

2018 Gogo BA Supplier Quality Management Survey – A High Level Response to Customer Query

NOTE: If this document, or the items referenced within it do not mitigate your query, please reach out to Brian Flanagan, Sr. Engineer, Customer Quality, bflanagan@gogoair.com; 303-301-3379.

General Gogo BA Information:

- Address: 105 Edgeview Drive, Suite 300, Broomfield, Colorado 80021 – (P) 303-301-3271, (F) 303 301-0201
- Gogo BA General Manager & President: Sergio Aguirre: 303-301-3262: saguirre@gogair.com
- Sr. Director, Quality: Rebecca Jessep: 303-301-3337: rjessep@gogoair.com
- Repair Station Chief Inspector: Garth Todd: 303-301-3258: gtodd@gogoair.com
- Director, Human Resources: Joni Coffin: 303-301-3211: jcoffin@gogoair.com
- Director, Sales Operations: Annette Scheihing: 303-301-3208: ascheihing@gogoair.com
- Senior Manager, Accounting: Gina Bergford: 303-301-3423: bergford@gogoair.com

Principle Services / Products: Cabin Radio Systems and Services

- Building Size: 122k square feet
- Number of Employees: 300

Gogo Business Aviation LLC is responsible for the design and operations of global airborne voice and data communications, including equipment manufacturing, maintenance, and repair, service, and support.

We are:

1. AS9100:2016 certified
2. 14 CFR Part 21 Compliant
3. 14 CFR Part 145 and EASA Approved
4. Have FAA Parts Manufacturer Approval (PMA)

We are compliant with the FAA Antidrug and Alcohol Misuse Prevention Program as required per 14 CFR Part 120 and 49 CFR Part 40.

Compliance / Certificate Reference:

- FAA Air Agency / Repair Station Certificate #: X8CR828N
- Drug / Alcohol Program #: CONN161C
- EASA Part 145 Certificate Reference #: EASA.145.5595
- ISO 9001 / AS9100 Certificate #: GOGO-001-04-18-2

Housing & Facilities, Work Processing and HAZMAT Items (Gogo BA No / N/A Answers):

1. Gogo BA does not deal in non-aviation parts, nor do we deal with hazardous or sensitive operations, such as: painting, cleaning, welding or machining - As such, area segregation is not required
2. Gogo BA is a single shift operation – we have no shift turnover
3. Gogo BA does not handle, produce or ship HAZMAT or dangerous goods

2018 Gogo BA Supplier Quality Management Survey – A High Level Response to Customer Query

GOGO BA SUPPLIER QUALITY SURVEY RESPONSE:

Quality System:

1. Does Gogo BA have a Quality Management System? Yes
2. Is Gogo BA's quality policy available and understood at all levels of the organization? Yes
3. Does Gogo BA have a Quality Manual or written procedures implemented that support maintenance, preventive maintenance, alterations and inspections that include:
 - Management Review of the Quality System Yes
 - Quality Review of the Contracts / Purchase orders Yes
 - Initial Quality Planning Yes
 - Control & Verification of Product Design Yes
 - Control of Documents and Document Changes Yes
 - Purchasing Yes
 - Inspection, Measurement and Test Equipment Tool Calibration Yes
 - Verification of Purchased Product / Vendor Assessment Yes
 - Receiving Inspection and Testing Yes
 - In-Process Inspection and Testing Yes
 - Final Inspection and Testing Yes
 - Control Nonconforming Product Yes
 - Corrective Action Yes
 - Handling, Storage, Packaging and Shipment Yes
 - Identification, Indexing, Filing, Storage and Maintenance of Quality Records Yes
 - Statistical Sampling Yes
 - Facilities / Housekeeping Yes

Internal Audit:

1. Does Gogo BA have an Internal Audit Program? Yes
2. Are independent audits conducted at Gogo BA? Yes
3. Are Gogo BA corrective actions appropriate and prompt? Yes

Personnel:

1. Does Gogo BA maintain a list of all management, supervisory and inspection personnel? Yes
2. Do Gogo BA's inspection personnel maintain proficiency in using the various types of inspection equipment and inspection aids appropriate for the article being inspected? Yes
3. Are Gogo BA's supervisory personnel appropriately trained and certified on the methods, techniques, practices, aids, equipment and tools used to perform maintenance, preventative maintenance, or alterations? Yes

2018 Gogo BA Supplier Quality Management Survey – A High Level Response to Customer Query

Training:

1. Does Gogo BA have a documented training program that specifies training requirements including initial, recurrent and on-the-job training for all technical employees? Yes
2. If so, is the training program equivalent to the guidance outlined in FAA Advisory Circular 145.10? Yes
3. Are Gogo BA technicians, mechanics, inspectors and supervisors properly trained, authorized and certified for the work they perform? Yes
4. Is Gogo BA formal training, on-the -job training and computer-based training documented? Yes
5. Have Gogo BA employees received Foreign Object Damage (FOD) Awareness training? Yes

Technical Data:

1. Does Gogo BA have the required technical data, drawings, diagrams, shop manuals and specifications to perform the services in accordance with customer specifications? Yes
2. Does Gogo BA have established and approved procedures for controlling revisions to technical data that deviate from OEM specifications? Yes
3. Does Gogo BA maintain a documented system to ensure technical data is current? Yes

Supplier Approval & Control:

1. Does Gogo BA have a system to evaluate/ manage suppliers and sub-tier suppliers per FAR 145 or equivalent? Yes
2. Does Gogo BA maintain an Approved Supplier List? Yes
3. Are approved Gogo BA Suppliers audited? Yes
4. Does Gogo BA pass on contractual and regulatory requirements to their sub-tier suppliers? Yes
5. Does Gogo BA notify sub-tier suppliers of the possibility of customer/FAA surveillance? Yes
6. Does Gogo BA allow customer, FAA, or Foreign CAA surveillance? Yes

Work Processing:

1. Are adequate tools and current technical data available to all Gogo BA technical personnel? Yes
2. Are all Gogo BA test and inspection records included in work and record archive packages? Yes
3. Is the inspection / test status of each part traceable at all times throughout the Gogo BA manufacture and or maintenance activity? Yes
4. Is there a system that identifies product and maintains traceability at all times throughout the Gogo BA manufacture and or maintenance activity? Yes
5. Are Gogo BA records such as work in process, build records, repair and overhaul, purchase order and or other applicable traceability records archived and available for a minimum of 2 years? Yes
6. Is a Gogo BA procedure / process in place that ensures final inspection and return to service of maintained articles are accomplished? Yes
7. Are Gogo BA tools, parts and materials managed in a way that ensures those items are not left in an aircraft or component? Yes

2018 Gogo BA Supplier Quality Management Survey – A High Level Response to Customer Query

Disposition of Nonconforming Material:

1. Does Gogo BA have a documented procedure to ensure that scrap parts are either returned to the customer or mutilated beyond use? Yes
2. Does Gogo BA maintain a record of all scrap parts / materials? Yes

Calibration:

1. Are all Gogo BA Inspection, Measuring and Test Equipment calibrated to an approved standard? Yes
2. Does Gogo BA have a system for identification of each tools calibration frequency / due date? Yes
3. Does Gogo BA have a system to control the calibration of personal tools? Yes
4. Does Gogo BA have a procedure for identifying, controlling and or preventing out of service / due for calibration tools and equipment from being used? Yes

Shelf Life:

1. Does Gogo BA have a documented shelf life program? Yes
2. Does the shelf life program list the parts and materials that have shelf life limits? Yes
3. Does each shelf life item have the shelf life limit displayed? Yes
4. Is there a system to ensure that no Gogo BA item is used or used past its expiration? Yes

Receiving inspection:

1. Does Gogo BA have a documented Receiving Inspection policy in compliance with FAR 145, or equivalent? Yes
2. Does Gogo BA have a quarantine area for rejected parts and materials awaiting disposition? Yes
3. Does Gogo BA have a quarantine log recording such findings? Yes
4. Does Gogo BA have a procedure and process for incoming inspection of all parts and materials that verifies an acceptable quality and PO requirements? Yes

Shipping:

1. Are Gogo BA aircraft components preserved and shipped in appropriate shipping containers equivalent to ATA 300? Yes
2. Do Gogo BA shipments include detailed shipping documentation, such as: packing slip, airworthiness release documentation, strip reports, C of C's, flammability reports, test reports, original manufacturer certification etc? Yes

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Stockroom:

1. Are all Gogo BA Parts and Materials correctly identified, safely stocked and protected? Yes
2. Are protective materials installed on Gogo BA parts and components in stock? Yes
 - (Items may include caps/plugs on connectors and fittings, ESDS bags and covers, scratch guard material on Plexiglass and polished materials, etc.
3. Are certification / traceability documents maintained with Gogo BA parts and materials? Yes
4. Are regular stockroom audits performed to verify Gogo BA inventory accuracy, part protection and part traceability? Yes

Gogo BA Declaration:

I hereby acknowledge that the information reflected in this survey is accurate to the best of my knowledge.

The information contained herein refers to the processes available and Gogo BA at the time of survey completion. Any changes in the position of Chief Executive officer (General Manager) or Quality Manager will require documentation update.



Brian Flanagan, Sr. Engineer, Quality