

# BOEING DISTRIBUTION AUSTRALIA PTY LTD (BDAPL) BOEING NEW ZEALAND LTD (BNZL) GLOBAL QUALITY NOTES

1. **BDAPL & BNZL TERMS OF SALE PREVAIL:** BDAPL/BNZL does not buy, stock, or sell products for specific Buyers without a mutually approved terms agreement, therefore, BDAPL/BNZL does not accept Buyer terms or flow them to BDI suppliers. Additionally, no comments added in electronic orders via EDI System (Spec2000) and the customer portal at <https://shop.boeing.com/aviation-supply> are transmitted to operations for execution of the order, therefore, cannot and do not become part of any order. See the 1st paragraph, 2nd sentence of the BDAPL/BNZL Terms of Sale.
2. **SHIPPING DOCUMENTS.** The BDI ERP automatically prints shipping documents required for each shipment leaving BDI – see also section 6a below. All shipments go out with a minimum of the BDAPL/BNZL packing list and any manufacturer certs received when BDI/BDAPL/BNZL acquired the product. All documents printed for shipping by the BDI ERP are available in the Buyer’s dotcom portal account by PO line item:
  - a. **PART NUMBER:** this link takes the Buyer to the BDI listing for the ordered product
  - b. **CERT:** this link takes the Buyer to the certification documentation from BDI’s source which was printed for the shipment. If BDI purchased through a distributor, there will be trace from the distributor(s) to the original manufacturer. Upon receipt at BDI, it is assigned a BDI batch number which is also present on the BDI packing list and with the BDI part number provides unique traceability for that receipt. Some suppliers, particularly of commercial products (examples include product codes =33 or =c4), cannot provide the level of certs that may be required by your organization. An advance copy of the manufacturer’s certs may be requested from your sales or customer service representative (CSR) and the buyer may opt to buy from another source if this is not acceptable.
  - c. **SDS:** this link takes the Buyer to the Safety Data Sheets, when applicable, for this product.
  - d. **TRACKING NUMBER:** this link takes the Buyer to the carrier’s tracking page for the shipment
  - e. **INVOICE:** this link takes the Buyer to the BDI invoice with invoice information including pricing for the line item.
  - f. **SHIPMENT:** this link takes the Buyer to the BDI Packing slip which was printed for the shipment. It includes the BDI Certificate of Conformance statement. There is no pricing on a BDI packing list.
  - g. **CUSTOMER RETURN POLICY:** This link takes the Buyer to the BDI returns policy at <https://shop.boeing.com/aviation-supply/returnsandexchanges>

**FAA FORM 8130-3 ELIGIBLE PRODUCTS:** Only Orders from BDI Dallas Tx are routed to FAA DARs automatically for 8130-3 processing. The Buyer must intentionally select the 8130-3 option while placing the dotcom order with a domestic/international shipping destination including those to freight forwarders. FAA FORM 8130-3 issued by BDI is not available for reprinting via the BDI dotcom portal and a duplicate must be requested from the Buyer’s Sales Rep or CSR. FAA DARs cannot issue release FAA FORM 8130-3 unless they have the product in hand to review, therefore, no FAA FORM 8130-3 can be released after a shipment if it was not originally checked for your order or order placed against the BDI Dallas branch. The cleanest remedy for forgetting to check this block is to request an RMA (there may be a restocking fee), return the product, and place order again marking the FAA FORM 8130-3 field on the replacement order.
3. **SHELF LIFE LIMITED MATERIALS.** Buyer understands they are assigned a shelf life group based on customer category and accepts that in the absence of an over-riding terms agreement, shelf life limited materials offered by BDAPL/BNZL for sale to Buyers are sold on a **first expired, first out (FEFO)** basis and to accept the minimum shelf life designated [online](#) for that product being ordered.
4. **RECORD RETENTION.** Buyer understands and accepts that BDAPL/BNZL retains records for outgoing product for 10 years and that this is in excess of the FAA/CASA & CAANZ requirements of 2 years. Buyer understands that they can access all available certifications for their orders via the customer portal as detailed under section 2 above.
5. **QUALITY MANAGEMENT SYSTEM (QMS).** Buyer understands and accepts that:
  - a. BDAPL/BNZL as a pass-through distributor of finished goods maintains 3<sup>rd</sup> party certification of the BDI QMS to AS9120<sup>TM</sup>B and to [FAA Advisory Circular 00-56B](#) for select distribution/stocking locations. BDAPL locations are certified COA to Regulation 30 of the *Civil Aviation Regulations 1988* (Cth.). BNZL location holds SOA to CAANZ *Civil Aviation Rule Part 19F* certification.
    - Customer may self-serve to download BDI’s current AS9120<sup>TM</sup>B certification using the IAQG’s OASIS repository at <https://oasis.iaqq.org>. BDI/BDAPL/BNZL does not grant Level 2 access to OASIS audit data without an NDA in place or in cases customers are also competitors.
    - FAA AC 00-56B status may be verified at <https://www.aviationsuppliers.org/FAA-AC-00-56B> but the ASA will not provide copies of this cert.
    - Requests for a copy of BDAPL/BNZL certs may be sent to [BDAQMS@boeing.com](mailto:BDAQMS@boeing.com)
  - b. If an order must be processed by a certificated stocking location, contact [customerservice.anz@aviall.com](mailto:customerservice.anz@aviall.com) to have your organization’s customer master adjusted to reflect this before placing an order online.
  - c. Procurement and receiving of product stocked by BDI globally takes place primarily in Dallas, Texas or Coppel, Texas. BDAPL/BNZL receiving inspection activity is limited to verification of kind, count, and damage using statistical sampling, when appropriate for quantities received. BDAPL/BNZL performs no dimensional verification on product for distribution and has no testing capability for performance verification, therefore, BDAPL/BNZL does not agree to any source inspections flowed down. Reference section 1.
  - d. BDAPL/BNZL does not require submittal of Chemical Analyses or Certificates of Analysis (COA) in BDAPL [Terms-and-Conditions-of-Purchase-Australia-2024.pdf](#) therefore, chemical analyses or COA are not included with outgoing shipments unless originally received with inbound shipment. Some chemicals suppliers provide a CoA instead of a CoC.
  - e. Unless otherwise specified at the time of the order, product shipped by BDAPL/BNZL is NEW and UNUSED.
  - f. BDAPL/BNZL 3<sup>rd</sup> party QMS certifications do not cover sales of Used Serviceable Materials (USM) area or work performed by BDI’s MRO facilities or Hose shops. Orders placed through BDAPL/BNZL will be fulfilled by a USA location.
    - Used Products may be sold as serviceable or unserviceable. Used Items shipped from BDI stocking locations include trace to the where BDI acquired the item and if serviced, will include a certificate from the FAA approved repair facility and/or a manufacturer certificate of conformance. Status of products as Used Serviceable Materials or overhauled exchanges is clearly designated as such on the product’s dotcom page.
    - BDI’s MRO locations have stand-alone QMS approved by the FAA for their scope of work.
    - BDI Hose shops have stand-alone 3<sup>rd</sup> party certifications available in IAQG’s OASIS repository at <https://oasis.iaqq.org>

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- g. Please note that [Boeing Distribution, Inc](#) (formerly Aviall Services, Inc global facilities) and [Boeing Distribution Services, Inc](#) (BDSI, formerly part of KLX) are not the same organization but are both subsidiaries in the Boeing Global Services Business Unit of [The Boeing Company](#). BDAPL/BNZL (BDI) & BDSI are partially integrated into Boeing and currently are still separate legal entities with different business models serving different sectors of the aviation industry.
6. **NON-CONFORMING PRODUCT AND CUSTOMER COMPLAINTS.** BDAPL/BNZL ships multiple products per hour with most shipped within one working day of the order and an incredibly high first pass quality rate. BDAPL/BNZL/BDI wants happy customers and we have a very liberal return policy. Policies on returns or exchanges are covered here: <https://shop.boeing.com/aviation-supply/returnsandexchanges>. The global BDANZ CSR team is ready to assist with resolution of any issue. Classified or ITAR information shall not be shared with BDI.
- Missing shipping documents:** Once shipments leave the BDAPL/BNZL dock, BDAPL/BNZL loses control over the packages and paperwork may be stripped as it is handled by non-BDI entities including but not limited to carriers, freight forwarders, or customs. Buyer agrees to check the dotcom portal discussed in section 2 above for shipping documents that may have been stripped in the shipping process before making a missing paperwork complaint.
  - All other issues:** Buyer agrees to contact their BDAPL/BNZL Sales Rep or CSR or to email [Customerservice.anz@aviall.com](mailto:Customerservice.anz@aviall.com) for correction of a nonconformity with objective evidence (photos, scans or documents) of any product/paperwork nonconformity for inclusion in the BDAPL/BNZL customer complaint record.
  - Containment/Correction:** Buyer understands and accepts complaints (whether product-based or paperwork) received by BDAPL/BNZL are documented and containment (if appropriate) and correction are recorded in BDI's ERP as a Quality Notification (QN).
  - Formal RCCA requests:** Buyer agrees to reserve formal requests for root cause and corrective action (RCCA) to issues where governmental agencies (e.g., FAA, CASA, EASA, DCMA, DoD, etc...) are involved. Buyer understands and accepts that in the absence of a mutually approved terms agreement requiring specified performance levels, BDI policy is to reject RCCA requests issued for "performance levels" or "trends".
7. **AUDITING BDAPL/BNZL FACILITIES.** Buyer understands and accepts that BDAPL/BNZL cannot support QMS audit requests from all customers (2<sup>nd</sup> party). For this reason, 3<sup>rd</sup> party certification to AS9120<sup>TM</sup>B and FAA AC 00-56B was obtained for the central function and select stocking locations. Access by governmental agencies such as DCMA or the National Aviation Authorities is never limited by BDAPL/BNZL. Because BDAPL/BNZL does not manufacture any goods or materials, right to customer access is flowed down in BDAPL [Terms-and-Conditions-of-Purchase-Australia-2024.pdf](#) to the suppliers of products stocked by BDAPL/BNZL, however, it can only be enforced on contracts BDAPL/BNZL is buying for a specific customer per a contract that takes precedence over the BDAPL/BNZL Terms of Sale. Buyer understands and agrees that for a 2<sup>nd</sup> party audit request to be considered by BDI, it:
- must be on topics not specifically covered by our 3<sup>rd</sup> party registrar in annual surveillance or recertification audits. However, BDAPL/BNZL will not agree to an AS9120<sup>TM</sup>B audit at a location certified to only ISO 9001:2015 or uncertificated stocking locations.
  - must use a qualified auditor with aerospace distribution experience/certification.
  - requires an executed Nondisclosure Agreement (NDA).
  - is limited to reviews of data (some data is subject to redaction) on products which have been purchased by the 2<sup>nd</sup> party.
  - may not disrupt, hinder, or have any adverse effect on BDAPL/BNZL business operations.
8. **QUALITY SURVEY REQUESTS.** Buyers shall submit requests for a copy of the BDANZ Quality Self-Survey to the buying organization's sales rep or CSR (or to [Customerservice.anz@aviall.com](mailto:Customerservice.anz@aviall.com) if they do not have an assigned rep) and to [BDANZ@boeing.com](mailto:BDANZ@boeing.com). BDANZ's Quality Self-Survey packet answers the most commonly asked questions about BDANZ certified distribution locations and includes copies of BDANZ's 3<sup>rd</sup> party certifications.
9. **SUSPECT COUNTERFEIT/ SUSPECT UNAPPROVED PARTS.** Buyer understands and accepts that:
- BDAPL/BNZL as a pass-through distributor of finished goods with central function location certification to AS9120<sup>TM</sup>B, BDI Dallas Tx has a counterfeit parts risk mitigation plan based on the requirements of AS5553, DFARS 252.246-7007 and DFARS 252.246-7008.
  - BDI Dallas Tx buys the highest risk parts (electronic, electrical, and electromechanical or EEE, as defined by BDI's parent organization, [The Boeing Company](#)) from only the lowest risk sources: the original component manufacturer (OCM) or the OCM's authorized distributor.
  - BDI Dallas Tx is a member of the Government Industry Data Exchange Program ([GIDEP](#)). Alert reviews are limited to failure events