

Viking Air Limited Quality System & Company Profile

Due to the number of Quality Surveys that we are requested to complete for our customers, Viking has created a standard company profile form that should answer most, if not all, questions from standard quality surveys. Please contact our Quality Assurance Director (fernando.delatorre@vikingair.com – (250) 656-7227 X2365) if additional information is required for your quality survey.

General Information:

<u>Company Name:</u>	Viking Air Limited
<u>Address:</u>	1959 de Havilland Way, Sidney, BC, Canada, V8L 5V5
<u>Transport Canada Approval Number:</u>	22-80
<u>Transport Canada Approvals:</u>	CAR 561 – Manufacturing Approval CAR 563 – Distribution Approval CAR 573 – Maintenance Approval 22-80_DHC-6 Series 400 Aircraft
<u>Other Approvals:</u>	AS9100 Rev C; ISO 9001:2008
<u>President/CEO:</u>	David Curtis
<u>Chief Operating Officer:</u>	Dan Tharp
<u>Quality Director:</u>	Fernando De La Torre
<u>Other Contacts:</u>	General contact info@vikingair.com Aircraft Sales twin.otter@vikingair.com Entry Into Service: entryintoservice@vikingair.com Viking Technical Services: vts@vikingair.com
	<u>DH Program:</u>
	Spares Sales sales@vikingair.com Technical Support technical.support@vikingair.com Technical Publications technical.publications@vikingair.com
	<u>CL Program:</u>
	Spares Sales acs@vikingair.com Technical Support acs-technical.support@vikingair.com Technical Publications acs-technical.publications@vikingair.com
<u>Year Established:</u>	1970
<u>Primary Products:</u>	Aeronautical Parts (OEM for DHC-1 through DHC-7, – Type Certificate Holder since January 31, 2006), CL215, CL215T and CL415 since Oct 01, 2016.
<u>Total number of Employees:</u>	440 (Production: 255; Quality: 40; Engineering: 45; Administration: 100)

Facilities:

- 1) 60,000 sq. ft. manufacturing facility (1959 de Havilland Way, Sidney, BC, Canada, V8L 5V5)
- 2) 40,000 sq. ft. manufacturing and maintenance facility (9574 Hampden Rd., Sidney, BC, Canada, V8L 5V5)
- 3) 10,000 sq. ft. aircraft completion and flight operations facility (9650 Hurricane Rd., Sidney, BC, Canada, V8L 5V5)
- 4) 20,000 sq. ft. aircraft assembly facility (77-770 McTavish Rd NE, Calgary, AB, Canada T2E 7G6)
- 5) 25,000 sq. ft. warehouse and distribution facility (7757 8 St. NE, Calgary, AB, Canada T2E 8A2)

Quality Management System:

1. Viking has a formal, Transport Canada-approved Quality Manual that describes all Quality Control and Quality Assurance procedures and defines quality responsibilities (**QM-001** - Quality Manual).
2. Viking has a formal internal audit process.
3. Viking has a formal Supplier Quality Process, with an external (supplier) audit process.
4. Viking has been audited by and accredited to the following:
 - Transport Canada: CAR 561, 563, and 571 – see attached certificates
 - AS9100 & ISO 9001:2008 – see attached certificates
 - Bell Helicopter: QPS 100
 - Nadcap (formerly NADCAP, the National Aerospace and Defense Contractors Accreditation Program)

As such, Viking has a formal, comprehensive Quality Assurance program that meets all requirements of the above standards/regulations.

5. Viking can provide the following documentation with shipped products (as applicable):
 - Transport Canada Form One Release Form
 - Certificate of Conformity
 - Distributor Release Certificate
 - Maintenance Release Tag
6. Viking has a formal product recall system that utilizes email, fax, and/or telephone notification; the recall system is managed by the Quality Department.
7. Viking has a formal contract review process that ensures all requirements can be met prior to formally accepting any order.
8. The following areas fall under the control of Viking's Quality Management System and have associated formal procedures that are used for internal audit purposes:
 - Engineering (engineering change notice, design control, etc.)
 - Sales (quotations, customer service and post delivery service and order management process)
 - Product Planning (production planning and control)
 - Supply Chain (procurement and logistics)
 - Document and Record Control (revision control and record retention process)
 - Production (training, operations and materials management)
 - Quality Control (inspection, control of nonconforming product, calibration, etc.)
 - Quality Assurance (quality audits, corrective and preventive actions)

9. All manufacturing records and traceability documentation are kept for a minimum of seven years and can be provided upon request.
10. All type design data owned by Viking Air is revision controlled.

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