

BOEING DISTRIBUTION, INC (BDI)

GLOBAL QUALITY NOTES

1. **BOEING DISTRIBUTION'S TERMS AND CONDITIONS OF SALE PREVAIL:** BDI does not buy, stock, or sell products for specific Buyers without a mutually approved terms agreement, therefore, BDI does not accept Buyer terms or flow them to BDI suppliers. Additionally, no comments added in electronic orders via 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 section 2 of the Boeing Distribution [Terms and Conditions of Sale](#). Please note that while we are in the process of integrating, [Boeing Distribution, Inc](#) (formerly Aviall Services, Inc) 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](#). 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.
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 BDI packing list plus any manufacturer certs received when BDI acquired the product. All documents printed for shipping by the BDI ERP are available in the Buyer's [dotcom portal](#) 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 but are not limited to 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) before placing an order allowing the Buyer to opt on purchasing from another source if available certs are not acceptable to the Buyer.
 - c. **SDS:** this link takes the Buyer to the Safety Data Sheets, when applicable for an ordered 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 by 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 Boeing Distribution returns policy at <https://shop.boeing.com/aviation-supply/returnsandexchanges>

FAA FORM 8130-3 ELIGIBLE PRODUCTS: Orders with direct international shipping addresses are routed to FAA DARs automatically for 8130-3 processing. The Buyer must intentionally select the 8130-3 option when placing the dotcom order with a domestic 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. 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 BDI 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 BDI retains product certification records described in section 2b for outgoing product above for a minimum of 10 years and that this is in excess of the FAA 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. BDI as a pass-through distributor of finished goods maintains 3rd party certification of the BDI QMS to AS9120TMB and to [FAA Advisory Circular 00-56B](#) for select distribution/stocking locations:
 - Customer may self-serve to download BDI's current AS9120TMB certification using the IAQG's OASIS repository at <https://oasis.iaqg.org>. BDI 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 BDI's certs may be sent to BDIQMS@boeing.com.
 - b. Select BDI stocking locations are managed by third party logistics (3PL) organizations contracted by The Boeing Company. Some of these 3PL locations hold 3rd party QMS certifications in their own names and BDI does not own or manage the QMS of those 3PL organizations.
 - c. If an order must be processed by a certificated stocking location, contact dallas@aviall.com to have your organization's customer master adjusted to reflect this before placing any orders online.
 - d. Procurement and receiving of product stocked by BDI globally takes place primarily in Dallas, Texas or Coppell, Texas. BDI does not have access to manufacturers' technical data, therefore, receiving inspection activity is limited to verification of kind, count, and damage using statistical sampling, when appropriate for quantities received. BDI performs no dimensional verification on product for general distribution and has no testing capability for performance verification, therefore, BDI does not agree to terms flowed down from the Buyer for any source inspections or requirements for attributes inspection programs. Reference section 1 above.
 - e. BDI does not require submittal of Chemical Analyses or Certificates of Analysis (COA) in the Boeing Distribution [General Terms of Purchase](#), 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.
 - f. Unless otherwise specified at the time of the order, product shipped by BDI is NEW and UNUSED.
 - g. BDI's 3rd party QMS certifications do not cover sales of Used Serviceable Materials (USM) area or work performed by BDI's MRO facilities or Hose shops.
 - BDI has a department that manages exchanges of certain product lines and buys aircraft to tear them for "part out". These used items may be sold as serviceable or unserviceable. Used Items shipped from BDI stocking locations include trace to 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 and they can be verified on the [FAA website](#).
 - BDI Hose shops have stand-alone 3rd party certifications available in IAQG's OASIS repository at <https://oasis.iaqg.org>

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6. **NON-CONFORMING PRODUCT AND CUSTOMER COMPLAINTS.** BDI ships thousands of products per hour with most shipped within one working day of the order and an incredibly high first pass quality rate. 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 BDI CSR team is ready to assist with resolution of any issue. Classified or ITAR information shall not be shared with BDI. See section 6 of the Boeing Distribution [Terms and Conditions of Sale](#).
 - a. **Missing shipping documents:** Once shipments leave the BDI dock, BDI 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.
 - b. **All other issues:** Buyer agrees to contact their BDI Sales Rep or CSR or to email dallas@aviall.com for correction of a nonconformity with objective evidence (photos, scans or documents) of any product/paperwork nonconformity for inclusion in the BDI customer complaint record. As noted previously in section 5d, Buyer understands that BDI does not have access to manufacturer technical data and if the issue is a manufacturing defect, the Buyer agrees to notify BDI of the issue and allow BDI to use internal processes to address rather than issuing a SCAR for an issue outside BDI control.
 - c. **Containment/Correction:** Buyer understands and accepts complaints (whether product-based or paperwork) received by BDI are documented and containment (if appropriate) and correction are recorded in BDI's ERP as a Quality Notification (QN).
 - d. **Formal RCCA requests sent to BDICCAR@boeing.com:** 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 BDI FACILITIES.** Buyer understands and accepts that BDI cannot support QMS audit requests from all customers (2nd party). For this reason, 3rd party certification to AS9120TMB 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 BDI. Because BDI does not manufacture any goods or materials, right to customer access is flowed down in the Boeing Distribution [General Terms of Purchase](#) to the suppliers of products stocked by BDI, however, it can only be enforced on contracts BDI is buying for a specific customer per a contract that takes precedence over the Boeing Distribution [Terms and Conditions of Sale](#). Buyer understands and agrees that for a 2nd party audit request to be considered by BDI, it:
 - a. must be on topics not specifically covered by our 3rd party registrar in annual surveillance or recertification audits. However, BDI will not agree to an AS9120TMB audit at a location certified to only ISO 9001:2015 or uncertificated stocking locations.
 - b. must use a qualified auditor with aerospace distribution experience/certification.
 - c. requires an active, fully-executed Nondisclosure Agreement (NDA).
 - d. is limited to reviews of data (some data is subject to redaction) on products which have been purchased by the 2nd party.
 - e. may not disrupt, hinder, or have any adverse effect on BDI business operations.
8. **QUALITY SURVEY REQUESTS.** Buyers shall submit requests for a copy of the BDI Quality Self-Survey to the buying organization's sales rep or CSR (or to dallas@aviall.com if they do not have an assigned sales rep) and to BDIQMS@boeing.com. BDI's Quality Self-Survey packet answers the most asked questions about the BDI central distribution location and includes copies of BDI's 3rd party certifications.
9. **SUSPECT COUNTERFEIT/ SUSPECT UNAPPROVED PARTS.** Buyer understands and accepts that:
 - a. BDI as a pass-through distributor of finished goods with central function location certification to AS9120TMB has a counterfeit parts risk mitigation plan based on the requirements of AS6081, AS9174, AS5553, DFARS 252.246-7007 and DFARS 252.246-7008.
 - b. BDI 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.
 - c. BDI is a member of the Government Industry Data Exchange Program ([GIDEP](#)). Alert reviews are limited to failure events.
 - d. BDI actively monitors FAA Unapproved Parts Notifications.