QUALITY ASSURANCE MANUAL

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Prepared and Approved By:

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President / Quality Manager

LBJ Aviation

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DOCUMENT CONTROL

Revision History

Rev	Date	Description of Change	Approved By
01	April 4, 2014	Initial Release	Luke Jones
02	June 10, 2019	Updated Supplier Requirements	Luke Jones
03	March 22, 2020	Added Shelf Life Controls	Luke Jones
04	September 8, 2021	Revised Training Section	Luke Jones
05	February 14, 2022	Added Drop Shipment Procedures	Luke Jones
06	August 30, 2023	Updated Supplier Qualification Procedures	Luke Jones
07	November 11, 2024	Comprehensive Review and Update	Luke Jones
08	July 3, 2026	Full restructure; modernized language; added Storage, Shelf Life, Counterfeit Parts, and Drop Shipment sections; all sections reviewed and updated	Luke Jones

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NAVIGATION

Table of Contents

SECTION 1.0

Scope and Policy

This manual describes the LBJ Aviation Quality Assurance System — the policies and procedures that govern all company activities from supplier procurement through customer shipment of articles. It serves as the governing document for LBJ Aviation's quality program and is binding on all personnel.

Framework Note: The procedures outlined in this manual are patterned after the ASA-100 Quality System Standard published by the Aviation Suppliers Association. LBJ Aviation uses ASA-100 as its quality system framework and reference model. LBJ Aviation is not ASA-100 accredited and makes no claim of certification under that standard.

1.1 Policy Statement

LBJ Aviation is committed to providing aviation parts and materials that meet or exceed customer expectations for quality, traceability, and condition. The quality program is developed to assure customer satisfaction through consistent application of defined processes, diligent supplier oversight, thorough receiving inspection, and accurate documentation. Every employee is expected to understand and uphold the standards described in this manual.

Company Identity: LBJ Aviation is an independent aviation parts distributor and trader located in Newark, Texas. LBJ Aviation is not an FAA-certificated repair station and does not perform maintenance, repair, overhaul, or alteration of aircraft or aircraft parts. All articles are sold with appropriate documentation reflecting the part's source, condition, and traceability history.

1.2 Application

The quality system described in this manual is mandatory for all activities performed at LBJ Aviation. These standards apply to every functional area — purchasing, receiving, warehousing, sales, and shipping — and to all personnel regardless of role. Compliance is the foundation of LBJ Aviation's reputation and the basis of trust with customers and suppliers.

SECTION 2.0

Amendments and Revisions to the Quality Manual

This manual is a living document. It is reviewed and updated as necessary to reflect changes in operations, customer requirements, regulatory guidance, or lessons learned from quality activities.

2.1 Revision Control

The Quality Manager is responsible for controlling all revisions to this manual. When a revision is issued, all holders of controlled copies will receive updated pages or a complete replacement copy, accompanied by a revision notice describing the nature of the changes. Each revision is recorded in the Revision History.

The following controls apply to all revisions:

- Only the President / Quality Manager is authorized to approve revisions.
- The revision number and effective date must be updated on the cover page and in the Revision History.
- Superseded pages are removed from controlled copies and destroyed or marked "OBSOLETE."
- Uncontrolled copies are identified as such and the holder is responsible for verifying currency.

2.2 Management Reviews

Management reviews of operations are ongoing. Any deficiency identified in the quality program or its implementation will be addressed and corrected under the direction of the Quality Manager. A formal review of this manual is conducted at minimum annually or whenever a significant operational change occurs.

SECTION 3.0

Organization

LBJ Aviation maintains a defined organizational structure that establishes clear lines of authority and accountability for quality. The structure ensures that quality responsibilities are understood and consistently carried out.

3.1 Quality Manager

Luke Jones, President / Quality Manager, holds full authority and organizational freedom to identify and evaluate quality problems and to initiate, recommend, or implement solutions. The Quality Manager's authority extends across all functional areas and cannot be overridden in matters of quality compliance.

3.2 Responsibilities

The Quality Manager is specifically responsible for:

- **a.** Maintaining, updating, and controlling distribution of this Quality Manual.
- **b.** Planning to meet customer quality requirements on each order.
- **c.** Determining and directing inspection activities throughout the operation.
- **d.** Reviewing and approving quality work instructions and desk procedures.
- **e.** Surveillance of procurement documents for technical and quality compliance.
- **f.** Qualification and approval of suppliers; maintenance of the Approved Supplier List.
- **g.** Monitoring all procedures to assure ongoing compliance with this manual.
- **h.** Reviewing, maintaining, and ensuring retention of all quality records.
- **i.** Approving the disposition of all nonconforming articles.
- **j.** Coordinating corrective action in response to quality problems or customer complaints.

SECTION 4.0

Quality Program

The LBJ Aviation quality program is a documented, systematic approach to ensuring that every article sold meets applicable requirements for condition, identity, and traceability. The program encompasses all activities from the placement of a purchase order through final shipment to the customer.

4.1 Documentation

The quality program is fully documented within this manual. Where additional control is warranted, desk instructions or work instructions may be developed to supplement manual requirements. All quality-related work instructions must be reviewed and approved by the Quality Manager before use.

4.2 Planning

The quality program provides control at each stage of the product flow:

- **Procurement:** Supplier selection, purchase order requirements, and certification review.
- **Receiving:** Physical inspection, documentation review, and acceptance or rejection.
- **Storage:** Proper identification, segregation, and environmental controls in the warehouse.
- **Shipping:** Final inspection, packaging review, and documentation accuracy prior to delivery.

4.3 Indoctrination and Training

All employees are oriented and trained as necessary to achieve and maintain proficiency in their assigned responsibilities. Training is conducted on-the-job under direct management supervision. Whenever procedural changes occur, affected personnel are trained before implementation. Training activities are documented and retained as quality records.

SECTION 5.0

Procurement Document Control

Procurement documents are the primary mechanism by which LBJ Aviation communicates quality and technical requirements to suppliers. Proper preparation, review, and control of these documents is essential to receiving articles that conform to customer expectations.

5.1 System of Procurement

Purchase orders are generated — whether electronically or manually — and include appropriate technical and quality requirements for the article being purchased. At minimum, each purchase order identifies the part number, description, quantity, required condition, and documentation requirements (e.g., material certifications, FAA Form 8130-3, teardown reports, or trace documents).

5.2 Review and Approval

All procurement documents are reviewed and approved by the Quality Manager prior to submission to a supplier. The Quality Manager performs periodic surveillance of procurement documents and documents the results of that surveillance.

5.3 Changes to Documents

Any change to an issued procurement document is subject to the same level of review and approval required for the original. Verbal changes are not permitted unless immediately followed by written confirmation with equal authorization.

SECTION 6.0

Document Control

Accurate documentation is fundamental to LBJ Aviation's ability to demonstrate the source, condition, and history of every article. All relevant records are maintained in a manner that ensures legibility, accessibility, and protection from loss or damage.

6.1 Document Retention

All relevant paperwork — including teardown records, FAA Form 8130-3 Airworthiness Approval Tags, Certificates of Conformance, receiving reports, shipping documents, and supplier certifications — is retained both electronically and in physical filing. Electronic records are backed up regularly. Paper records are stored in a manner that protects them from damage, deterioration, or unauthorized access.

6.2 Traceability

Origin and traceability documentation for each article is retained and cross-referenced to the receiving transaction and part number. Traceability records are stored both electronically and in physical files so that the history of any article can be reconstructed on demand. This documentation chain must remain intact from receipt through final customer shipment.

SECTION 7.0

Control of Purchased Items

All articles purchased by LBJ Aviation are subject to documented receiving controls designed to verify identity, condition, count, and documentation compliance before acceptance into inventory.

7.1 Incoming Articles

Receipt of every purchased article is documented on a Receiving Report at the time of receipt. The Receiving Report captures the supplier, purchase order number, part number, description, quantity received, and condition of the shipment.

7.2 Inspection

All incoming articles are inspected at minimum for:

- **Quantity** — confirmed against the packing list and purchase order.
- **Identification** — part number, serial number (if applicable), and description verified.
- **Physical Condition** — examined for damage, corrosion, contamination, or improper handling.
- **Documentation** — certifications, 8130-3 tags, trace documents, and other required paperwork reviewed for completeness and accuracy.

7.3 Certifications

Supplier-provided certifications and airworthiness documentation are reviewed for compliance and accuracy as required by the purchase order and customer requirements. Incomplete or questionable certifications are cause for rejection or hold pending resolution with the supplier.

7.4 Rejected Articles

Articles that fail receiving inspection are documented as nonconforming on the Receiving Report, immediately tagged, and segregated to a designated quarantine area to prevent inadvertent use or further processing. The Quality Manager approves all final dispositions of rejected articles.

7.5 Acceptance

Articles that pass receiving inspection are accepted and documented on the Receiving Report with the accepting inspector's initials and the date of acceptance. Accepted articles are then transferred to the appropriate inventory location.

SECTION 8.0

Storage, Handling and Preservation

LBJ Aviation maintains storage, handling, and preservation practices designed to protect article integrity from receipt through customer shipment. Parts are stored in conditions appropriate to their type, sensitivity, and manufacturer requirements.

8.1 Storage Conditions

The warehouse facility is maintained in a clean, orderly condition with environmental controls adequate to protect stored articles from damage, contamination, and deterioration. The following storage controls are in effect:

- Temperature and humidity are maintained within ranges suitable for the articles stored.
- Articles are stored off the floor on shelving, racking, or pallets to prevent moisture damage.
- Electrostatic-sensitive devices (ESD) are stored and handled in appropriate ESD-protective packaging.
- Articles requiring special storage conditions per manufacturer specifications are stored accordingly.
- Access to the storage area is controlled to authorized personnel only.
- Hazardous materials, if any, are stored in compliance with applicable regulations and segregated from standard stock.

8.2 Handling

All articles are handled in a manner that prevents damage, contamination, or loss of identity during internal movement. Personnel are trained in proper handling procedures for the types of articles maintained in inventory. Specific handling precautions include:

- Fragile or precision parts are handled with appropriate care and protective gloves or tooling as needed.
- ESD-sensitive components are handled only with proper ESD protection in place.
- Articles are not dragged, dropped, or stacked in ways that could cause damage.
- Any article damaged during internal handling is immediately removed from stock and processed as nonconforming.

8.3 Packaging and Preservation

Articles are packaged and preserved to maintain condition and protect against damage during storage and transit. Packaging materials are selected to be appropriate for the article and method of shipment. Where original manufacturer packaging is intact, it is preserved. Replacement packaging provides equivalent or greater protection. Customer packaging requirements specified on the order are followed without exception.

SECTION 9.0

Shelf Life Control

Certain aviation articles — including rubber components, seals, gaskets, adhesives, lubricants, batteries, and other time-sensitive materials — have manufacturer-defined shelf life limitations. LBJ Aviation maintains controls to identify, monitor, and remove from service any article that has reached or exceeded its shelf life limit.

9.1 Identification of Time-Sensitive Articles

At receiving inspection, articles are evaluated to determine whether a shelf life limitation applies. Shelf life information is obtained from manufacturer documentation, cure date markings, expiration date labels, or purchase order specification. Time-sensitive articles are identified and their expiration or cure date is recorded on the Receiving Report and entered into inventory records. Stock is rotated on a first-in, first-out (FIFO) basis to minimize the risk of shelf-life expiration.

9.2 Monitoring and Removal

Inventory records are reviewed periodically to identify articles approaching or past their shelf life limit. Any article found to be expired or within a customer-specified remaining shelf life requirement is immediately removed from saleable stock, tagged as nonconforming, and quarantined. Expired articles are not sold under any circumstances.

Warning: Shelf-life-expired articles must never be shipped to customers, regardless of physical appearance. An expired article that appears undamaged is still nonconforming. Disposition of expired articles requires Quality Manager approval.

9.3 Records

Shelf life records — including cure dates, expiration dates, and any removal actions — are maintained as quality records and retained per Section 16 of this manual. Customers are informed of applicable shelf life status as part of the documentation package when required by the purchase order.

SECTION 10.0

Identification and Control of Items

LBJ Aviation ensures that every article in inventory maintains clear, unambiguous identity throughout the receipt, storage, and delivery process. Loss of identity at any point constitutes a nonconformance requiring quarantine and investigation.

Original Equipment Manufacturer (OEM) identification — including part numbers, serial numbers, lot numbers, and applicable markings — is preserved and never altered. Articles retain their identity through all internal handling, and traceability to the originating procurement and receiving documents is maintained at all times.

The following identification controls are in effect:

- Each article or lot is tagged or labeled with the part number and receiving report reference upon acceptance.
- Shelf location assignments are linked to part number and lot to maintain inventory accuracy.
- Articles of differing part numbers, conditions, or certifications are stored separately to prevent mixing.
- Any article whose identity cannot be confirmed is placed in quarantine immediately.

SECTION 11.0

Inspection

LBJ Aviation conducts inspection at multiple points in the product flow — upon receipt, during stock reinspection as warranted, and at final preparation for shipment. Inspection results are documented and traceable to the inspector and the article.

11.1 Stock Reinspection

Stock reinspection is performed on articles or lots when triggered by a customer complaint, a suspected quality problem, or a quality alert. Rejected articles are immediately identified, segregated, and dispositioned per Section 13. Articles passing reinspection are returned to stock with reinspection documented on a quality record.

11.2 Final Inspection

Before any article is packaged for customer shipment, a final inspection verifies:

- Part number and description match the customer's order.
- Quantity is correct.
- Physical condition is acceptable — no damage incurred during storage or picking.
- Required documentation (certifications, 8130-3, trace, shelf life, etc.) is present and complete.

The final inspection result is documented on the shipping document with the inspector's initials or signature confirming acceptance.

11.3 Shipping Inspection

Prior to release for delivery, packaging is evaluated to ensure it provides adequate protection for the article during transit and satisfies any special packaging requirements specified on the customer order. All required certifications and documentation are verified to be included with the shipment before the package is closed and released to the carrier.

SECTION 12.0

Drop Shipments

A drop shipment occurs when LBJ Aviation arranges for a supplier to ship articles directly to a customer without the articles passing through LBJ Aviation's facility. Drop shipments present unique quality control challenges because LBJ Aviation does not physically receive or inspect the articles. The controls in this section ensure that drop-shipped articles meet the same quality standards as articles shipped from LBJ Aviation's own stock.

12.1 Authorization

Drop shipments are authorized only by the Quality Manager on a case-by-case basis. A drop shipment may be arranged only from an approved supplier listed on the Approved Supplier List. The customer must be notified that the shipment will originate from a third-party location unless the customer's order specifically authorizes drop shipment without prior notification.

12.2 Documentation Requirements

For every drop shipment, LBJ Aviation requires the shipping supplier to provide the following documentation directly to the customer (or to LBJ Aviation for forwarding):

- Packing list confirming part number, quantity, and description.
- All applicable certifications, trace documents, and airworthiness documentation (e.g., FAA Form 8130-3) as required by the customer's purchase order.
- A Certificate of Conformance from the supplying source, where applicable.
- Shelf life documentation where applicable.

Important: LBJ Aviation remains fully responsible to the customer for the quality of articles in a drop shipment arrangement. The use of a drop shipment does not transfer quality responsibility to the shipping supplier.

12.3 Records

All drop shipment transactions are documented and retained as quality records. Records include the customer order, the purchase order issued to the shipping supplier, copies of all documentation provided to the customer, and any quality issues identified in connection with the drop shipment.

SECTION 13.0

Control of Nonconforming Articles

Any article that fails to meet applicable requirements — at receiving, in stock, or at final inspection — is considered nonconforming and is subject to the controls in this section. The goal is to prevent inadvertent shipment of nonconforming articles while ensuring proper disposition and documentation.

13.1 Disposition

All nonconforming articles are reviewed by the Quality Manager to determine appropriate disposition. They are tagged, segregated, and held in a designated quarantine area until disposition is approved and completed.

13.2 Approval of Dispositions

The Quality Manager approves all nonconforming article dispositions. Approved dispositions include:

- **Return to Supplier** — Article returned with documented nonconformance details.
- **Scrap** — Article rendered unusable and disposed of in a manner that prevents re-entry into the supply chain.
- **Use As-Is (Waiver)** — Only with prior written customer approval; documented accordingly.

Important: No nonconforming article may be shipped to a customer without explicit written customer approval of the nonconformance and the proposed disposition. All waivers must be documented and retained as quality records.

SECTION 14.0

Counterfeit and Suspect Unapproved Parts

Counterfeit and suspect unapproved parts (SUPs) represent one of the most serious risks in aviation parts distribution. LBJ Aviation maintains active controls to prevent the purchase, acceptance, or distribution of counterfeit or otherwise unapproved articles.

14.1 Prevention

LBJ Aviation employs the following practices to reduce counterfeit risk:

- **Approved Supplier List:** Articles are sourced only from suppliers on LBJ Aviation's Approved Supplier List. New suppliers undergo qualification before approval.
- **Procurement Controls:** Purchase orders specify required documentation (8130-3, trace, Certificates of Conformance) that establishes airworthiness and origin.
- **Receiving Inspection:** All received articles are inspected for signs of tampering, re-marking, or misrepresentation. Anomalies are flagged immediately.
- **Training:** Personnel are trained to recognize indicators of counterfeit or suspect parts, including irregular markings, inconsistent finish, unusual weight, or documentation anomalies.

14.2 Detection

During receiving inspection, articles are evaluated for indicators of counterfeiting or unapproved manufacture, including but not limited to:

- Markings that appear inconsistent, smeared, misspelled, or re-applied.
- Part numbers, serial numbers, or date codes that do not match accompanying documentation.
- Finish, color, weight, or dimensions inconsistent with known genuine articles.
- Documentation that appears altered, incomplete, or of questionable authenticity.
- Packaging inconsistent with known manufacturer standards.

Any article exhibiting one or more of these indicators is immediately quarantined and reported to the Quality Manager for investigation before any further action.

14.3 Reporting and Disposition

Confirmed or suspect counterfeit articles are:

- Immediately quarantined and never shipped.
- Documented with full details of discovery.
- Reported to the originating supplier.
- Reported to the FAA and other appropriate authorities as warranted.
- Reported to the Aviation Suppliers Association (ASA) ASAP database and/or the Government-Industry Data Exchange Program (GIDEP) when appropriate.
- Disposed of in a manner that permanently prevents re-entry into the aviation supply chain.

Zero Tolerance Policy: LBJ Aviation maintains a zero-tolerance policy for counterfeit and suspect unapproved parts. No article with unresolved authenticity questions will be shipped to any customer under any circumstances.

SECTION 15.0

Corrective Action

LBJ Aviation maintains a proactive approach to quality improvement. Conditions adverse to quality are identified promptly and addressed with corrective action designed not only to resolve the immediate problem but to prevent recurrence.

When a significant condition adverse to quality is identified — whether from internal discovery, a customer complaint, or a supplier issue — the Quality Manager will:

- Document the condition and its known or suspected cause.
- Determine root cause through investigation.
- Define corrective action steps and assign responsibility for implementation.
- Verify that the corrective action was effectively implemented.
- Retain all corrective action documentation as a quality record.

15.1 Customer Complaints

All customer complaints are taken seriously and responded to in writing. The response includes:

- Acknowledgment of the complaint.
- Investigation findings and root cause determination.
- Corrective actions taken to address the immediate nonconformance.
- Preventive measures implemented to preclude recurrence.
- Effective date of the corrective action.

Customer complaint records are retained as permanent quality records and reviewed periodically for trends that may indicate systemic issues requiring broader action.

SECTION 16.0

Quality Records

Quality records are the evidence that LBJ Aviation's quality system is operating as intended. They provide traceability, support customer inquiries, and demonstrate compliance during any review. All quality records are maintained in a legible, retrievable, and protected format.

16.1 Retention

Quality records are organized and stored as follows:

- **By Part Number:** Records traceable to a specific article or lot are filed under the identifying part number.
- **By Customer Order:** Records traceable to a customer transaction are filed under the customer's order number.
- **Retention Period:** All quality records are retained for a minimum of three (3) years, or longer if required by a specific customer order or contractual requirement.
- **Format:** Records are maintained both electronically and in physical files, with electronic records backed up to protect against loss.

Records subject to this retention requirement include:

- Receiving Reports
- Supplier Certifications and Trace Documents
- FAA Form 8130-3 Airworthiness Approval Tags
- Teardown / Overhaul Records
- Certificates of Conformance (issued and received)
- Shelf Life Records
- Nonconformance Reports
- Counterfeit / Suspect Unapproved Part Reports
- Corrective Action Records
- Customer Complaint Documentation
- Training Records
- Drop Shipment Transaction Records
- Approved Supplier List (current and historical)
- Purchase Orders and associated quality documentation
- Shipping Documents and Final Inspection Records

APPROVAL

Manual Approval and Authorization

This Quality Assurance Manual has been reviewed, approved, and is effective as of the date shown on the cover page. It supersedes all previous revisions. The procedures outlined herein are patterned after the ASA-100 Quality System Standard published by the Aviation Suppliers Association and represent the complete quality assurance framework of LBJ Aviation.

Role	Name	Signature	Date
President / Quality Manager	Luke Jones		July 3, 2026

By signing above, the Quality Manager certifies that this manual accurately represents the quality assurance system of LBJ Aviation and that all personnel with quality responsibilities have been informed of its contents and requirements.

Controlled Copy Statement: This document is a controlled copy of the LBJ Aviation Quality Assurance Manual, Revision 08, effective July 3, 2026. Uncontrolled copies are valid only at the time of printing. Contact the Quality Manager at LBJ Aviation, Newark, Texas 76071 to verify the current revision.