

**Gulfstream Aerospace Corporation  
Savannah, Georgia**

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**REPAIR FACILITY  
SUPPLIER QUALITY ASSURANCE REQUIREMENTS  
SQAR-0002 Rev. F**

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**TABLE OF CONTENTS**

<b><u>Title</u></b>	<b><u>Page</u></b>
1. Purpose and Scope	4
2. Applicability	4
3. Gulfstream Audits, Surveys, and Inspections	4
4. Gulfstream Representatives	5
5. Requirements	5
a) Program Management	5
b) Purchase Order Review	5
c) Quality Audit	5
d) Subcontract Auditing System	5
e) Configuration Verification	5
f) Technical Data Control	6
g) Calibration	6
h) Special Processes	6
i) Procurement Requirements	6
j) Organization	6
k) Quality System Procedures	6
l) Receiving Inspection	6
m) Stock Control	7
n) Final Inspection/Acceptance	7
o) Quality System Records	7
p) Packaging and Shipping	7
q) Government/Gulfstream Actions	7-8
r) Gulfstream Furnished Property	8
s) Capabilities	8
t) Antidrug & Alcohol Misuse Prevention Program (AAMPP)	8
u) Personnel Requirements	9
v) Facilities	9
6. Methods of Supplier Control	9
7. Supplier Responsibility	9
8. Gulfstream Notification	10
9. Supplier Escape	10
10. Documentation	10
11. Definitions	10-12

# **Gulfstream Aerospace Corporation Savannah, Georgia**

## **1. Purpose and Scope**

This document establishes the Quality Assurance (QA) requirements for Certificated Repair Station (CRS) and Noncertificated Contract Maintenance Provider (NCMP) suppliers performing maintenance activities pursuant to Gulfstream Aerospace Corporation (Gulfstream) purchase orders or other contract documentation. The term contract in this document is also intended to mean purchase order.

CRS suppliers must comply with the requirements of Title 14, Code of Federal Regulations (CFR) Part 145 or foreign equivalent, in addition to the requirements of this document. NCMP suppliers are required to comply with the requirements of this document.

Under certain circumstances, Gulfstream may consider and evaluate a supplier who only possesses a maintenance organization approval issued by their cognizant Civil/National Aviation Authority.

For the purposes of this document, Gulfstream adopts the Federal Aviation Administration's (FAA) definition of Maintenance as found in 14 CFR §1.1 to mean inspection, overhaul, repair, preservation, and the replacement of parts, but excludes preventive maintenance.

## **2. Applicability**

This document must apply when incorporated by reference into any contract to the supplier when performing maintenance activity for Gulfstream. Previous editions of this document are acceptable for use when specifically denoted on the contract or purchase order. When new contracts are placed, the current revision in effect must apply.

In the event of a conflict between the content of this document and any supplier documents, the terms of this document must apply. If a supplier proceeds without a correct understanding of this document, Gulfstream reserves the right to fully interpret the contents of this document.

## **3. Gulfstream Audits, Surveys, and Inspections**

Prior to the award of a contract, an evaluation survey must be conducted to ensure required certifications, Quality systems, and product traceability. Upon completion of the initial survey, the supplier will be notified in writing if areas of nonconformance exist. All documented nonconformances must be resolved to the satisfaction of Gulfstream QA prior to the award of a contract and/or purchase order.

Gulfstream reserves the right to conduct audits, surveys, and inspections of the supplier's Quality system, products, articles, and/or services to be furnished to Gulfstream. In addition, Gulfstream reserves the right to conduct audits, surveys, and inspections of the supplier's subcontractor's Quality system, products, and/or articles to be supplied to Gulfstream. These surveys do not relieve a supplier of the responsibility to maintain a subcontractor control system.

**Gulfstream Aerospace Corporation**  
**Savannah, Georgia**

#### **4. Gulfstream Representatives**

Gulfstream may assign QA, Purchasing, Engineering representatives, or any other personnel to the supplier's facility during its performance under any Gulfstream contract. Reasonable facilities and equipment required to conduct business must be provided to these representatives. This also applies to government representatives associated with Gulfstream contracts.

#### **5. Requirements**

**a) Program Management** – The supplier must establish, document, and maintain a Quality system/program for the control of quality and configuration. The documented program and all subsequent revisions must be reviewed by Gulfstream QA prior to implementation of Gulfstream contracts. Suppliers must have an agreement with part manufacturer(s) for the distribution of all appropriate technical data for conducting maintenance activities.

**b) Purchase Order Review** – Prior to issuance, all purchase orders that apply to Gulfstream contracts must be reviewed by the supplier's Quality organization to verify the inclusion of all applicable Gulfstream quality requirements as a minimum.

**c) Quality Audit** – The supplier must establish and implement a procedure to periodically audit the effectiveness of their Quality system and correct any deficiencies in a timely manner.

**d) Subcontract Auditing System** – The supplier must maintain a system for evaluating their supplier's or subcontractor's performance in terms of quality. The system must include an effective corrective action system to eliminate a supplier's or subcontractor's unsatisfactory conditions.

NOTE: 14 CFR §145.217(b) indicates a certificated repair station may contract a maintenance function pertaining to an article to a noncertificated person provided –

- (1) The noncertificated person follows a quality control system equivalent to the system followed by the certificated repair station;
- (2) The certificated repair station remains directly in charge of the work performed by the noncertificated person; and
- (3) The certificated repair station verifies, by test and/or inspection, that the work has been performed satisfactorily by the noncertificated person and that the article is airworthy before approving it for return to service.

**e) Configuration Verification** – Records must be maintained to verify the configuration of each end item. The records must be adequate and current in the information they contain and accompany the product and/or article through every phase of operation at the supplier's facility.

**Gulfstream Aerospace Corporation**  
**Savannah, Georgia**

**f) Technical Data Control** – The supplier must have a procedure and designate a responsible organization for the distribution to internal shop areas and subcontractors of all current accepted/approved specifications, drawings, service/repair/overhaul manuals, and revisions thereto. The procedure must also provide for the removal of obsolete data from points of issue and use.

**g) Calibration** – The supplier must establish a system acceptable to Gulfstream QA for the control and calibration of all inspection, measuring, and test equipment used for acceptance inspection and/or determining airworthiness. Calibration must be traceable to a national or international recognized standard such as the National Institute of Standards and Technologies (N.I.S.T.).

**h) Special Processes** – When special processes are required by contract or specification, it will be the responsibility of the supplier to ensure such processes are in accordance with the specified requirements. These processes include but are not limited to: welding, nondestructive testing, heat treating, plating, chemical coating, precision cleaning, etc., and require records or certifications of the process to be retained.

**i) Procurement Requirements** – Suppliers are responsible for maintaining a list of their approved subcontractors and must have it available upon request for review by Gulfstream QA. All aircraft related articles used in the repair or overhaul of articles must be procured from an acceptable industry source. FAA Advisory Circular AC 20-62 provides guidance regarding the Eligibility, Quality, and Identification of Aeronautical Replacement Parts.

**j) Organization** – The supplier must maintain an organizational chart that describes the Maintenance and Quality organizations. Additionally, the relationship of the inspection function to other groups within the supplier's organization must be available for review by Gulfstream QA.

**k) Quality System Procedures** – The supplier must have and use documented procedures as a basis of their Quality system. These procedures must provide for the control of quality and configuration of the articles, products, and/or services performed by the supplier. Suppliers who handle Electrostatic Discharge (ESD) sensitive components must establish and use written procedures to address handling, packing, and identification of ESD sensitive articles/products supplied to Gulfstream. These procedures and subsequent revisions must be subject to review by Gulfstream QA.

**l) Receiving Inspection** – The supplier must ensure that all procured articles or services (raw material, hardware, processes, tests, etc.) conform to drawing and specification requirements. When it is not practical or feasible to ensure quality upon receipt, the supplier must make provisions for source inspection or supplier surveillance. Regardless of the method used, the supplier is fully responsible for the quality and configuration of all procured articles and/or products provided to Gulfstream.

**m) Stock Control** – The supplier must maintain control of items and material stored for use in Gulfstream articles and/or products. Control must address such items as acceptance and

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**Savannah, Georgia**

identification of materials, age control (i.e. shelf life), and/or obsolescence control. Procedures used must be documented to ensure only acceptable/approved articles are issued for use.

**n) Final Inspection/Acceptance** – Upon completion of maintenance activities, all articles and/or products must be inspected to an extent required to verify conformance to all applicable accepted/approved data, specifications, and contractual requirements. Prior to delivery, the supplier must identify the articles and/or products which have been inspected and accepted by stamping or other acceptable methods of marking. Return to Service activities must only be conducted by properly authorized individuals.

**o) Quality System Records** – The CRS supplier must maintain records of all inspections and tests associated with the article and/or product acceptance in accordance with the applicable regulatory requirements. For NCMP suppliers, similar records must be maintained for a **minimum of two (2) years** after final payment of the purchase order. These records (CRS and NCMP) must be available to Gulfstream QA for review.

**p) Packing and Shipping** – The supplier must maintain a system that ensures adequate control of the packing and shipping phase of their operation. The use of commercial packaging practices does not relieve the supplier of the responsibility for properly controlling the packaging and shipping function in a manner which will prevent damage in transit or handling.

For CRS only: Any product and/or article being “Returned to Service” after any maintenance or alteration activity must be accompanied with an FAA Form 8130-3 and/or foreign equivalent Authorized Release Certificate. Completion of the Authorized Release Certificates must be in accordance with the applicable regulatory requirements for all products and/or articles provided to Gulfstream or to an end-user upon Gulfstream’s request.

Any product and/or article being provided after a disposition of “No Cause for Rejection” (i.e. No Fault Found or similar) must be accompanied with an FAA Form 8130-3 and/or foreign equivalent Authorized Release Certificate reflecting Inspected and/or Tested. The “Remarks” (or similar) section of the Authorized Release Certificate must include the applicable standard (i.e. technical data, etc.) used in making the determination.

For NCMP only: Any article being returned to Gulfstream after a maintenance activity must be accompanied by a repair report that includes, as applicable, action taken, parts replaced, and inspection/test results.

**q) Government/Gulfstream Actions** – Gulfstream approved suppliers are subject to visits by Government representatives. In addition, Gulfstream reserves the right to inspect all articles, products, or services being procured by Gulfstream at their point of origin. This inspection does not constitute final acceptance nor does it in any way replace the supplier’s inspection or relieve their responsibility to furnish an acceptable conforming article or product.

**Gulfstream Aerospace Corporation**  
**Savannah, Georgia**

NOTE: 14 CFR§145.223 (b) indicates that a certificated repair station may not contract for the performance of a maintenance function on an article with a noncertificated person unless it provides in its contract with the noncertificated person that the FAA may make an inspection and observe the performance of the noncertificated person's work on the article.

**r) Gulfstream Furnished Property** – When material is supplied by Gulfstream to be used in conjunction with or to be included in articles, products, or services supplied to Gulfstream, the supplier's internal procedures and practices must include the following, as applicable:

- a) Examination of Gulfstream furnished material upon receipt for shipping or handling damage
- b) Conformance inspection to applicable drawings and specifications upon receipt
- c) Functional testing to determine satisfactory operation
- d) Periodic follow-on inspection to ensure adequate storage condition

Damage or discrepant Gulfstream furnished material must be identified with a reject tag and placed in a restricted area if physically possible. The Gulfstream Purchasing Department must be notified immediately. Damage or discrepancies not identified at the time of receipt are the responsibility of the supplier.

**s) Capabilities** (For CRS only) – The supplier must establish and maintain a list of all maintenance and/or alteration activities performed to include FAA and/or any foreign Civil Aviation Authority approvals and ratings and make such information available to Gulfstream QA upon request. In addition, adequate facilities must exist for the performance of the authorized maintenance functions.

**t) Antidrug and Alcohol Misuse Prevention Program (AAMPP)** – The supplier must establish a drug and alcohol program within the guidelines of the United States Department of Transportation. Any employee, assistant, helper, or individual in a training status who performs a safety-sensitive function, including maintenance and/or preventive maintenance for a 14 CFR Part 121 and/or Part 135 operator must be subject to this program.

Any subcontractor at any tier to the supplier performing work as noted above must be subject to the AAMPP. Subcontractors of the supplier may establish their own drug and alcohol program or be subject to the supplier's AAMPP. The supplier's AAMPP must be documented and records maintained to provide objective evidence that individuals performing safety sensitive functions are currently subject to testing under the supplier's and/or subcontractor's drug and alcohol testing program. If this requirement conflicts with any legal requirements of the supplier's residence of business, the legal requirements of the supplier's residence of business will take precedence.

**u) Personnel Requirements** (For CRS only) – The supplier must make available to Gulfstream QA, employment summaries of all personnel directly in charge of maintenance and/or alteration activity, as well as inspection personnel involved in final acceptance and determinations of airworthiness. If the rating requires a certificated repairman or mechanic, certificates must be available for Gulfstream QA review. If this requirement conflicts with any legal requirements of



## **Gulfstream Aerospace Corporation Savannah, Georgia**

the supplier's residence of business, the legal requirements of the supplier's residence of business will take precedence.

**v) Facilities** – The supplier must maintain adequate facilities to perform all activities for which it is rated/approved. In addition, proper attention must be given to protecting articles and/or products during all phases of maintenance activities. Special attention must be given to prevent Foreign Object Damage (FOD). It is the responsibility of the supplier to ensure contamination is not introduced into articles and/or products under their control.

### **6. Methods of Supplier Control**

In order to fulfill the responsibility with regard to the ultimate conformity and condition for safe operation of each completed article and/or product thereof, Gulfstream must exercise supplier control by one or combination of the following methods:

- a) Initial and periodic surveys of the supplier
- b) Gulfstream source inspections
- c) In-house inspections and/or functional tests
- d) Certifications and test reports

### **7. Supplier Responsibility**

The supplier's Quality system must provide for a failure analysis and corrective action program. All requests from Gulfstream for a failure analysis by the supplier will be at no charge to Gulfstream or its customers. Each type of nonconformance must be documented, investigated, and the appropriate corrective action implemented to include follow-on verification of corrective action.

To maintain effective control of quality throughout all phases of the program, the supplier must be responsible for performing analysis of rejected data provided by Gulfstream QA. Failure to respond in writing to such correspondence within the prescribed time will have a direct impact on the supplier's overall rating or potentially disapproving the supplier. Gulfstream suppliers are responsible to ensure that both they and their subcontractors are in compliance with the requirements of this specification.

### **8. Gulfstream Notification**

The supplier will notify Gulfstream QA within an appropriate timeframe when any of the following conditions exists:

- a) The supplier changes their physical location.
- b) A change is made to the list of functions the facility performs.
- c) A change in ownership of the company or facility
- d) Any change to the facility's FAA or foreign equivalent ratings
- e) Suspension, expiration, surrender, or revocation of any FAA or foreign equivalent certification

**Gulfstream Aerospace Corporation  
Savannah, Georgia**

## **9. Supplier Escape**

The supplier will immediately notify Gulfstream QA, in writing, when they discover a discrepant article and/or product has escaped their Quality Management System and has been delivered to Gulfstream. Notification shall consist of a concise description of the discrepancy, part number(s), serial number(s), as applicable, quantity, other pertinent data, and dates delivered.

## **10. Documentation**

A copy of the supplier's FAA or foreign equivalent certificate and operations specifications must be available on the premises for inspection by Gulfstream or Government personnel. It is the responsibility of the supplier to ensure that all manufacturers' specifications, to include FAA Airworthiness Directives, Customer Bulletins, etc., are current and available to all personnel performing maintenance activities.

## **11. Definitions**

The following is a list of selected terms and their meanings as they relate to the requirements of this procedure:

<b>Article</b>	An FAA term used to define an aircraft, airframe, aircraft engine, propeller, appliance, or component part (reference 14 CFR §145.3 (b))
<b>Deficiencies</b>	A general term covering any defect, failure, discrepancy, or other lack of conformance to specification
<b>Electrostatic Discharge (ESD)</b>	A transfer of an electrostatic charge between bodies of differing electrostatic potentials caused by direct contact or inducted by an electrostatic field.
<b>Electrostatic Discharge Sensitive (ESDS)</b>	Electronic parts, assemblies, and equipment that are sensitive to an ESD that could cause component damage or failure
<b>FAA Certification</b>	Authority and responsibility granted by the Federal Aviation Administration to businesses and persons for specific functions and capabilities.
<b>F.O.D.</b>	Foreign object debris in any aircraft article and/or product
<b>Gulfstream Representative</b>	A representative of Gulfstream from a department other than Quality Assurance
<b>Gulfstream Quality Assurance</b>	A representative of Gulfstream Quality Assurance

**Gulfstream Aerospace Corporation**  
**Savannah, Georgia**

<b>Representative</b>	Department (i.e. Quality Engineer, Inspection, Supplier Control, Tool Inspection, Quality Laboratory)
<b>Inspection</b>	The examination and/or testing of articles, products, or services to determine whether the maintenance and/or services conform to requirements which include all applicable engineering data, Airworthiness Directives, Gulfstream Customer Bulletins, and purchase requirements.
<b>Maintenance</b>	An FAA term defining inspection, overhaul, repair, preservation, and the replacement of parts, but excludes preventive maintenance.
<b>Product</b>	An FAA term used to define an aircraft, aircraft engine, or propeller.
<b>Quality Control</b>	A planned and systematic pattern of all actions necessary to provide adequate confidence that an article and/or product will conform to established requirements.
<b>Supplier</b>	A business contracted by Gulfstream to supply products, articles, services, perform maintenance activities, and/or alterations
<b>Technical Rejection</b>	A modified rejection notice which does not call for the immediate return of material, but does debit the supplier's account. Used where documentation requirements, as specified by the purchase order have not been met.
<b>Traceability</b>	The capability to track individual raw stock and/or material from the producer to the fabricator to the distributor; or a supplier to a specific article and/or product
<b>Traceable Items</b>	Products and/or articles that require traceability