To: **Our Valued Customers**

From: **Quality Systems Department**

Subject: **Request for Company Information**

In an effort to streamline our processes we have developed a standard package in response to requests for self-surveys. We understand that your company requires information concerning your suppliers and we believe the information we have provided will adequately answer most inquiries. The package contains a General Information section as well as a Quality Self-Survey which is an overview of our Quality System.

We are currently certified to AS9110, AS9100, ISO9001, FAA Certified Repair Station and EASA certified. Copies of our certifications are attached.

If there is a need for additional information please don't hesitate to contact us.

Best regards,

Guy E. Neal, Quality Manager

JD Humphries, Repair Station Manager

Guy Phone: (256) 480-2465
JD Phone: (256) 480-2445
Fax: (256) 480-2481
E-mail: Guy.Neal@elbitsystems-us.com
JD.Humphries@elbitsystems-us.com

Elbit Systems of America – Talladega Site
108 Allen Street
Talladega, AL 35160
www.ieionline.com

Kollsman General Information

Company Name: **Kollsman, Inc.** **Elbit Systems of America – Talladega Site**		Website: **www.ieionline.com**
Address: **108 Allen Street** **Talladega, AL 35160**		**Phone: (256) 480-2445** **Fax: (256) 480-2481** **Repair Lab: (256) 480-2445**
Facility Information: **133, 600 sq. ft.** Clean Rooms: **Class 10,000** **Class 100,000**	Type of Business: **Manufacturer/OEM/PMA/TSO** ☒ **FAA Certified Repair Station** ☒	**Corporate Entity – State of Delaware**
Employees: **122 (+)**		Parent Company: **Elbit Systems of America**

Certifications: **Registrar: NQA -**
☒ **AS9100- CERT #13533** ☒ **AS9110-CERT #13888** ☒ **ISO 9001-CERT #13888/1353**
☒ **FAA Air Agency Certificate - # NX2R047L**
☒ **EASA Approval Certificate - # EASA.145.5681**

Key Personnel: **Mark Webber, Site Director**
Doug Teagle, Quality Director
Guy Neal, Quality Manager
Alan Guinn, Operations Manager
JD Humphries, repair Station Manager

Cage Code: **50218**	SIC & NAICS Codes: **Numerous, please see http://www.ccr.gov**
TIN:	DUNS:

Representations/Certifications: **Please see https://www.orca.bpn.gov for Certifications and Representations**

Payment Terms: **Subject to credit approval by our Accounting Dept. Credit application required.**

Type of Products: **Avionics cockpit instrumentation, Cabin Pressure Control Systems, General Aviation Vision Systems, Night Vision Equipment, Enhanced Vision Systems, Test Equipment/Ground Support, Electro-Optical, Head Up Displays, Airborne & Ground Tactical Laser Systems, Thermal Imaging Systems, Fire Control Systems, Homeland Security & Surveillance Systems**

Please visit www.ieionline.com to learn more about our company and our products.

Company Initiatives: ☒ **Lean Manufacturing (LAI)** ☒ **EVMS**

IEI General Information

Company Name: **International Enterprises Industries** **Elbit Systems of America – Talladega Site**		Website: **www.ieionline.com**
Address: **108 Allen Street** **Talladega, AL 35160**		**Phone: (256) 480-2465** **Fax: (256) 480-2481**
Facility Information: **133, 600 sq. ft.** Clean Rooms: **Class 10,000** **Class 100,000**	Type of Business: **Military/Civilian Repair Facility** ☒ **FAA Certified Repair Station** ☒ **Rotor Wing** ☒	**Corporate Entity –** **State of Alabama**
Employees: **100 (+)**		Parent Company: **Elbit Systems of America**

Certifications:
- ☒ **AS9100:2009 - CERT #13533 Registrar: NQA**
- ☒ **AS9110:2012 - CERT #13888 Registrar: NQA**
- ☒ **ISO 9001:2008 - CERT #13533-13888 Registrar: NQA**
- ☒ **FAA Air Agency Certificate - # IXUR882L**

Key Personnel:
Mark Webber, Site Director
Doug Teagle, Quality Director
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Cage Code:	SIC & NAICS Codes: **Numerous, please see http://www.ccr.gov**
TIN:	DUNS:

Representations/Certifications: **Please see https://www.orca.bpn.gov for Certifications and Representations**

Payment Terms: **Subject to credit approval by our Accounting Dept. Credit application required.**

Type of Products:

Please visit www.ieionline.com to learn more about our company and our products.

Company Initiatives: ☒ **Lean Manufacturing (LAI)** ☒ **EVMS**

Quality Self-Survey Response

Quality Management System
We have a Quality Manual, Quality Policy & Objectives
Quality System (QS) procedures are referenced within the Quality Manual
The QS documentation addresses requirements imposed by Regulatory Authorities if applicable
We ensure employees as well as Customers and Regulatory representatives have access to the Quality System Documentation
There is a documented process addressing the control of all QS documents
The process addresses adequacy prior to release, review, update and re-approval, changes, rev status, and legibility
The Configuration Management process is documented and maintained
Obsolete documents are removed from areas to prevent unintended use
The control of company records is documented and includes retention requirements
Management Responsibility
Top management has committed to establishing, maintaining and continually improving the Quality Management System
The importance of meeting customer requirements and enhancing customer satisfaction has been communicated and understood throughout the organization
The Quality Policy is reviewed for suitability by top management
The Quality Policy establishes a commitment to comply with requirements and is reviewed for continuing suitability
Quality Objectives are established at relevant functions and levels and are measurable and consistent with the Quality Policy
Responsibilities and authorities are defined and communicated throughout the company by top management
Top management conducts and maintains records of Management Reviews of the Quality System
Management Reviews address audit results, customer feedback, changes that may affect the Quality System, and improvement recommendations
The results of Management Review include resource needs, product and/or Quality System improvements
There are appropriate communication processes established addressing the effectiveness of the Quality System
Top level management has assigned an individual as a Quality System Management Representative
The Management Representative is provided the organizational freedom to resolve quality matters
Resource Management
Adequate resources are provided to maintain and improve the Quality System and enhance customer satisfaction
There is a documented training program which includes the definition of required competencies for employees performing work which may affect product quality
Employees have the education, training, skills, and/or experience to meet the required competencies
The effectiveness of the training program is evaluated
All records of training are maintained
The building, equipment, work environment and support services are adequate to achieve product requirements
Product Realization
During planning of product realization the resources to support and maintain the product are identified
It is determined that the plan meets the requirements and processes of the Quality System
It has been determined what records are required to provide evidence the processes and product meet requirements
Customer Focus
Customer, statutory and regulatory requirements are determined
It is established during review that product requirements are defined and are achievable
Documented records of the review and any resulting actions are maintained
The review is completed prior to a commitment to supply a product to the customer
Potential risks such as the use of new technology, or an aggressive delivery schedule are evaluated
Appropriate functions are made aware of any changes to product requirements
There are documented processes relating to communicating with the customer concerning product information, contract issues, feedback or complaints

Quality Self-Survey Response

Product Realization (cont.)
Design and Development
There is a documented process addressing implementation of design changes
Each design or development activity has a plan prepared that includes review, verification and validation milestones
Responsibilities, authorities and organizational interfaces are defined for implementing the plan
The planning defines the various design and development stages (mandatory steps, sequence of tasks, significant stages and configuration control method)
A responsible person has been identified
It is ensured there is communication between all groups involved and is there clear assignment of responsibility
The various tasks to be accomplished are defined according to safety, functional and customer requirements
The planning output is updated as the design and development progresses
Inputs such as performance and statutory/regulatory requirements are determined, reviewed for adequacy and records are maintained
Design reviews are accomplished at planned intervals
The outputs are provided in a manner so that verification to the inputs is enabled
Key characteristics have been identified in accordance with design/contract requirements if applicable
All data necessary to manufacture, inspect, use and maintain the product has been identified
There are planned arrangements for reviews to be performed at suitable stages to identify any problems, evaluate ability to meet requirements and to authorize progression to the next stage
Verification is performed and records are maintained to verify outputs have met the input requirements
There are planned arrangements for validation to be performed to ensure the product meets requirements
Validation is completed prior to the delivery of the product, wherever practicable, and records of the validation results maintained
Upon completion of design/development the company establishes that reports, test results, etc. demonstrate the product definition meets spec requirements for all identified operational conditions
When tests are needed for verification/validation they are planned, reviewed, controlled and documented
Test plans identify the product being tested, resources, conditions, parameters and acceptance criteria
It is determined the correct configuration standard of the product is submitted for testing and acceptance criteria is met
Design and development changes are reviewed, verified, validated, approved and recorded prior to implementation
An evaluation is performed of the effect any design changes may have on constituent parts or product already delivered
There is a change control process for approval of changes by the customer and/or regulatory authority if required by contract or regulations
Purchasing
It is verified that purchased product conforms to purchase requirements
The company accepts responsibility for the quality of all purchased parts including customer directed sources
There is a documented process addressing control of suppliers, criteria for selection and evaluation
Results of supplier evaluations and related actions are documented and maintained
There a process in place stating what action is taken for suppliers that do not meet requirements
An “Approved Supplier List” is maintained
In-process inspections are performed and records of acceptability of product maintained
Production is performed under controlled conditions that include work instructions, monitoring equipment, and acceptance criteria
There is a “positive recall” process in place
Test reports for raw material are periodically validated
Our customers or their reps are allowed to verify conformance of product at our site or our supplier’s site if specified by contract
Production and Service Provision
Planning of production considers established process controls, necessary work instructions, special processes, defined verification points throughout the process, tooling for variable measurements including key characteristics
During manufacture all product is accounted for (nonconforming product, split lots)
There is a means for prevention, detection and removal of foreign objects (FOD)
Changes to production processes are documented and approved by an identified authorized person(s)
It is confirmed that changes to processes produce the desired effect with no negative impact to product quality
The condition of production equipment/tooling being held in storage is periodically checked and is validated prior to use
We have a documented process for verifying the controls and the quality of work that may be temporarily transferred outside our facility
Service operation processes address collecting/analyzing data, identifying and acting on problems after delivery, control of technical info,

Quality Self-Survey Response

approval of repair schemes, and the control of work at our customer's sites
Production and Service Provision (cont.)
There is a process for the control of special processes such as ESD, soldering, including those that may only be apparent after delivery or during use
Materials are controlled, identified and nonconforming material is segregated
The inspection status of product is identified
Traceability is maintained when required
Customer property is identified, stored to prevent damage or loss, and records are maintained
There is a documented procedure for the storage, protection, handling and preservation of all product
We have a process for managing shelf life of age sensitive materials
There is a documented process for the control of measuring and test equipment including a recall system
There is unique identification for measuring and test equipment and the status of calibration is easily identifiable and records of calibration maintained
Our processes address the handling of product previously accepted when equipment is found out of calibration or out of tolerance
Measurement, Analysis and Improvement
Our company monitors customer perception and satisfaction
Internal audits are performed, results presented, and records maintained
Nonconformances from audits are identified, resolved and verification of the resulting actions takes place
There is a means of monitoring/measuring the quality management system processes including whether a product nonconformity resulted from a process nonconformity
Characteristics of the product are monitored/measured at appropriate stages in accordance with planned arrangements
Product is determined to be conforming to requirements prior to use unless released under a positive-recall procedure
Evidence of acceptance to criteria is maintained including identification of the employee authorizing release of the product
There is a documented process for performing a First Article Inspection of a representative item of a new part from the first production run
Our company establishes the controls for nonconforming product to prevent unintended use or delivery
The authority is defined for the dispositioning of nonconforming material including the process used for approving personnel that are making the determination
Our company ensures if a nonconformity results in departure from contract requirements or the product has been produced to a customers design dispositions of UAI or Repair are not used unless specifically authorized by the customer
There is a control mechanism in place to permanently identify product dispositioned "scrap" until physically rendered unusable or placed in a holding area if customer approval is required
If a nonconformance has been detected after delivery there is a process for appropriate action including timely notification of nonconformances that may affect reliability or safety
There is a documented process for continual improvement of the quality management system
The analysis of data used toward continual improvement includes information regarding customer satisfaction, suppliers, conformity of product, trends, and opportunity for preventive action
Our company evaluates audit results, corrective/preventive actions, management review, quality policy and quality objectives and we use them as tools toward continuous improvement
Actions are taken to determine root cause and to eliminate causes of nonconformities to prevent recurrence as part of the documented Corrective Action process
When it is determined a supplier is responsible for the root cause of a corrective action the information is flowed down to the supplier
There is a process established as to what action is taken when timely and/or corrective actions are not achieved