

COMPANY PROFILE & QUALITY AUDIT

INTRODUCTION

We receive a large number of requests for completion of quality assurance surveys and questionnaires. It is sometimes difficult to respond in a prompt and timely basis to such requests if we complete each one individually. Consequently, to speed the process we have prepared this memo to respond to these requests.

This will meet the needs of many of our customers, however, if more specific information is required we would be pleased to address this upon further request.

COMPANY PROFILE

45 years of sales/service and installation of avionics and instruments. Repair and overhaul capability for all major avionics, instrument and gyro manufacturers. Complete engineering capability and design of new installations and retrofit. Flight recorder installation/certification, repair, overhaul and readouts.

History: Founded in 1964 as a one-person/one room shop, expanding to the present organization. Owned by the parent Company, IMP Group Ltd.

Capability/Products:

- Sales and service Center for all major aviation equipment manufacturers and aeronautical products.
- Avionics repair and overhaul capabilities for all products including FDR's, CVR's, Weather Radar, Radar Altimeter and Autopilots.
- Data and intelligibility readout of FDR's and CVR's.
- Fully equipped Instrument Shop to carry out complete overhaul and servicing of flight instruments, engine instruments and panel or remote mounted gyros.
- Repair center for Chadwick-Helmuth vibration/dynamic balancing equipment
- Sales and Service Center for all major aviation equipment manufacturers.
- Manufacturing of pre-fabricated wiring harnesses for both fixed wing and rotary wing aircraft.
- Commercial Division, located in the same facility, specializes in custom communication intercommunication, and data telemetry equipment.

Pacific Avionics & Instruments is a Dealer and/or Representative for many of the major equipment manufacturers of the aircraft industry. We have Service/Dealership Agreements with:

Artex, Avidyne, Century Flight, Cobham Autopilots, Flight Display Systems, Freeflight Systems, Garmin, Howell, Honeywell (Sperry, Bendix/King, Honeywell), Icom, Kelly Mfg. (AID/R.C.Allen) KGS electronics, L3 Communications (Fairchild, Goodrich, Jet, AIM), NAT (Northern Airborne Technology), Rockwell Collins, Sandel Avionics, Shadin Avionics, Sigma-Tek, Ultra Electronics (Aero Mechanism, Flightline, Lewis), Universal Avionics.

Current Market Activity:

- Our present marketing efforts are concentrated on a Canada-wide market for general aviation, charter, commuter, and helicopter aircraft operators.
- Our location on the West Coast, favorable exchange rates, high quality workmanship and excellent service will provide even wider markets from the Pacific Rim countries.

4200 Cowley Crescent, Vancouver International Airport, Richmond, B.C. V7B 1B8 Canada
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www.pacificavionics.com

Export Countries: World Wide

Plant Size: 7,000 square feet facility, plus 3550 square feet hangar, large aircraft parking area.

Average Work Force: 20 technical, 3 sales and 7 administrative personnel.

Quality Standards: Transport Canada AMO # 1-74 per CAR 573 and CAR STD 573
CASE Standard 1A
European Aviation Safety Agency approval EASA.145.7118
ISO 9001:2000/AS9100B, AS9110 & AS9120

Memberships: Member Aircraft Electronics Association
Canadian Aviation Maintenance Council (CAMC)

Key Personnel:

Gordon Bott	VP and General Manager
Gordon Bott	Director of Maintenance
Robert Heap	Quality Assurance Manager
Moises Bentioglio	Business Development
Mike Sattler	Installations Sales
Sendsar Sidhho	Technical Support, Marketing
Dirk Mostert	Customer Service/Sales
Alex Khavin	Customer Service/Sales

QUALITY SYSTEM

	Yes:	No:
1. Are written Quality Control Procedures Manuals maintained and available to all personnel?	✓	
2. Does the Quality Control Manual describe how the Transport Canada CAR AWM 563 and CAR 573 requirements are met?	✓	
3. Does the Quality Control Manual describe how the EASA requirements are met?	✓	
4. Does the Quality Control Manual describe how the CASE Standard 1A requirements are met?	✓	
5. Does the Quality Control Manual describe how the ISO 9001:2000/AS9100B, AS9110 & AS9120 requirements are met?	✓	
6. Are key personnel as well as the management structure identified in the Quality Control Manual?	✓	
7. Does the Quality Control Manual describe the duties and responsibilities of key personnel involved in production?	✓	
8. Does the Quality Assurance Manager have ultimate authority over matters of quality?	✓	
9. Are inspectors categorized and trained as to their privileges and responsibilities?	✓	
10. Are quality records retrievable and retained for a minimum of 5 years?	✓	
11. Is the Quality System reviewed and corrected by internal audit?	✓	
12. Are there means for ensuring the requirements and special needs of Customers are met?	✓	
13. Is there a system for segregating and disposing of non-conforming items?	✓	

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PRODUCTION

- | | Yes: | No: |
|--|------|-----|
| 1. Is there a system to ensure workmanship is maintained and verified at the greatest extent practical at all stages of production? | ✓ | |
| 2. Are sub-contracted services monitored to ensure quality meets customer's requirements? | ✓ | |
| 3. Are all personnel including inspectors identified in the records as to the work performed? | ✓ | |
| 4. Is there a system to ensure the work performed and materiel supplied is appropriately certified to meet various customer and regulatory requirements? | ✓ | |
| 5. Are there procedures and facilities for the proper handling of oxygen related equipment? | | ✓ |

TRAINING AND PERSONNEL

- | | Yes: | No: |
|--|------|-----|
| 1. Is there an established training program for inspection, production, and other personnel? | ✓ | |
| 2. Are individual training records maintained? | ✓ | |
| 3. Are there adequate resources of manpower for the work being performed? | ✓ | |

TECHNICAL DATA

- | | Yes: | No: |
|---|------|-----|
| 1. Are there procedures for preparation, maintenance and control of drawings, specifications, work instructions and other technical data? | ✓ | |
| 2. Is the technical library properly organized and maintained so that all technical data is current and available as and when required? | ✓ | |

TOOLS AND TEST EQUIPMENT

- | | Yes: | No: |
|---|------|-----|
| 1. Is there a system to assure tools and test equipment are maintained in a serviceable and calibrated condition? | ✓ | |
| 2. Is tool and test equipment calibration traceable to NIST? | ✓ | |

INVENTORY AND MATERIEL

- | | Yes: | No: |
|---|------|-----|
| 1. Is there a system to monitor the quality systems of vendors and sub-contractors? | ✓ | |
| 2. Is aircraft quality materiel and aeronautical products procured in conformity with CAR AWM 563 requirements, and segregated from commercial items? | ✓ | |
| 3. Is inventory and materiel securely stored and handled so that its identity and traceability can be identified up to the point of usage? | ✓ | |
| 4. Is there provision for handling of customer supplied parts and materiel? | ✓ | |
| 5. Is there a system for control of shelf life materiel? | ✓ | |
| 6. Is non-conformant materiel segregated, quarantined and processed to prevent its use? | ✓ | |

HANDLING, STORAGE AND SHIPPING

- | | Yes: | No: |
|--|------|-----|
| 1. Are all customer's goods handled in such a way that it retains identity at all times during the production process, and after shipment? | ✓ | |
| 2. Is there a system to ensure customers goods are handled in a safe and careful manner at all times during production? | ✓ | |
| 3. Are re-useable shipping containers retained for the exclusive use of their owners when required? | ✓ | |
| 4. Are all goods adequately packaged to ensure safe passage to the destination? | ✓ | |
| 5. Are shipping records retained as required? | ✓ | |

FACILITY

- | | Yes: | No: |
|--|------|-----|
| 1. Is there adequate fire protection equipment? | ✓ | |
| 2. Is there adequate provision of facilities for the nature of the work being performed? | ✓ | |

FINAL

Copies of relevant certificates of approval are attached for reference.
Further information requests should be directed to the undersigned.

CERTIFICATION

The information contained in this memo is accurate to the best of my knowledge.



Robert Heap
Quality Assurance Manager

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