



Gulf Helicopters Company

Quality Assurance Requirements for Suppliers of Goods, Repair, and Services

Revision: 2

Date: 20 July 2025



Quality Assurance Requirements for Suppliers of Goods, Repair, and Services (Aviation / Non-Aviation)

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Prepared by: GHC QA Department

Approved by: GHC DQHSE



Quality Assurance Requirements for Suppliers of Goods, Repair, and Services

1. PURPOSE

This document outlines the minimum Quality Assurance (QA) and documentation requirements for all registered and approved suppliers providing aviation and non-aviation goods, repair services, and technical services to Gulf Helicopters Company (GHC). It ensures supplier compliance with GHC standards, applicable regulations, contractual and ISO 9001:2015 requirements. This procedure doesn't supersede any requirements or procedures outlined in GHC Maintenance Organization Exposition (MOE) and GHC Compliance Monitoring Manual (CMM-AW).

2. SCOPE

Applicable to:

- **Aviation Suppliers:**
 - Aircraft parts, components, tools, consumables
 - Maintenance, Repair & Overhaul (MRO) services for aircraft
- **Non-Aviation Suppliers:**
 - Office equipment, IT, facility maintenance, logistics
 - General services, consultancy, calibration, inspection
- **All registered Suppliers/Service Providers** with existing purchase/repair/service orders issued by GHC

3. REFERENCES

ISO 9001:2015 – Quality Management Systems

ISO/IEC 17025 – Calibration Laboratories

FAA Repair Station

EASA Part 145

GHC Purchase Order General Terms & Conditions (As applicable)

GHC CMM- AW Manual and ISO 9001 Manual

4. ABBREVIATIONS

ASL- Approved Supplier List

CMM-AW-Compliance Monitoring Manual-Airworthiness

MOE-Maintenance Organization Exposition

CoC– Certificate of Conformance

OEM – Original Equipment Manufacturer

PO – Purchase Order

MRO – Maintenance, Repair & Overhaul

NCR – Non-Conformance Report

SNCR – Supplier Non-Conformance Report

QA-Quality Assurance

QMS-Quality Management Systems

PMA- Parts Manufacturer Approval

RO-Repair Order

TCCA- Transport Canada Civil Aviation

EASA- European Union Aviation Safety Agency

FAA- Federal Aviation Administration

QCAA- Qatar Civil Aviation Authority

DQHSE-Director of QHSE

ISO- International Organization for Standardization,

GHC-Gulf Helicopters Company



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4. NONCOMPLIANCE WITH DOCUMENT REQUIREMENTS

Failure to maintain or submit required documentation may result in:

- Rejection of shipments or services
- Temporary or permanent removal from GHC's Approved Supplier List (ASL)
- Mandatory supplier audit at supplier's cost
- Hold or cancellation of active POs

5. NON-CONFORMING MATERIAL / SERVICE HANDLING

Non-compliant goods or incomplete documents will be:

- Rejected at supplier's cost, or
- Held in quarantine pending resolution
- Suppliers should provide a root cause analysis/ corrective action plan when applicable and as required by GHC.
- GHC may issue a Supplier NCR (SNCR).

6. SUPPLIER APPROVAL, MONITORING, AND AUDIT

6.1 Approval

All suppliers will be evaluated and approved by the GHC QA Department. New suppliers may require an audit or pre-qualification survey.

6.2 Monitoring Criteria

- On-Time Delivery (OTD)
- Document accuracy
- Conformance rate
- Responsiveness to quality issues

6.3 Audit

GHC reserves the right to audit supplier premises and systems. Results may affect Approved Supplier List (ASL) status.

7. RECORD RETENTION

Minimum retention of QA records is 3 years.

Record includes CoC, test reports, calibration certificates, NCRs or repair orders.

8. COMMUNICATION & DEVIATIONS

Any deviations from QA requirements must be approved in writing by GHC QA prior to delivery.

All QA communications should be sent to: dohaqa@gulfhelicopters.com



9. AVIATION SUPPLIERS (SPECIFIC REQUIREMENTS)

9.0. RESPONSIBILITIES

All aviation related suppliers as applicable should

- Maintain a certified ISO 9001:2015 QMS or equivalent.
- Provide all required documentation, certificates, and QA records per PO.
- Notify GHC QA of any quality issue, deviation, or delay.

All suppliers should comply with the GHC vendor registration requirements as specified in GHC internal procedures.

9.1. PURCHASE OF GOODS (PARTS, TOOLS, CONSUMABLES)

9.1.1 Documentation Requirements

Each delivery should include, where applicable

- Certificate of Conformance (CoC) or Airworthiness Certificate (FAA 8130-3 / EASA Form 1 / TCCA Form One)
- Manufacturer test reports (if applicable)
- Batch/lot traceability and labeling
- Any other document as mandated by PO

9.1.2 Shelf-Life Items

- Items to be supplied with at least 70% usable life remaining, unless otherwise agreed by GHC.
- Include a shelf-life certification and storage instructions.

9.1.3 Packaging & Identification

- Secure, moisture-protected packaging.
- Include PO number, part number, revision level, and serial number on labels

10. NON-AVIATION SUPPLIERS (SPECIFIC REQUIREMENTS)

10.0. RESPONSIBILITIES

All non-aviation related suppliers as applicable should

- Provide all required documentation, certificates, and QA records as applicable per PO.
- Notify GHC QA of any quality issue, deviation, or delay.
- All local suppliers relevant to chemicals, consumables etc. should deliver items as specified in accordance with PO.

10.1 REPAIR ORDERS / MAINTENANCE SERVICES

10.1.1 Compliance Requirements

- Repair/ organizations should have a valid trade license or company registration
- All suppliers should comply with the GHC vendor registration requirements



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10.1.2 Work Scopes

- All suppliers should provide items, services or repairs as per the scope of work mentioned in relevant PO.
- Any deviations require prior GHC written approval.

10.2 SERVICE ORDERS (TECHNICAL / CONSULTANCY / CALIBRATION)

10.2.1 Calibration Services

Providers must be a registered legal entity. Calibration centers should maintain approvals for the calibration type as specified in PO.

Calibration certificates may include:

- Unique identification number
- Traceability to national/international standards
- Uncertainty values, calibration due date, and environmental conditions

10.2.2 Technical Services / Consultancy

Deliverables must be documented. Work should be carried out as per PO scope or description of work.

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