

Services & Quality: you take care of your business, we'll do the rest.

1 → Company info

2 → Business info

3 → General questions



05/2005 form

Supplier Survey

THANK YOU FOR USING DART AVIATION ELECTRONIC SUPPLIER SURVEY FORM!

► TIP: HOW TO USE THIS ELECTRONIC DOCUMENT?

1. Tick and fill in all your relevant fields
2. On the last page, use the PRINT button in order to edit a record that you may immediately fax to DART AVIATION
3. Then press the SUBMIT button that will appear to send your infos. You will be redirected to our website

Please notice that some specific documents and signature are required to complete this form **so you will have to fax us these items:**

+33 299 198 998

1 • ABOUT THE COMPANY

Company Name

#VAT ID

#CAGE ID

Address

Street

Town

Zip Code

Country

State

Phone

Fax

E-mail

Website

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2 • KEY PEOPLE & CONTACTS

MANAGER

Mr Ms

Name

Surname

Phone

Fax

QUALITY

Mr Ms

Name

Surname

Phone

Fax

ACCOUNTING

Mr Ms

Name

Surname

Phone

Fax

LOGISTICS

Mr Ms

Name

Surname

Phone

Fax

Additional contact informations

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3 • YOUR BUSINESS

Repair/Overhaul

MFA

Distributor/Supplier

Broker/Stockist

MAIN ACTIVITIES AND/OR PRODUCTS

CREDIT TERMS

Terms

High limit

Credit Card

SWIFT

Draft

SURVEY APPROVAL

Company

Name

Position

Date & Signature

→ Please provide an updated copy of your quality certificate or agreement form.



Supplier Survey

4 • CORPORATE FEATURES

- Date of creation / / dd mm yy • Number of employees • Turnover

5 • LOGISTICS

- What are your standard delivery time guarantees?
- What type of transport insurance do you provide?
- What type of logistics feedback do you furnish?
- Which freight forwarders do you use?

6 • QUALITY CERTIFICATION REFERENCES

	YES	NO	N/A
AQUAP 110 / AQUAP 120 / AQUAP 130			
ASA 100			
FAR 145			
ISO 9001 / ISO 14000			
JAR 21/JAR 66/JAR145/JAR147			
PMA/FMA of TSO Authority			
Qualifas			
SFAR 36 Authority			



Supplier Survey

7 • CERTIFICATION REFERENCES

• Number of certificate(s)

• Type of certificate(s)

• Expiration date(s)

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

• Date Certified Norm was last audited / / dd mm yy

• Activities having received certification

• If they are not yet certified, is certification underway? YES NO

8 • QUALITY CONTROL PROCEDURES & QUALITY MANUAL

YES NO N/A

• Do you have a quality control manual adequately describing the existing procedures? [If so, please provide a copy.](#)

• Do you have instructions explaining exactly how the procedures work?

• Is the quality control manual accessible to all concerned employees?

• Are the maintenance and monitoring responsibilities of the quality control procedures clearly defined?

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9 • COMPUTER RECORDS

YES NO N/A

- Do you have a data filing system for all information concerning commercial transactions and quality-related documents?
.....
- For how long are these records kept?
.....
- Are records kept for each client, each supplier and each delivery?
.....
- Do you have a data filing system for all documents, analytical reports and tests relative to merchandise delivered to clients?
.....
- Are computer records and printouts safeguarded against deterioration, loss and other causes of damage?
.....

10 • AUDITS & EVALUATION

- Is there a third party or in-house auditing program evaluating the efficiency of the quality control procedures utilized?
.....
- Is there a designated and qualified person in charge of administering the audits and the corrective/preventive measures?
.....

11 • QUALITY PLANNING

- Do you have specific quality directives for certain customers?
.....
- Are special means implemented for satisfying these directives?
.....



Supplier Survey

12 • STORAGES

YES NO N/A

- Are the storage sites used today the most appropriate for stocking aircraft spare parts?
.....
- Are the aircraft spare parts storage sites restricted and access reserved to authorized personnel?
.....
- Is the packaging used for the aircraft spare parts today the best adapted for their storage?
.....
- Is there a procedure for physically storing the “serviceable” elements from the “unserviceable” elements?
.....
- Is there a procedure for storing the “scrapped parts” separately?
.....
- Are the stock management methods the best suited for the different categories of spare parts?
.....
- Are the aircraft spare parts storage sites protected against environmental elements (*dust, pollution, precipitation, frost, radiation, etc.*) and isolated?
.....
- Are the aircraft spare parts storage sites frequently inspected by the quality control service?
.....
- Are the staff in charge of inspecting the aircraft spare parts at reception, while in storage and before shipment appropriately trained and qualified for the job?
.....
- Are you open to suggestions made by a third party on putting together training courses?
.....
- Is there a register of personnel authorized to accompany aircraft spare part inspection teams during their rounds?
.....



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13 • RECEPTION CHECK LIST

YES NO N/A

- Are the spare parts visually inspected at reception?
.....
- Do you verify whether the PN, SN and identification plate information correlates with the document accompanying the aircraft spare part?
.....
- Do you check whether the spare parts and the quantity received correspond to the delivery and order notes?
.....
- Is the procedure for verifying the documents accompanying the aircraft spare part (*analysis reports, tests, release documents, manufacturer documents, etc.*) correctly carried out ?
Do you check whether the controller has applied an inspection label?

14 • CHECKING ROTABLES

- Is there a procedure for checking rotatables with a limited shelf life?

15 • PROTECTING THE AIRCRAFT SPARE PARTS

- Are the aircraft spare parts always handled using techniques appropriate to their weight and mass?
.....
- Are the aircraft spare parts always protected from the environment with packaging adapted to their nature and destination?
.....
- Do you include identifying labels or bar codes for tracking loads with the documents accompanying the spare part ? Are records of this tracability made and kept by the supplier?



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16 • CONTRACT REVIEW

YES NO N/A

• Does the quality control procedure stipulate that special requests be explicitly written down and communicated to the purchasing department and the quality control department?

.....

• Does the quality control procedure stipulate that work orders in accordance with a customer's request or otherwise receive written confirmation of their application?

.....

• Does the quality control procedure dictate a supplier selection and followup procedure as well as the provision of any background information on working relations with the latter?

.....

17 • CERTIFICATION, GUARANTEE & DELIVERY OF SPARE PARTS

• Is an appropriate certificate of conformity always included with the spare part to be delivered (*in accordance with the customer's request*)?

.....

• When a spare part is delivered with a different PN from the one noted down then the order was taken, do you provide the guarantee of interchangeability of the spare part?

.....

• Is there mention on the spare part guarantees that this part does not come from an aircraft or motor having been damaged in any way and / or victim of a fire? Is there mention that the material does not come from government or army surplus?

.....



Supplier Survey

18 • SALES POLICY

YES NO N/A

- Do you systematically send an estimate?
.....
- Do you define standard constructor hourly labour rates applicable to revisions?
.....
- Do you have a standard deadline for writing up estimates?
.....
- Do you have hourly rates according to speciality
(Please include a table if appropriate)
.....
- Do you authorize visits and inspections of aircraft spare parts belonging to DART AVIATION at any time?
.....
- Do you authorize DART AVIATION to supply spare parts for repairing equipment ?
.....
- Is it possible to visit your company?
.....
- Are you willing to meet with our sales team or quality control team?
.....
- How do you calculate your fees for drawing up estimates (forfeit, hourly rate...) ?
(Please include any calculation models you use)

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YOUR COMMENTS & REMARKS

Please **check** your form before submit

Verify that you are able to provide
all the required documents by fax:

+33 (0) 299-198-998

FOR ANY QUESTIONS CONCERNING THIS FORM AND ITS CONTENTS, PLEASE CONTACT:

Mr. John Francois, Quality Manager

E-MAIL: qualitysurvey@dartaviation.com

FAX: +33 (0) 299-198-998

Postal Address:

DART AVIATION

3 RUE DE LA JANAIE

35400 SAINT MALO – FRANCE



Services & Quality: **thank you!**



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