

**Quality Requirements for  
Sustainment Air-Vehicle Maintenance, Repair,  
Overhaul  
& Upgrade Activities  
Document Number: QSUS**



## **1. APPLICABILITY**

This Quality Appendix, QSUS, is applicable to Sellers performing Air-Vehicle level Maintenance, Repair, Overhaul and Upgrade (MRO&U) activities on products owned by Buyer's customers. The use of the term MRO&U (or other typical terms such as Maintenance, Repair and Overhaul, (MRO) and the like) in this document is synonymous with the term "maintenance" in AS9110.

## **2. GENERAL REQUIREMENTS**

Seller shall meet the applicable requirements of the latest revision of Quality Appendix QSUS in effect as of the date of the Request for Proposal (RFP). In the event of a conflict between the requirements herein and the Quality portion of the supplier statement of work (SSOW), the SSOW shall take precedence, unless otherwise amended by Buyer and Seller prior to PO issuance. Seller shall:

- A. ensure all applicable requirements herein are imposed upon Seller, its agents and subcontractors at all tiers working on Buyer's products;
- B. have and maintain internet access for obtaining requirements of this PO;





**10.3** Seller shall retain documented information on the results of the evaluation of the new maintenance process and make them available to Buyer upon request. Seller need not repeat the evaluation on subsequent applications of the maintenance process, provided the procedure is not altered and records of the original evaluation are available.

**10.4** Seller shall have the ability to evaluate, verify and document corrections, changes, and quality conformity steps to any first application of a new maintenance capability.

## **11. CORRECTIVE ACTION, PREVENTIVE ACTION, REQUEST AND REPORTING**

**11.1** Seller shall establish and maintain a documented system to investigate nonconformances, perform root cause analysis, and provide trend data.

**11.2** Seller shall ensure effective corrective and preventive action is taken to prevent, minimize, or eliminate non-conformances.

**11.3** Seller shall assess all Buyer-identified nonconformances and take appropriate actions to ensure causes of nonconformances are corrected.

**11.4** Seller shall provide detailed Root Cause Analysis & Corrective Action Plan upon Buyer's request.

**11.5** Seller shall notify Buyer's Sustainment Quality Representative utilizing LM Aero's Quality Concern Notification (QCN), or equivalent, approved channels within 10 days of adverse action taken by Seller's customer, US or International Government Agencies (e.g., DCMA, FAA, CAA, OSHA, DoD, NMAA, EPA, etc.), Third-Party Registrar, or other certification/accreditation body, to include but not limited to, any of the following:

- a) Issuance of any finding associated with Seller's Quality Management System or processes, or for any products and services purchased under this Statement of Work
- b) Issuance of any finding by a Third-Party Registrar

**11.6** Seller shall provide within 30 days of the written notification, the approved corrective actions taken in response to any adverse actions reported in 11.4-11.5 above.

**11.7** Seller shall permit Buyer access to data in OASIS and Nadcap databases including registration documentation, certification, audit reports, findings, corrective actions, etc. Buyer reserves t







- f) A point of contact to coordinate problem analysis and resolution; and
- g) Any other relevant information.