



FAA CRS# PN1R406K

Supplier  
QA Self-Audit  
Survey Response

|   |                               |  |
|---|-------------------------------|--|
| Company Name: Sterling Helicopter   |                               | Date: 01-06-2017   |
| Company Address: 1226 River Road<br>Croydon, PA 19021   |                               | Company Website: <a href="http://www.SterlingHelicopter.com">http://www.SterlingHelicopter.com</a> |
| Facility size (Sq.ft.): 40,000  | Total number of employees: 29 | Total Quality Inspectors: 7  |
| Quality Assurance responsibility: Jim Fugate  | Title: Chief Inspector        | Reports to: General Manager  |
| <b>General</b>  |                               |  |
| 1. Sterling Helicopter has been in business since 1984 and an authorized FAA repair station since 1986.   |                               |  |
| 2. Sterling Helicopter added 15,000 SqFt to its repair station facility in 2007.  |                               |  |
| 3. Sterling Helicopter is open to an on-site survey   |                               |  |
| 4. Sterling Helicopter provides Over the Counter (OTC) parts sales in addition to its repair station functions.                                 |                               |  |
| 5. Sterling Helicopter maintains, FAA required, drug abuse and alcohol misuse prevention programs.  |                               |  |
| <b>Quality System</b>   |                               |  |
| 1. Sterling Helicopter's quality system is documented in its Repair Station Operations Manual.  |                               |  |
| 2. Inspectors have direct access to appropriate levels of company management to quickly, efficiently and effectively resolve quality problems.  |                               |  |
| 3. Routine internal audits/self evaluations are performed on personnel, procedures and operations.  |                               |  |
| <b>Purchasing</b>   |                               |  |
| 1. Sterling Helicopter has a system for quality evaluations of new and existing suppliers. e.g., Supplier Surveys, Quality Audits, etc.         |                               |  |
| 2. Vendors are subject to quality audits.   |                               |  |
| <b>Receiving Inspection</b>   |                               |  |
| 1. All parts/materials are subject to receiving inspections.  |                               |  |
| 2. Receiving and/or quality personnel verify certificates of conformance, test reports and other documentation ordered when parts are received. |                               |  |
| 3. No parts/materials are not released without appropriate airworthiness documentation.   |                               |  |

**STERLING HELICOPTER (SUPPLIER) QA SELF AUDIT SURVEY RESPONSE --01-16-2014**

**Material Handling and Storage**

1. All rejected material identified is segregated and controlled to prevent unauthorized use.
2. Non-conforming parts/materials are documented and returned to the source.
3. Storage procedures control “first in first out” to prevent obsolescence, deterioration, and expired shelf life.

**Shipping Inspections**

1. All material is subject to inspection prior to shipment.
2. All shipping inspectors have access to customer requirements including any specified packing instructions.

**Calibration Program**

1. Sterling Helicopter maintains a tool control system.
2. Sterling Helicopter tracks and complies with all inspection and calibration requirements for all measuring devices, gauges, tools, and test equipment.
3. All test equipment is calibrated to nationally recognized standards (NIST).

**Repairs**

1. Preliminary inspections are completed on all articles received for maintenance.
2. Sterling Helicopter has documented procedure for in-process and final inspection of all inspected/repared articles.
3. All technical data is kept current and available to all technicians and inspectors.
4. Technicians are properly trained/experienced for the work they accomplish.
5. Sterling Helicopter has an FAA approved Training Program.

**Other**

1. Sterling's Air-Agency Certificate, Op-Specs and Capabilities List can be downloaded from our web-site.

**Contact**

|                                    |                          |   |
|------------------------------------|--------------------------|---|
| <i>Point of Contact:</i> Bob Evans |                          | <i>Title:</i> Compliance Officer                |
| <i>Phone:</i> 215-271-2510         | <i>Fax:</i> 215-788-7319 | <i>E-mail:</i> Bob.Evans@SterlingHelicopter.com |

*Signed:* **Bob Evans**