizations (RMAs): Issued within 5 business days of initial request and parts replaced or returned within 60 calendar days.
3. General inquiries were responded to within one business day.

AirCorps Aviation may generate scorecards periodically to monitor supplier performance.

3.8 Audits

AirCorps Aviation reserves the right to conduct periodic audits of the supplier's entire quality system. The audits may be performed at the supplier's location, remotely as a desk audit, or require the supplier to complete a self-audit.

3.9 Corrective Actions

In the event of a non-conformance concerning product quality, on-time delivery, or failure to meet a requirement, AirCorps Aviation may require a written corrective action response.

The supplier's quality program must outline a plan for promptly containing and taking corrective action on conditions that adversely affect product deficiencies encountered during processing, fabrication, assembly, or test, or those occurring at a sub-tiered supplier.

The written corrective action report must be supplied to the supplier quality contact at AirCorps Aviation in the timeframe listed below:

1. Containment: Typical response time is within 3 business days unless directed otherwise by business needs.
2. Corrective Action Completion:
 - a. Complete Containment: Completed within 3 business days
 - b. Root Cause Analysis Plan: Completed within 30 days
 - c. Systemic Corrective Action Implementation: Implemented within 60 calendar days.



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AirCorps Aviation may require more immediate completion of any or all of the corrective action stages based on business needs, which will be communicated to the supplier. If additional time is required, the supplier must request an extension at least 2 business days prior to the due date.

3.10 Acceptable Expiration Dates for Shelf-Life Items

Supplier shall not ship a product to AirCorps Aviation where less than 75% of the total shelf life remains without prior notification and AirCorps Aviation approval.

3.11 Business Continuity and Disaster Recovery (BCDR)

AirCorps Aviation requires suppliers to proactively assess potential risks that could disrupt their regular business operations and take appropriate measures to mitigate these risks. It is strongly advised that suppliers have a documented Business Continuity and Disaster Recovery Plan in place. In the event that such a plan does not exist, suppliers are obligated to notify AirCorps Aviation.

3.12 Lot Traceability

As specified in the Purchase Order, suppliers may be required to maintain lot traceability to the original raw material or part manufacturer in the form of serial numbers, date codes, lot codes or any other process mutually agreed upon with AirCorps Aviation

3.13 Record Retention

Quality records related to the processing, acceptance and distribution of AirCorps Aviation materials and parts must be retained for at least 10 years unless otherwise specified. Suppliers are not permitted to dispose of or destroy these records without written permission from AirCorps Aviation. AirCorps Aviation may decide to arrange transfer of the records to AirCorps Aviation.

3.14 Qualification of Supplier Personnel

AirCorps Aviation requires suppliers to assess and verify the competence of personnel whose roles and responsibilities have an impact on product quality.

3.15 Calibration Providers

Suppliers providing calibration services shall establish, implement, and maintain a quality management system (QMS) that:

1. Conforms to the current version of ISO 9001, ISO 13485, or ISO/IEC 17025 standards and encompasses calibration services within its scope.
2. Original Equipment Manufacturers that are providing calibration services for their own equipment shall be capable of performing the required service to the satisfaction of ISO/IEC 17025, ISO 10012:2003 or ANSI/NCSL Z540.3.

Supplier may outsource calibration services to a sub-contractors approved by the supplier's QMS, and meets aforementioned requirements.

3.16 Environmental Regulations / Trade Agreements / Certificates of Origin

Suppliers are to ensure that all materials and products supplied to AirCorps Aviation comply



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with current government regulations and safety standards regarding Restricted, Toxic, Environmental, and Hazardous Materials. Suppliers are obligated to identify any restricted, hazardous, or regulated materials and guarantee compliance with relevant regulations. When necessary, suppliers must provide Safety Data Sheets (SDS) for all supplier materials. Additionally, suppliers are required to annually furnish updated documentation including Certificate of Origin (COO), North American Free Trade Agreement (NAFTA), United States-Mexico-Canada Agreement (USMCA), Conflict Minerals Survey (CMRT), RoHS certificate, REACH declaration, TSCA Section 6h (PBT) declaration, and Prop65, upon request by AirCorps Aviations or our Customers.

3.17 Conflict Minerals

Certain regions, notably the Democratic Republic of the Congo and neighboring areas, are designated as “conflict regions” due to reported human rights abuses, environmental issues, and actions against citizens. Minerals originating from these regions, including gold (Au0), tantalum (Ta), tungsten (w), and tin (Sn) are classified as “conflict minerals.”

Suppliers are required to undertake due diligence in examining their supply chain to assure that these minerals, if present in the supplied products, do not originate from mines controlled by non-governmental military groups or unlawful factions in conflict regions. They are contained within the product supplied, and are not sourced from mines that are in this conflict region which are controlled by non-government military groups or unlawful military factions.

Additionally, suppliers are expected to:

1. Establish and disclose a conflict-free sourcing policy and controls to ensure procurement of conflict-free minerals.
2. Monitor their supply chain to prevent the acquisition of conflict minerals to the best of their ability .
3. Provide supporting data and information confirming compliance upon request.
4. Support initiatives by the Responsible Business Alliance in this area.

4.0 Change Management Requirements

4.1 First Article Inspection

When requested by AirCorps Aviation, the supplier shall conduct First Article Inspection (FAI) to verify the supplied components conform to the specification and drawings provided by AirCorps Aviation. This inspection involves thorough examining of one part to ensure it matches the print or incorporates any revisions made. A copy of the First Article Inspection Report (FAIR) must be submitted to AirCorps Aviation with the initial shipment.

If the supplier deviates from the established process or the last approved FAIR, AirCorps Aviation must be notified. Depending on the supplied component, the FAIR may need to be documented on an AS9102 report.



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An FAIR is mandatory for new parts or when a part undergoes a revision change, but it may also be required at other times as specified in the purchase order.

4.2 Change Notification Requirements

Suppliers are required to provide written notification within five (5) business days of any significant changes to their organization or quality management system. Such changes must receive written approval from AirCorps Aviation. Examples include alterations in location, ownership, or the loss or withdrawal of ISO 9001, AS9100D, AS9120, or NADCAP certification.

Examples of changes that require prior notification include (but are not limited to);

- Using of different manufacturing equipment not previously qualified
- Facility/location transfers
- Movement of equipment within a facility
- Reduced Frequency of preventive maintenance or calibration
- Significant equipment or tooling malfunction or repairs
- Changes in manufacturing process parameters
- Changes in software or programs used for product manufacturing or inspection
- Rework not initially qualified as part of the process
- Transfer of qualified process to/from an outside vendor/supplier
- Transfer of a qualified process from one outside vendor/supplier to another
- Laps of third-party certificate for the quality system

Any questions regarding the applicability of a change should be directed to the Quality Department contact at AirCops Aviation. If the intent is to utilize various locations or pieces of equipment, multiple suppliers, rework processes, or ranges of process parameters, all should be qualified initially as part of the item's qualification request.

Absolutely no changes can be made to the requirements/specifications without written approval from AirCorps Aviation. This includes material substitutions, tolerance changes, part marking, etc. If written authorization is received, the certificate of compliance (C of C) must indicate the authorized changes (please include a copy of the written authorization statement with the C of C). If an updated drawing is provided prior to shipment, parts must be identified with the new revision and inspected and approved accordingly.

Air Corps Aviation requests advance notice of any scheduled extended plant shutdowns, where extended is defined as greater than five (5) days excluding government -approved national holidays.

4.3 Management of Sub-Suppliers

When suppliers to AirCorps Aviation choose to subcontract any process that affects product conformity with requirements, it is the supplier's responsibility to maintain control over those processes. These controls must address the requirements listed in sections:

- Section 3.16 Environmental Regulations / Trade Agreements /Certificates of Origin
- Section 3.17 Conflict Minerals
- Section 4.2 Change Notifications Requirements



AirCorps Aviation expects our suppliers to communicate and enforce the applicable requirements of this manual and purchase order to their supply chain and sub-tier suppliers. Additionally, we expect suppliers to exercise due diligence when selecting sub-tier suppliers. This includes conducting assessments and continuously monitoring their performance using scorecards or defined criteria. This data should be readily available for review during audits, and any sub-tier performance issues should be promptly communicated to AirCorps Aviation.

Suppliers must utilize AirCorps Aviation's designated or approved external providers, including process sources (e.g., special processes) when specified.

4.4 Drawing and Change Control

The supplier must keep the most recent drawings and specifications provided by AirCorps Aviation or AirCorps Aviation's Customer, as specified on the purchase order or other approved documentation. They should also keep a record of when changes become effective and acknowledge receipt of any transmitted changes.

5.0 Packaging and Shipping Requirements

5.1 Packaging

AirCorps Aviation expects suppliers to package products in a way that ensures protection from damage and/or deterioration during transit and during storage within our facilities.

Any unsuitable, lost, or damaged product should be promptly recorded and reported. It is the responsibility of the suppliers to ensure that relevant personnel, including sub-suppliers, are aware of AirCorps Aviation's packaging requirements.

If AirCorps Aviation specifies the return of scrap parts, the container must clearly identify them as scrap. Scrap parts must be kept separate from good parts, and clearly labeled as scrap, preferably using scrap tags for clear identification.

5.2 Shipping Documents Requirements

A packing slip must be furnished with all shipments, and include the following:

1. Supplier name and address
2. Ship-to Address
3. AirCorps Aviation purchase order (PO) number
4. Part number, revision level and description of contents
5. Quantity of each box and total quantity
6. Packing slip must have a reference number for tracking purposes
7. PO number / Invoice number (or reference)

When specified on the purchase order, a Certificate of Conformance (C of C) may be required in addition to the packing slip. The C of C must include the follow:

1. **Manufacturer Identification:** Information identifying the supplier, manufacturer, or distributor, such as legal business's name, business address, and contact details.



2. **Product Identification:** Specific details about the product or service provided, including purchase order number, part number, description, quantity, and any applicable serial numbering.
3. **Specifications:** Confirmation that the product meets the specified requirements, including material composition, dimensions, tolerances, finishes, coatings, treatments, or any other relevant specifications.
4. **Special Process:** Process critical to the quality, functionality, or safety of the product, requiring specialized knowledge, controls, or validation to ensure compliance with requirements and standards.
5. **Standards Compliance:** Confirmation that the product conforms to applicable industry standards, regulations, or customer specific requirements.
6. **Test Results:** Any relevant test data or inspection results performed to verify conformance to specifications, including information about testing methods, equipment used, and the results obtained.
7. **Signature and Date:** Signature of an authorized representative or the supplier, along with the date of issuance.
8. **Statement of Conformance:** A statement affirming that the product supplied was made to a validated/verified process, meets all specified requirements and is in compliance with applicable standards and regulations.

If a Certificate of Conformance is required, the supplier must maintain it on file and be available to AirCorps Aviation upon request.

5.3 Delivery

Suppliers are expected to deliver products on time. Whenever circumstances prevent on time delivery, it is the supplier's responsibility to communicate and negotiate an alternate plan in advance of the missed delivery. On time deliveries are defined as zero (0) days late and no more than three (3) days early.

6. Manufacturing Process Management Requirements

6.1 Capability Study

At the request of AirCorps Aviation's Engineering, suppliers may need to conduct a capability study for agreed-upon "critical" dimensions. The goal is to achieve a minimum of 1.33 Cpk or better. If the supplier does not meet this level, they should implement improvement processes to work towards achieving it.

6.2 Control Plan

When requested by AirCorps Aviation Quality Engineering, suppliers must create and maintain control plans detailing quality planning for a specific part or family of parts. These plans should be provided to AirCorps Aviations upon request.

6.3 Qualification & Validation Study

Upon request of AirCorps Aviation, suppliers are required to perform qualification of equipment, tools, and fixtures as well as validation and verification for processes, inspections,



and test fixtures.

6.4 Statistical Process Control

Upon request from AirCorps Aviation Quality Engineering, the supplier must perform on-going Statistical Process Control (SPC) for mutually agreed upon “critical” dimensions.

6.5 Inspection Data

At the request of AirCorps Aviation Quality Engineering, suppliers must maintain records of inspection data according to the approved control plan. Inspection data must accompany each shipment of parts.

6.6 Control of Inspection, Measurement and Test Equipment

Suppliers must establish a system for calibration, equipment maintenance, and service for all measuring and test equipment used in manufacturing and accept AirCorps Aviation purchased products.

6.7 Nonconforming Product

AirCorps Aviation requires all products to meet provided specifications. If a nonconformance is discovered, the supplier must be promptly contacted, and a timely response to minimize impact on product schedules is expected.

The supplier must notify AirCorps Aviation immediately of any suspect nonconforming material that has shipped. The supplier is responsible for costs associated with replacing or crediting nonconforming material, including freight. AirCorps Aviation will issue a Debit for the parts upon receipt of an RMA or notification or supplier credit. A new Purchase Order will be issued for any agreed upon rework or replacement parts required.

Costs may include but are not limited to:

1. Testing, inspection, and sorting as required
1. Process changes which become necessary in order to remedy nonconformity
2. Recall costs
3. Travel incurred.
4. Cost of Product(s) or additional Material impacted by the nonconformity
5. Support costs that are directly related to the resolution of the nonconformity
6. Any external analysis
7. Any additional services incurred by AirCorps Aviation to remedy the nonconforming material

Options to correct nonconforming product include but are not limited to:

1. Supplier sends personnel on-site to conduct sorting or rework activities.
2. Supplier contracts a third-party service to provide on-site sorting or rework.
3. Product is returned to the supplier for sorting or rework.
4. AirCorps Aviation performs sorting or rework on behalf of the supplier at the supplier's expense.



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Nonconforming products may be scrapped at AirCorps Aviation or returned at the supplier's expense.

Replacement parts and shipping arrangements must align with AirCorps Aviation's production requirements.

6.8 Reworking Nonconforming Product

Nonconforming product identified at the supplier or returned from AirCorps Aviation may be reworked with AirCorps Aviation's approval, provided that:

1. No standard work instruction exists.
2. Rework does not adversely affect the form, fit, function, quality, performance, safety, or reduce the life expectancy of the part.

Reworked nonconforming products returned to AirCorps Aviation should be:

1. Packaged separately from new parts.
2. Accompanied by a packing slip indicating the RMA number and other requirements listed in Section 5.2.
3. If a Certificate of Conformance (C of C) was required initially, a new C of C is needed, identifying the rework performed and listing the RMA number.

7.0 AirCorps Aviation Tooling

Suppliers are responsible for identifying, verifying, tracking, and protecting AirCorps Aviation-owned or AirCorps Aviation's customer-owned tooling. Suppliers must promptly notify AirCorps Aviation of any lost, damaged, or unsuitable for use tooling.

When AirCorps Aviation's customers designate a product as "obsolete," suppliers are expected to retain non-production tooling for service part production. The duration of tooling retention varies for each customer, and AirCorps Aviation will communicate these requirements to suppliers upon product obsolescence.

AirCorps Aviation requires suppliers to notify the procurement department before scrapping any AirCorps Aviation tooling. AirCorps Aviation requires suppliers to provide tooling maintenance data upon request.

8.0 Supplier/Subcontractor Continuous Improvements

AirCorps Aviation encourages and recognizes suppliers who actively participate in shared continuous improvements. We promote the use of a lean/continuous improvement program to encourage supplier-initiated improvement suggestions. This fosters an environment of open communication and mutual benefit among AirCorps Aviation, its suppliers, and its customers.