



FAA CRS# PN1R406K

Supplier
QA Self-Audit
Survey Response

Company Name: Sterling Helicopter		Date: 10-18-2019
Company Address: 1226 River Road Croydon, PA 19021		Company Website: http://www.SterlingHelicopter.com
Facility size (Sq.ft.): 40,000	Total number of employees: 41	Total Quality Inspectors: 16
Quality Assurance responsibility: Richard Kearney	Title: Chief Inspector	Reports to: General Manager
General		
1. Sterling Helicopter has been in business since 1984 and an authorized FAA repair station since 1986.		
2. Sterling Helicopter increased it's Repair Station from 25 SqFt to 40,000 Sqft in 2017		
3. Sterling Helicopter is open to on-site visits, audits and/or surveys		
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.		
Quality System		
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.		
Purchasing		
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.		
Receiving Inspection		
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 or materials are released without appropriate airworthiness documentation.		
Material Handling and Storage		

STERLING HELICOPTER (SUPPLIER) QA SELF AUDIT SURVEY RESPONSE --10-18-2019

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/repaired 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**