

## Information for External Providers

This Repair Station evaluates and selects external providers based on their ability to supply articles or services in accordance with the requirements. The criteria for selection, evaluation and re-evaluation is defined by the contract or purchase order.

- A. The purchase order contains the description and identification of the parts or services to be provided and the technical, quality and delivery requirements. Applicable predetermined technical specifications are referenced and provided to suppliers. Information may be added to the purchase order where appropriate such as—
  - Requirements for documentation establishing that the part is new or has been maintained by an authorized person under [14 CFR § 43.3](#).
  - Requirements for approval of the article, procedures, processes and equipment.
  - Requirements for qualification of personnel.
  - Quality management system requirements.
  - Auditing or surveillance activities by customers or regulatory authorities.
  
- B. External Providers must be approved for products and/or services. To become an approved external provider, a vendor audit must be completed.
  1. Outside Products and Services to be performed by external providers may include but are not limited to:
    - a. Parts, Components, etc.
    - b. Laser Engraving
    - c. Calibration
    - d. Specialized Coatings
    - e. Painting
    - f. DER
    - g. DAR
  
  2. Outside methods, processes and equipment to be performed by external providers may include but are not limited to:
    - a. Welding/Brazing
    - b. Non-Destructive Testing
    - c. Manufacturing/Fabrication
    - d. Machining
    - e. Paint Stripping
    - f. Heat Treatment
  
  3. Upon delivery of the materials and/or services, the following documentation are required:
    - a. Any test results if applicable
    - b. Inspection reports
    - c. Task Cards
    - d. Repair Station Certificate of Conformance as described on the Repair Station Packing list.
    - e. Original manufacture's certifications as provided by the supplier/manufacturer when article is being received.

- f. Certifying statement referencing original manufacturer's traceable documents and applicable requirements when applicable.
  - g. As listed in the work package.
- C. A Vendor Audit will be completed to confirm the outside service provider has employees with training, knowledge and experience to perform the maintenance functions are required.
- D. The External Provider may contact PHS with any questions or concerns as needed. The contact information is located on the Purchase Order.
- E. Any work performed by an outside agency will be inspected to verify that the work was accomplished in the manner requested by the purchase order and equivalent to this company's standards. A thorough review will be made of the maintenance record or certificate of conformity to ensure it adequately describes the work performed and/or references the document used to perform the work.
- F. The external service provider must perform the maintenance and/or services in their facility that on the PHS purchase order. If for some reason, PHS owned materials, must leave the vendor approved facility, the external service provider must contact PHS immediately for approval or instructions for returning the PHS owned materials to PHS.
- G. Depending on the products or services to be provided, the external provider may be require to:
  - 1. Maintain a Quality Management System.
  - 2. Use customer designated or approved external providers including process sources.
  - 3. Notify PHS of any nonconforming process, products or services and obtain approval for their disposition.
  - 4. Prevent the use of Suspected Unapproved Parts.
  - 5. Notify PHS of any changes to processes, products, or services.
  - 6. Provide PHS with a document storage procedure. Example: document retention periods and document disposition requirements.
- H. External providers must allow inspection of the facilities by personnel from this repair station, this repair stations customers, representatives of the FAA and governing agencies.
- I. As an external provider of products and services, the external provider will have a direct contribution to product and service safety and conformance. It is the responsibility of the external provider to review the PHS Ethics policy available on our website.
- J. If and when required, PHS will in issue specific authority and/or customer requirements.
- K. The documentation required for delivery with products or services performed by the external provider will be included in the purchase order. This documentation may include but not limited to: certificates of conformance, packing slips, FAA Form 8130-3, task cards, and technical data.
- L. It is the responsibility of the external provider to immediately notify PHS any malfunctions, defects and unairworthy conditions regarding products and/or services.