

Table of content:

Table of content:
Quality Statement
Primary details
Number of Staff:
Company Accreditation
Organisation Contact details
Senior Management
Finance Details:
Integrated Quality Management System
Quality System
Compliance management
Personnel
Purchasing
Receiving of Goods
Component Control and Handling
Storage
Shipping
Records
Abbreviations used in the document:
Revision status:

Quality Statement

Aircraft Part-out Company Europe BV, doing business as APOC Aviation, is an ISO 9001:2015, AS9120B and ASA-100 certified aircraft part-out company trading in aircraft parts, landing gears and engines.

To ensure the quality and integrity of our published data and to ensure standardization and effectiveness of the processes involved, this Quality Statement is to be used for our customers and stakeholders to have a detailed insight into our Integrated Management System – IMS

This quality statement covers the common subjects being part of ASA-100 and/or ISO 9001:2015 – AS-9120B norm.

Therefore it is intended to be a substitute to the standard quality surveys and should replace the need to send the various documents back and forward. In addition, all applicable and latest certificates are made available on this website for your convenience.

If you need further details please do not hesitate to contact APOC Quality Department (quality@apocaviation.com).

Note: This Quality Statement is a controlled document and under revision control. The published version is always the active document.

note: The various certificates are available on the APOC website (www.apocaviation.com) in downloadable format.

M.J. (Mark) Overeijnder

Quality Manager

APOC Aviation

Primary details

Company Name	AIRCRAFT Part-Out Company Europe B.V. Doing business as: APOC Aviation
Adress	Veilingweg 48
City	Berkel en Rodenrijs
State/Country	Zuid-Holland (ZH) - the Netherlands
ZIP/Post Code	2651 BE
Country	the Netherlands
Telephone Number	+31880040000
Website	https://apocaviation.com
Email	info@apocaviation.com
Chambre of commerce nr.:	61214442
VAT nr.:	NL854255928B01
DUNS Mr.:	49-142-2670
Ncage no.:	H2H16
Scope of business	Supplier / Distributor of aircraft parts

Number of Staff:

- Total staff : 45
- Management: 4
- Sales: 4
- Quality: 2
- Receiving Inspectors: 5

Company Accreditation

	YES	NO	Date of Expiration - Certificate number
FAA		X	
EASA		X	
ISO 9001:2015	X		30JUN2022 - APOC 004-07-19-2
AS9120B	X		30JUN2022 - APOC 004-07-19-2
ASA-100	X		19SEP2024 - 00300915-4
OTHER	- APOC Adopts the requirements of ISO 14001:2015 - Environmental Management System - Compliance with EU2016/679 - General Data Protection Regulation (GDPR) - Active Anti Alcohol & Drugs Policy - Certificate of Recognition for Transport of Dangerous Goods by Air - Cat: A issued by Ministry of Infrastructure and Water management. Certificate number: 17004 , date of issue: 28FEB2017		

Organisation Contact details

	Department	Name	E-mail address	Telephone
Department Contacts:	Sales	Mr. Florent Michel <i>Head of Sales</i>	sales@apocaviation.com	+31 (0)880040000
	Finance	Mr. Adriaan van Engh <i>Financial Controller</i>	finance@apocaviation.com	+31 (0)880040000
	Quality	Mr. Mark Overeijnder <i>Quality Manager</i>	quality@apocaviation.com	+31 (0)880040000
	Warehouse	Mr. Sing Lo <i>Ware House Manager</i>	warehouse@apocaviation.com	+31 (0)880040000
	Logistics	Mr. Anco van de Ham <i>Logistics Manager</i>	logistics@apocaviation.com	+31 (0)880040000
	Office	Mrs. Suzanne Vogtschmidt <i>Office Manager</i>	info@apocaviation.com	+31 (0)880040000

Senior Management

	Name	Title	E-mail address	Telephone
Management contact	M.A.F (Max) Lutje Wooldrik	CEO	info@apocaviation.com	+31 (0)880040000
	B (Barry) Lemmers	CFO	b.lemmers@apocaviation.com	+31 (0)880040000
	K. (Karim) Linate	Head of Operations	k.grinate@apocaviation.com	+31 (0)880040000
	M.J.(Mark) Overeijnder	Quality Manager	m.overeijnder@apocaviation.com	+31 (0)880040000

Finance Details:

	Payments in Dollars	Payments in Euro
IBAN	NL67ABNA0590735950	NL55ABNA0548937605
BIC	ABNANL2A	ABNANL2A
Bank	ABN Amro Bank	ABN Amro Bank
Address	Gustav Mahlerlaan 10	Gustav Mahlerlaan 10
ZIP Code, City	1082 PP, Amsterdam	1082 PP, Amsterdam
Country	The Netherlands	The Netherlands

Integrated Quality Management System

APOC defines its IMS – Integrated Management System on three (3) pillars:

1. Quality
2. Compliance
3. Safety

Due to the nature and purpose of this Quality Statement, only the aspects of the AS9120B and ASA-100 norm are covered in this document.

If there is a need to have insight into the other topics of our IMS you are more than welcome to conduct a supplier audit at our premises in Berkel & Rodenrijs.

Quality System

The APOC Quality System is documented in a Quality Manual which defines the following subjects:

- Organisation and Management
- Staff assignments including tasks and responsibilities
- Quality system documentation control
- Record keeping
- Procedure description including Receiving, Parts handling/tagging, shelf-life control, Warehousing and Shipping.
- Handling of Suspected Unapproved Parts and discrepancies.
- Management of facilities including the environmental aspects.
- Training of staff
- Compliance program, (internal) audits and process improvement
- Customer satisfaction.

The Quality Manual and its related referral documents are made available to all APOC staff by means of an internal documentation publication system. Quality documentation can be made available for external parties on specific request, for example during audits.

Compliance management

The various requirements out of the applicable norms and regulations are audited for verification of procedures and compliance with the documented information.

Various topics are divided into different audits in which the scope is defined. Compiled into a year audit schedule all internal audits cover the complete spectrum of requirements.

Furthermore audit scope is also determined by the risk register and items to of the management of change projects.

The APOC IMS is open for external auditing by our customers and regulators.

Personnel

All APOC staff are trained in the basics of the norm, regulation and our IMS which also includes the operation of the various (IT) systems in place.

Where applicable, APOC staff is additionally trained on the tasks they are responsible for. Receiving inspectors, in particular, are trained to identify and report Suspected Unapproved Parts – SUP, handling of dangerous goods and the inspection, shipping and receiving of parts.

These inspectors receive a formal company authorisation to perform the mentioned tasks. The authorisation is defined in a roster of Authorised personnel (APOC DOC-40).

Training requirements, actual performance and related documents and certificates of all staff is managed (documented and maintained) in the APOC Academy.

All APOC staff are trained in the methodology of LEAN and encouraged to use the various “tools” in their day-to-day job. For example 5S, Value Stream, Flow, Day start and continuous improvement strategy.

Purchasing

APOC has established and maintains documented procedures that are a part of the IMS to ensure that purchased parts and services conform to specified services.

Suppliers and (sub)-contracted parties are subject to review and verification to ensure that suppliers and (sub) - contractors can full fill the requirements as applicable. An active ASL – Approved Supplier list is maintained.

Aircraft components purchased by APOC are subject to review and verification which ensures a history trace to either the last airworthy condition or to the last certifying identity.

The Quality System procedures also ensure;

- Those components are known to be subjected to conditions of extreme stress, heat or environment are identified.
- An active configuration control in which APOC monitors and documents published AD – Airworthiness Directives
- Identification and tagging of (re)- certified (overhauled, inspected/tested or repaired) components.

Receiving of Goods

APOC ensures that no part is released to stock until it has been inspected or otherwise verified as conforming to specified requirements. Verification activities for incoming parts are defined within the receiving procedure defined for the type of part received.

This receiving inspection includes (but is not limited to):

- check for physical damage on package and components,
- check for the correct installation and/or presence of plugs and caps,
- check and verification of all related documentation which should represent the component under receiving,
- check of related PO or RO,
- check for evidence of suspected unapproved parts – SUP or so-called “ Bogus parts”, iaw FAA-Advisory Circular 21-29
 - APOC staff is specially trained in the recognition and reporting of SUP parts.

Rejected items are identified and segregated from serviceable components and handled in a separated workflow.

APOC has established and documented procedures that provide for the care of customer property under its control. These procedures that define the manner in which customer supplied product is identified, verified, protected, and safeguarded

Component Control and Handling

APOC Aviation has established and maintains documented procedures for handling, storage, packaging, preservation and delivery of components.

These procedures ensure protection against damage and/or deterioration. Aircraft components are specifically classified in Serviceable and Un-Serviceable status. Stored as such, dedicated areas are monitored in storage conditions (temperature, humidity, free of direct sunlight).

Components subject to electrostatic discharge – ESD are handled iaw industry practices and guidelines. ESD sensitive components are handled by trained staff and processed on dedicated workstations, equipped with the required mats and wrist straps. ESD stations are subject to yearly verification and calibration. ESD components are packed and stored in their original manufacturer’s packaging or were deemed needed repacked to the required packaging.

APOC has a documented training program for handling and shipping dangerous goods. This is in compliance with the Dutch Human Environment and Transport Inspectorate which is a part of the Ministry of Infrastructure and Water Management. The inspectorate issues various recognitions to companies who are authorized to ship dangerous goods through the air.

APOC Aviation currently holds the A-recognition which covers the training of personnel authorized for shipping dangerous goods through the air. This training is performed in conformance of chapter 1.4 of the ICAO TI and subsection 1.5 of the IATA DGR Category 1, 3 and 6. Operator and state variations are part of this training

A scrap procedure is documented which enables APOC to scrap, discard components and material when determined to do so. This procedure shall ensure scrap parts are demolished in such a manner that they cannot return in the supply chain. APOC has contracted agreements with specialised demolishing companies to achieve a recycling program in which certain materials (metals, plastics, etc.) can be used as basics for other products.

note: APOC does not foresee in re-usage, distribution of consumable materials like fasteners, o-rings, gaskets, etc., or any (aviation) fluids like engine oil or hydraulic fluid.

Storage

APOC facilitates the storage of the various aircraft components in a state-of-the-art warehouse of approx. 5000m². The main warehouse based in the Netherlands utilises the following areas.

- Receiving area (small and large inbound)
- Inspection area
- Storage of Serviceable components, dedicated in small and large
- Storage of components as defined "As Removed", small and large.
- Dedicated Quarantine area
- Dedicated non-aviation parts
- Dedicated waste and scrap area
- Storage of packaging material and transporting boxes.
- Office area for APOC staff including assigned location for receiving inspection
- Shipping and packing area
- Crew room

The main warehouse is secured and monitored by means of an alarm system to prevent unauthorised individuals to access any of the areas of the building.

Shipping

APOC shipping procedure shall ensure proper and adequate shipping of the components ordered. Before an order is shipped to the customer the following inspection is performed:

- Verification of Shipping Order – SO against the component in relation to Partnumber(s) and Serial number(s).
- Verification of correct installation of caps and plugs.
- Verification of applicable documentation
- Verification of required packaging, (ESD, ATA Spec 300, etc.)
- Where applicable additional requirements related to DG – Dangerous Goods.

Drop shipment

APOC procedures foresee in the possibility to ship from the distributor's supplier to the distributor's customer without the physical interference (goods receive inspection) from APOC receiving inspector bases at APOC headquarters. (Berkel en Rodenrijs).

Components shipped directly from a remote location (for example a repair station) directly to the customer's premises, APOC shall make sure that the Goods OUT (Shipping) procedure as defined in APOC CP-015 is performed at the location of shipping.

Records

APOC has established and maintains documented procedures for the identification, collection, indexing, access, filing, storage, maintenance, and disposition of quality records. Quality records are maintained to demonstrate conformance to specified requirements and the effective operation of the APOC Quality Management System to the requirements of this Quality Manual. When applicable, these records include subcontractor records when identified in the pertinent procedures.

All quality records are legible and stored in such a way that they are readily retrievable for business needs and held in appropriate, identified storage locations that are environmentally suitable to prevent damage from deterioration or loss.

Retention periods to ensure traceability are respected and maintained as appropriate.

Abbreviations used in the document:

Abbreviation	Definition	Page
ASL	Approved Supplier List	
EASA	European Union Aviation Safety Agency	
ESD	Electro Static Discharge	
FAA	Federal Aviation Agency	
GDPR	EU General Data Protection Regulation	
IMS	Integrated Management System	
PO	Purchase Order	
RO	Repair Order	
SO	shipping order	
SUP	Suspected Unapproved Part	

Revision status:

Issue	Revision Number	Revision Date
1	0	30 Nov 2021
1	1	21 Dec 2021