

# Quality Manual

## Quality Manual

An Alenia Aeronautica and EADS joint venture



Page intentionally left blank

**Approvals and Certifications awarded**

**PART 21J** Design Approval,  
no. EASA.21J.044 obtained August 18, 2004

**PART 21G** Production Approval,  
no. FR.21G.0054 obtained June 10, 2004

**PART 145** Maintenance Approval,  
for aircraft maintenance  
no. FR.145.427, obtained November 17, 2004

**PART 147** Maintenance Training Approval,  
for the ATC training center  
no. FR.147.0003, obtained November 17, 2004

**TRTO - JAR FCL1** Licence Crew Training Approval,  
for the ATC training center  
no.F.99.212, obtained July 31, 2003

**NF EN ISO 9001: 2008** Certification,  
obtained July 30, 2003

**AS 9100 revision B: 2004 / JIS Q 9100: 2004 / EN 9100: 2003** Certification,  
obtained July 30, 2003



Page intentionally left blank

# CONTENTS

<b>Purpose and scope of application Management Change rules Issuing</b>	<b>5</b>
<hr style="border-top: 1px dashed #FFA500;"/>	
<b>Management statement</b>	<b>7</b>
<hr style="border-top: 1px dashed #FFA500;"/>	
<b>Presentation of ATR</b>	<b>9</b>
<hr style="border-top: 1px dashed #FFA500;"/>	
<b>Our Customers</b>	<b>13</b>
<hr style="border-top: 1px dashed #FFA500;"/>	
<b>Our Products, our Services</b>	<b>14-15</b>
<hr style="border-top: 1px dashed #FFA500;"/>	
<b>ATR Organization</b>	<b>17</b>
<hr style="border-top: 1px dashed #FFA500;"/>	
<b>Quality Management System</b>	<b>19</b>
<hr style="border-top: 1px dashed #FFA500;"/>	
<b>EN 9100 / QMS cross reference</b>	<b>29</b>
<hr style="border-top: 1px dashed #FFA500;"/>	
<b>Abbreviations</b>	<b>31</b>
<hr style="border-top: 1px dashed #FFA500;"/>	

## Purpose and scope of application

The Quality Manual describes the ATR Quality Management System (QMS), the organization, the processes and the facilities implemented to guarantee customer satisfaction and continuously improve ATR performance.

The baseline of the QMS set up corresponds to standards:

- *ISO 9001 version 2008*
- *NF EN 9100*
- *Aerospace agreements (PART 21J, PART 21G, PART 145, PART 147, JAR FCL1-TRTO, JAR STD)*

This manual primarily concerns all design, manufacturing, sales and after sales support activities for ATR 42 & ATR 72 type aircraft produced at the Blagnac and Saint Martin centers (Toulouse).

## Management

The quality manual is written under the direction of the Quality VP, conjointly with all company divisions. The Internal Audit and Quality Department is responsible for consistency. The CEO and the Quality VP sign the manual electronically after the directorate SVPs have approved its contents.

## Updating rules

When changes are necessary, the manual is updated by the editing of a new Quality Manual and identified in the margin by a vertical line.

## Issuing

**External:** The quality manual belongs to ATR and consequently cannot be communicated to third parties and/or reproduced without prior written permission, and its contents cannot be disclosed.

**Internal:** The manual can be consulted internally on the ATR Quality Intranet.

Page intentionally left blank

# MANAGEMENT STATEMENT

## QUALITY POLICY



ATR is built on skills and people, who knew and will continue to know how to take up today's challenges and those of the future.

The human size of our company is a major advantage we have always capitalized on to win the confidence of our customers and to win new customers.

We must remain aware of their expectations and their requirements, and evolve accordingly.

Today, we must remain mobilized and focused on the same objective: satisfy our customers.

Our internal processes, even if already respecting the legal and regulatory requirements, must be enhanced as part of a continuous improvement process to always correspond to market requirements.

I consider that Quality is a pillar stone of our organization, in order to remain competitive in the market and make our customers loyal.

The acknowledgement of the need for Quality by all contributes to the satisfaction of our customers and compliance with our objectives.

A handwritten signature in black ink, appearing to read 'Filippo Bagnato'.

Filippo BAGNATO  
Chief Executive Officer

# PRESENTATION OF ATR

## → History

**ATR** was founded in November 1981 when Aerospatiale (EADS member since July 2000) and Aeritalia (now Alenia Aeronautica) merged their two distinct but similar concepts for regional aircraft into one and the same project.

**The ATR 42** was officially launched on November 4, 1981 at the founding of a "Common Interest Consortium" (GIE) by the two mother companies, responsible for marketing, sales, and after sales service of the ATR aircraft family.

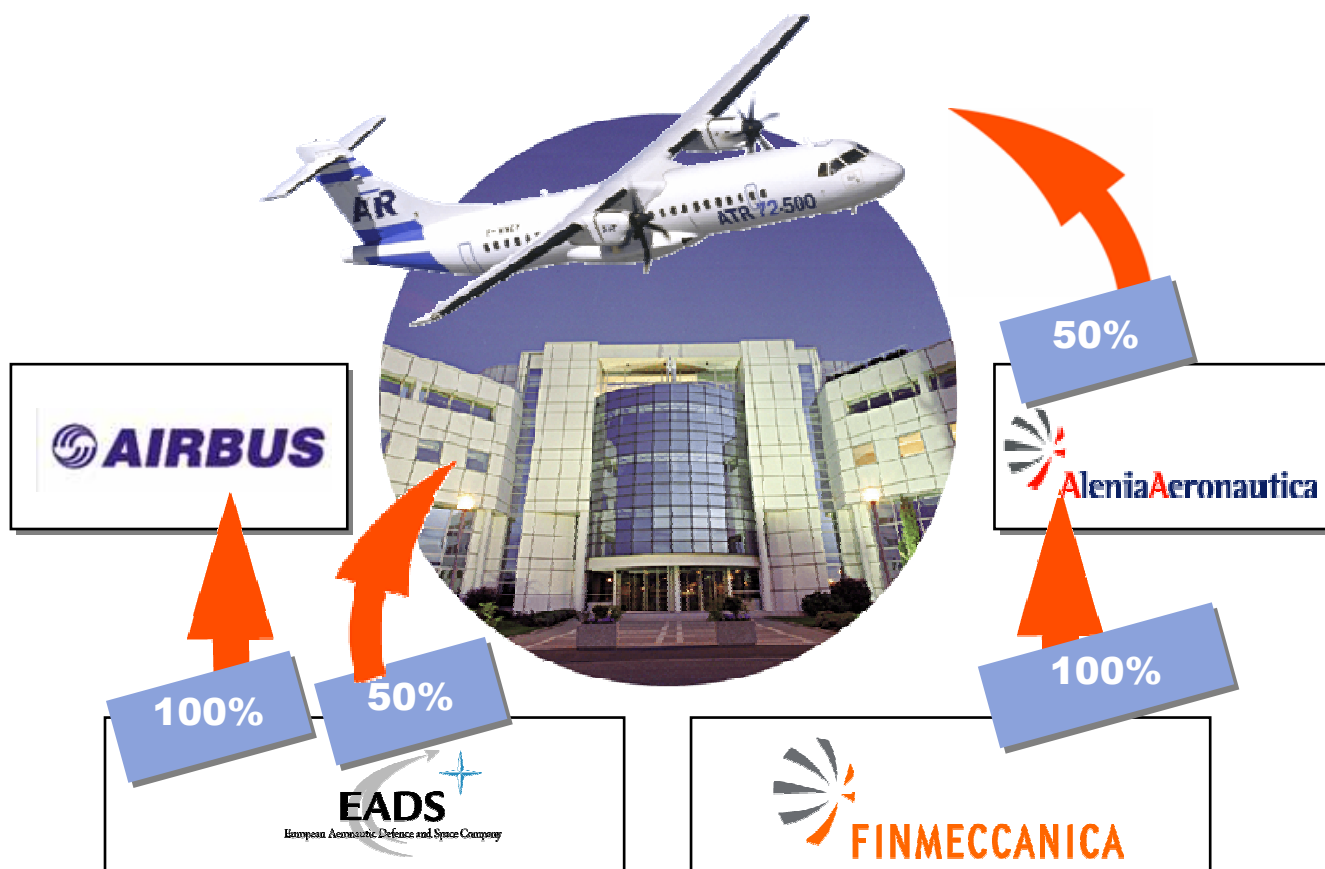
## → Major milestones

- November 1981** Aérospatiale (now EADS) and Aeritalia (now Alenia Aeronautica in the Finmeccanica consortium) decided to pool their respective regional aircraft projects: the AIT 230 from Aeritalia and the AS 35 from Aerospatiale,
- August 16, 1984** The ATR 42 performs its maiden flight in Toulouse,
- July 30, 1985** ATR opens a subsidiary in Washington,
- January 15, 1986** The ATR family grows with the launching of its extended version, the ATR 72,
- October 27, 1988** The ATR 72 performs its maiden flight,
- July 1, 1989** The ATR training center is created in Toulouse. ATC (ATR Training Center) trains pilots and cabin crew of ATR customer airlines,
- September 16, 1994** Maiden flight of the ATR 42-500. The new ATR generation, combining comfort and performance, is born,
- November 10, 1996** ATR opens a subsidiary in Singapore,
- January 19, 1996** Maiden flight of the ATR 72-500,
- April 28, 2000** AIR DOLOMITI takes delivery of an ATR 72-500, the 600<sup>th</sup> ATR
- June 1, 2001** ATR partners reinforce their partnership in the market with the creation of the "Integrated" ATR, grouping Alénia Aeronautica and EADS ATR industrial activities with the activities of ATR GIE,
- September 1, 2003** ATR opens an agency in Peking.
- January, November, December, 2006** ATR opens 3 subsidiary in Bangkok, Sydney and Bangalore
- September 8, 2006** AIR DECCAN takes delivery of an ATR 72-500, the 700<sup>th</sup> ATR.
- June 2007** ATR reaches 900th aircraft ordered
- November 20, 2008** TAT Group takes delivery of an ATR 72-500, the 800<sup>th</sup> ATR
- July 24, 2009** The ATR 72-600 performs its maiden flight,
- End 2009** The threshold of the 1000 orders since the beginning of the program is reached
- March 4, 2010** The ATR 42-600 performs its maiden flight,
- September 9, 2010** TRIP takes delivery of an ATR 72-500, the 900<sup>th</sup> ATR

→ Legal structure

The EADS consortium and the Alenia Aeronautica- Finmeccanica consortium each hold 50% of **GIE ATR**, which is located on the Blagnac site at 1, allée Pierre Nadot and on the Saint Martin site at Toulouse, at 316, route de Bayonne.

The ATR payroll is now approximately 900 throughout the world and its activities are located in the strategic domain of the regional transport aircraft market.

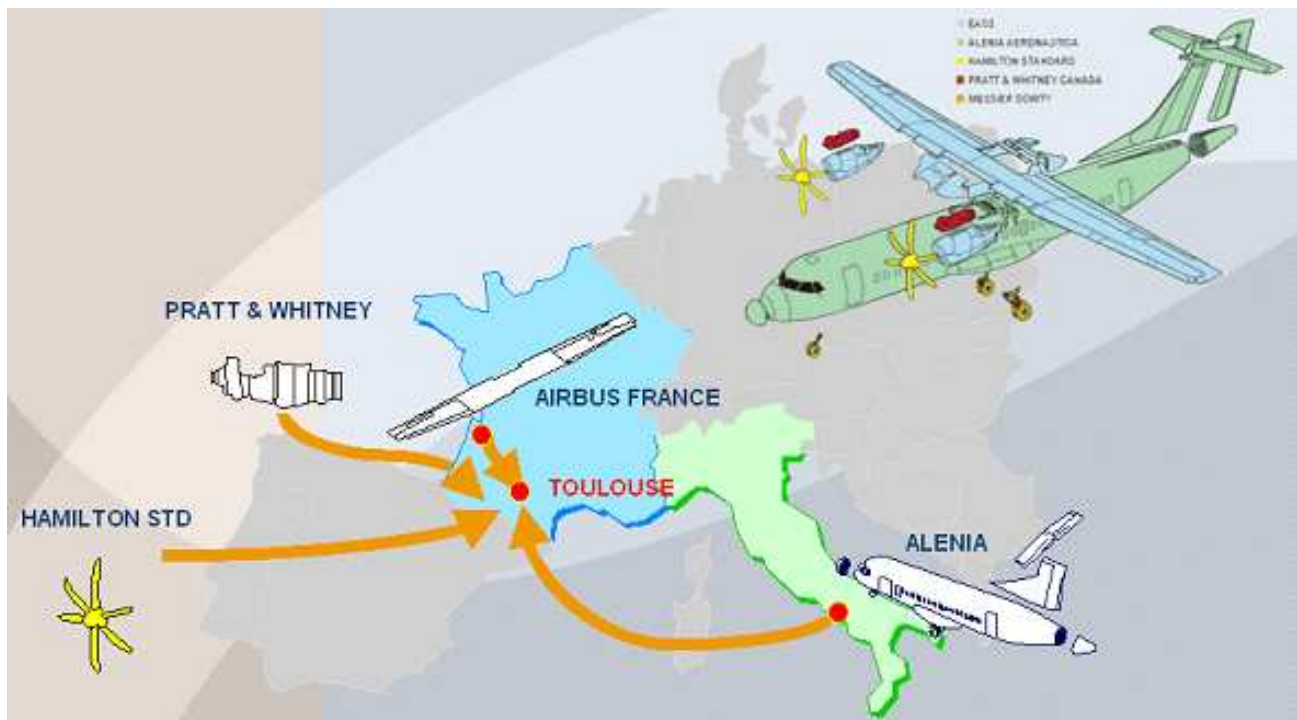


## Industrial work sharing

The production plants of Alenia Aeronautica at Pomigliano and at Foggia close to Naples (Italy) produce the aircraft body and rear sections.

Aircraft wings are assembled by EADS Sogerma at Bordeaux on behalf of EADS ATR.

Final assembly, in-flight tests, individual certification and delivery takes place under the responsibility of ATR on the Saint Martin site at Toulouse.





Page intentionally left blank

## OUR CUSTOMERS



210\* customers (Leasing Company, MRO, OEM, Authorities and Partners)  
buying our Services  
(training not included)

2789\* flight and cabin crews and  
maintenance personnels trained in our  
ATR Training Center, each year.

**\*Data from June 2010**

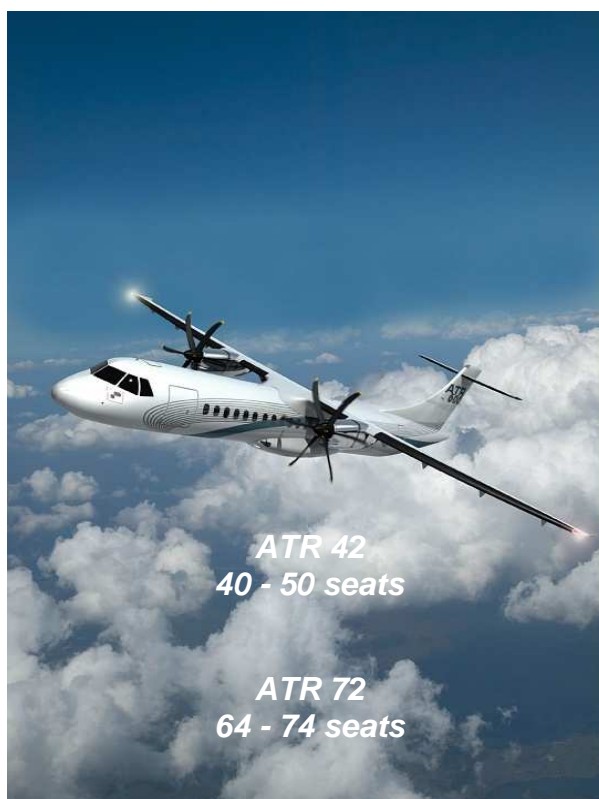
# OUR PRODUCTS



*Maritime patrol*



*Cargo*



*Corporate VIP*



*Meteorological aircraft*

# OUR SERVICES

## Global Maintenance Agreement (GMA)

- Spare Availability - On site stock
- Spares Availability - Pool Access Subscription -
- LRU Repair Services
- Main Elements Repair Services
- Specific Additional Services



## e-SERVICES



- ATR Customer Services portal
- E-spares
- AWARE
- ATR DOC

## Aircraft documentation

- Operational Documentation
- Maintenance Customized Documentation
- Technical Envelope Documentation



## Spare parts

- AOG Desk
- Sale of Spare Parts
- Airframe services
- LRU Services
- Main Elements Services
- Parts Provisioning Recommendations



## Training and flight operations support (ATC)

- Flight and cabin Crew Training
- Maintenance Training
- Operations Training
- Additional Training Courses
- Training Devices
- Ground staff training
- Flight ops support



## Technical Support

- Technical Support
- Maintenance Planning
- Airframe Maintenance
- Engineering Support
- Assistance at Customer Base
- Wing Tanks Video Inspection
- Aircraft Repair
- Upgrade in Service Aircraft



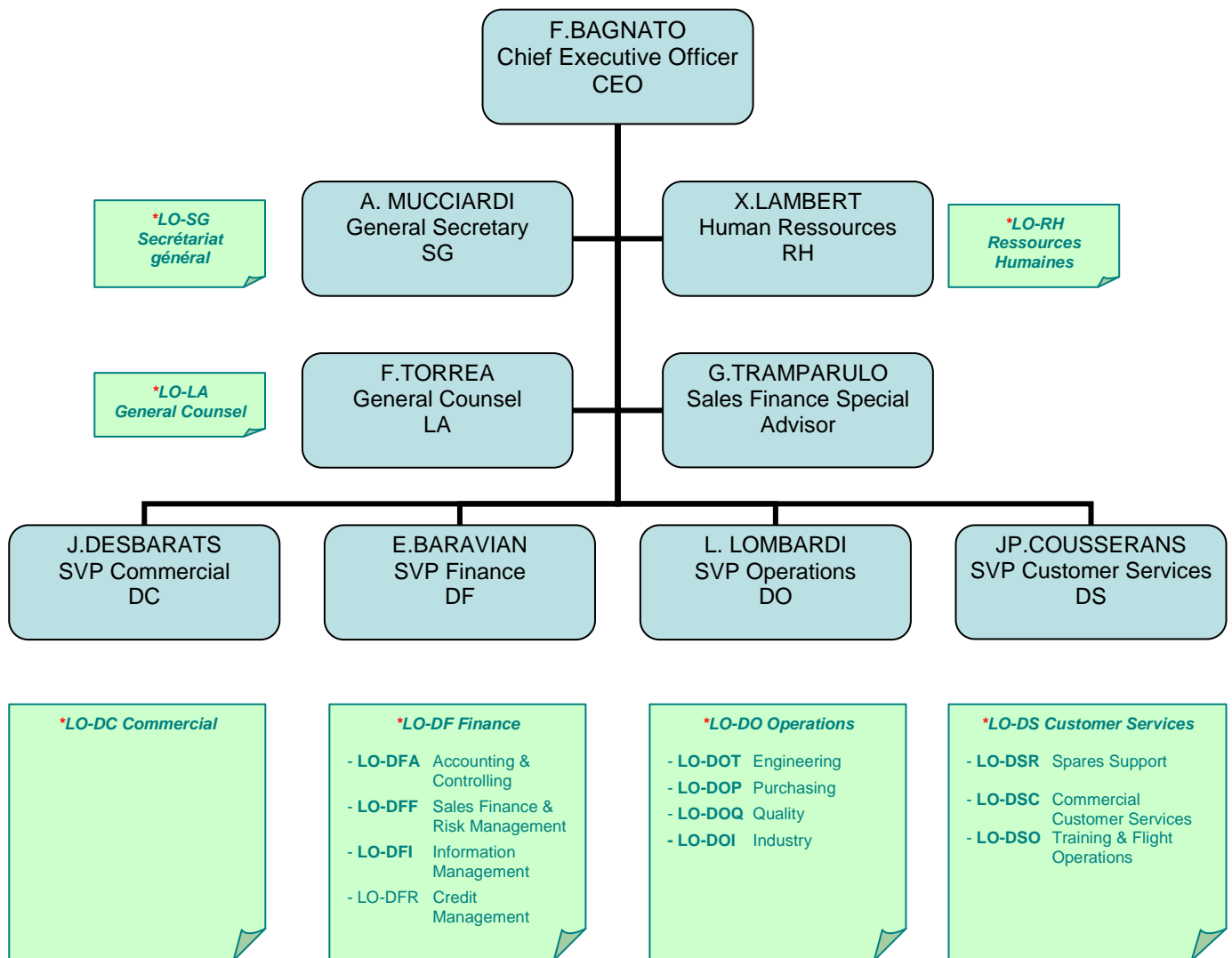
Page intentionally left blank

# COMPANY ORGANIZATION

ATR is organized around four operational Directorates, a General Secretariat, a Sales Finance Special Advisor and two Departments reporting directly to the Chief Executive Officer, which are all based in Toulouse.

The CEO also interfaces directly with the ANA, AES and AICS regional centers on all issues concerning "corporate" aspects.

The following organizational chart illustrates the ATR organization:



**\* Organization booklet (LO):**

The organization booklet presents and describes the missions, the activities, the organization, the localization and the delegation of authority for each Directorate and Department. These booklets explain the position of all staff members within the company as well as the responsibilities and activities of each Directorate, Department and Service. The organization booklets can be consulted on the intranet in the Quality documentation website.

*The organization booklet management methods are defined in CG-0001 "Management of the organization booklet".*

# QUALITY MANAGEMENT SYSTEM

## → QMS operation

The **QMS** is the mean implemented to verify that all processes operate correctly.

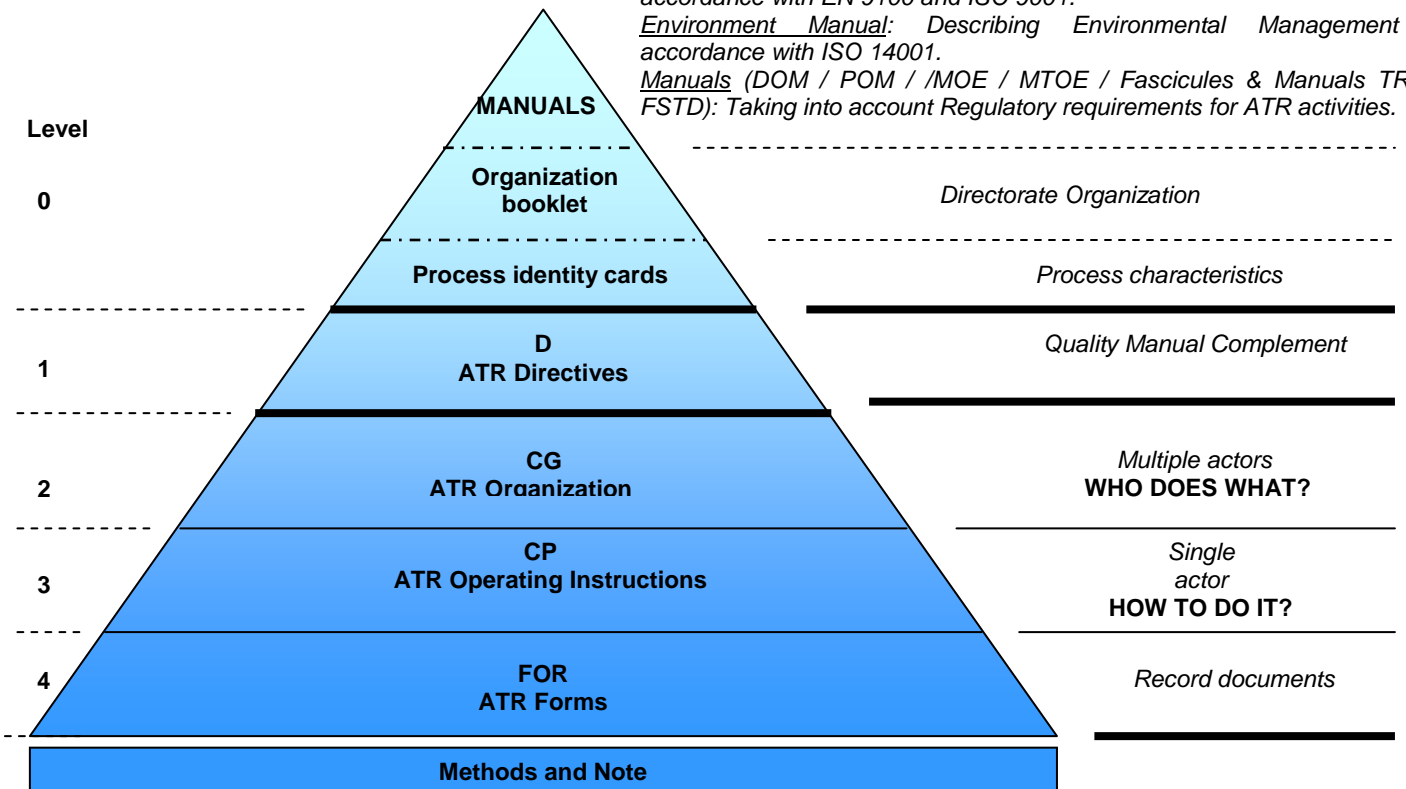
The Quality Management System is based on the process approach and consists of:

- the entire ATR organization,
- all means and methods implemented to ensure customer satisfaction and continuous improvement of ATR performance.

The **QMS** satisfies the requirements in standards ISO 9001 and EN 9100 and takes into account all legal and regulatory requirements related to the aeronautical domains.

The **QMS** is based on a complete **documentation system** associated with the processes, according to the following pyramidal model:




*Quality Manual: Describing operational and organizational of the QMS in accordance with EN 9100 and ISO 9001.*  
*Environment Manual: Describing Environmental Management in accordance with ISO 14001.*  
*Manuals (DOM / POM / /MOE / MTOE / Fascicules & Manuals TRTO/ FSTD): Taking into account Regulatory requirements for ATR activities.*



Document control is a fundamental element for company performance and for product Quality Control.

These documents may be produced internally or externally and are available in hardcopy or electronic media form, which is the preferred form.

Record control and document management methods are described in:

-  *D-42-01 "Management of Quality Assurance documents"*
-  *CG-0003 "Management of the Quality Assurance baseline"*
-  *D-42-04 "Control of records"*

## → Configuration management

Configuration management makes it possible to control all processes involved in transition in a coherent, programmed and economical manner from the theoretical final state of a deliverable to the actual final state.

The purpose of this management system as aircraft are involved, is to verify that the deliverable in its actual final state will comply with the theoretical model sold to the customer.

The objectives are as follows:

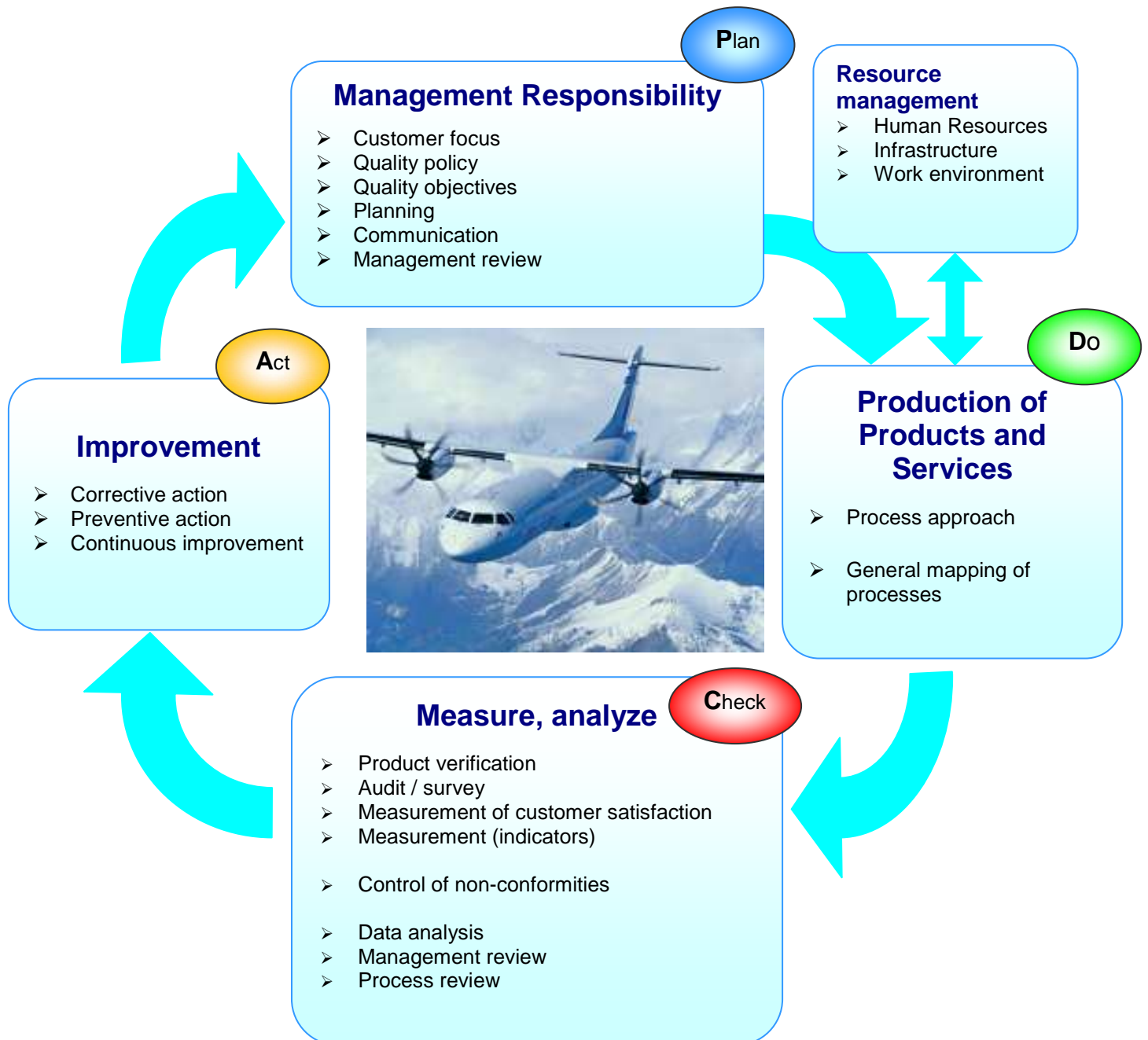
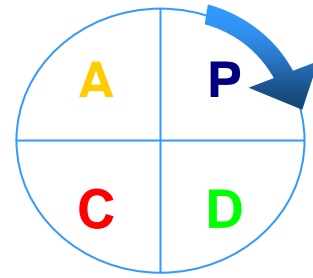
- verify the adequacy between the contractual requirement of the customer and the delivered product,
- understand the complete technical description of the product (in the mechanical electrical and equipment domains) for each industrial process phase and each Subassembly, and for each aircraft unit,
- ensure the consistency between the technical description and the physical product,
- control changes to the technical description of the product in the industrial dossier,
- identify and justify deviations between the target delivery configuration and the configuration achieved for a given aircraft or Subassembly,
- ensure compatibility of the after sales logistics support with the aircraft configuration,

The achievement of these objectives makes it possible to confirm the conformity of a Subassembly or of a given aircraft in relation to its target delivery configuration.

-  *D-43-01 " Configuration Management of an aircraft " .*

## → Implementation of the QMS

According to the PDCA control principle  
(Plan, Do, Check, Act)



Plan

**Management responsibility**

- Customer focus
- Quality policy
- Quality objectives
- Planning
- Communication
- Management Review



**Customer focus:** airlines operating or wanting to operate one or more ATRs remain in contact with the CEO, who is their priority contact. The CEO makes the link between them and our processes, in order to communicate on requirements, expectations and other needs.



Customer focus

**Management / Strategy**

The **process «Control» P1 represents the Management.**

The Management verifies that strategic objectives, fixed through the performance of all ATR processes, are achieved.

**Quality Policy**

The **Quality Policy** is defined to satisfy customer requirements and expectations, and to meet the strategic objectives of the company.

The process **«Manage Quality» P2 implements planning.** It results from the policy and all Quality objectives, as well as the conclusions from the management review.

**Planning**

**Communication**

The Quality Policy is **communicated** to the entire staff.

The Quality Policy can be consulted on the intranet and in the Quality Manual.

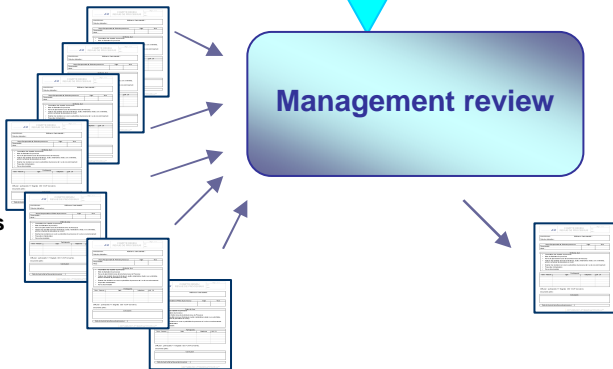
**Management review**

The management reviews the Quality Management System at regular, planned intervals, to verify that it is still appropriate, sufficient and efficient.

Management reviews must comprise the assessment of improvement opportunities and the need to make changes to the SMQ, including the Quality Policy and the Quality objectives.

***The Management Review implementation methods are defined in CG-0032.***

All process reviews





## Resource management

Do

- Human Resources
- Infrastructure
- Work environment

"**Resource Management**" takes into account all "human resource, infrastructure and work environment" components required by the activity and implemented in processes defined by ATR.

### Human Resources

The Human Resource process (process S2.1) verifies that :

- Developed and managed skills are based on:
  - A professional sector baseline,
  - Management of the professional sector/skill/activity adequacy by the management,
  - Specific training actions,
  - Personnel qualification,
- Personnel trained in:
  - Preparing a training plan,
  - Based on the assessment of training suppliers,

### Infrastructure

The Facility Management process (process S2.2) manages all aspects with regard to installations and network communication means on the **Blagnac site** ;

The industrial installations located on the **Saint Martin site** are maintained by the company Airbus and supervised by the ATR production Manager.

### Work environment

Personnel, equipment and installation safety is treated within the general framework of the TOULOUSE center instructions and the ATR Prevention Plan.

All personnel apply these instructions under the responsibility of the VP and managements set up for the various entities of Production.

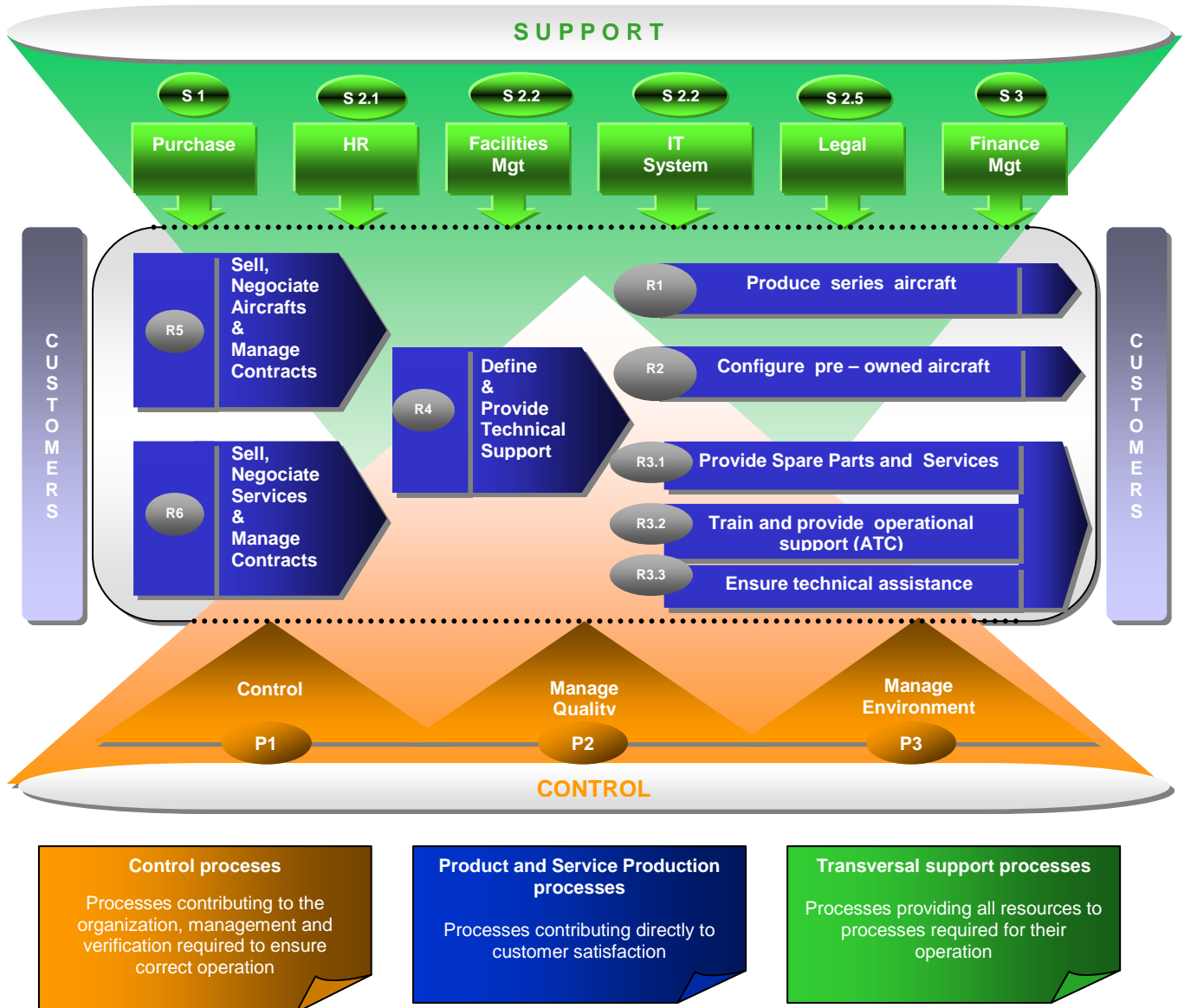
The Industrial and Human Resources Managers chair the CHSCT of ATR, on the St-Martin and Blagnac sites respectively, by delegation of authority from the ATR Chief Executive Officer (CEO).



**Production of Products and Services** **Do**

- Process approach
- General mapping of processes

## General mapping of processes



All identified processes are described by means of a **process identity card**. The production, support and control processes are implemented according to the dispositions formalized by the general mapping of processes (above).

**The process approach at ATR is described in the method M-025 "Approach Process"**

The finalities of processes are described on the following pages.

**PROCESS**

**FINALITY**

<b>Control (P1)</b>	Ensure that the strategic objectives set at ATR are achieved through the operation of all ATR sectors.
<b>Manage Quality (P2)</b>	Set up the Quality Management System, which has to permit to survey our processes and to improve them.
<b>Manage Environment (P3)</b>	Elaborate, Set up and update the Environment Management System in order to reduce and / or to control, the impact of our activities, sites and services on the Environment.

<b>Produce a series aircraft (R1)</b>	Guarantee the production of an aircraft complying with the regulations in force and with customer requirements, at a minimum production cost.
<b>Configure pre – owned aircraft (R2)</b>	Reconfigure and deliver an aircraft in compliance with the new customer requirements (definition and delay), conforming to regulations and at a minimum programmed work cost.
<b>Provided spare parts and services (R3.1)</b>	Provide the spare parts and services required for operation and maintenance of ATR 42/72s while generating sufficient profit for this activity.
<b>Train and provide operational support (ATC) (R3.2)</b>	Train trainees in compliance with regulatory requirements and assist the customer in the observance of the agreement and regulatory framework.
<b>Provide technical assistance (R3.3)</b>	Provide technical assistance to ATR operators within timeframes compatible with the revenue operation of the aircraft and in compliance with PART 145 aeronautical regulation and that into force in the country of the operator.
<b>Define and provide technical support (R4)</b>	Design modifications or repairs in compliance with standards and regulations applicable, and customer requests. Maintain the ATR type certificate. Support and improve the fleet in service and the aircraft in production.
<b>Sell, Negotiate Aircraft &amp; Manage contracts (R5)</b>	Promote and sell new and pre-owned aircraft around the world. Record orders, write and negotiate contracts of new and pre-owned aircrafts. Ensure the adequate monitoring of the sales, lease, and maintenance reserves agreements in compliance with the forecasts.
<b>Sell, Negotiate Services &amp; Manage Contracts (R6)</b>	Promote and sell services through good understanding of market requirements and the development of new services. Satisfy customer requirements in terms of services. Make ATR operation as a service integrator durable. Manage sales and ensure profitability.

**PROCESS**

**FINALITY**

<p><b>Purchase (S1)</b></p>	<p>Purchase parts and services under the best cost and delivery time conditions while complying with ATR requirements. To take part in the maintain of the approvals and certification ATR while proving in the Official services and Certification Organizations the effectiveness of the system of qualification and surveillance of the Suppliers</p>
<p><b>Provide human resources (S2.1)</b></p>	<p>Provide ATR with the human resources necessary, to meet strategy of ATR, in support with all the Directorate, contribute to development, implication and satisfaction of employees and maintain skills, to promote a dynamics of change, in compliance with work regulations and aeronautical agreements.</p>
<p><b>Facility Management (S2.2)</b></p>	<ul style="list-style-type: none"> <li>• Verify that the objectives of management and the expectations of ATR personnel are satisfied within the best turnaround times.</li> <li>• Ensure compliance of installations and the site; maintain them in good operating condition.</li> <li>• Ensure the good operation of network communication means.</li> <li>• Manage archiving and LOCARCHIVES contract</li> </ul>
<p><b>Manage the IT system (S2.3)</b></p>	<p>Ensure availability and maintenance in operating conditions of hardware and software information resources required for company internal operation.</p>
<p><b>Control the legal risk (S2.5)</b></p>	<ul style="list-style-type: none"> <li>• Provide staff with the most appropriate legal architecture for envisaged transactions and projects.</li> <li>• Ensure the availability of tools and legal skills within LA or externally.</li> <li>• Validate the legal aspects of commitments, rights and obligations of ATR and ensure their defense and protection.</li> <li>• Repossess our aircraft and recover our debts.</li> </ul>
<p><b>Manage finance (S3)</b></p>	<p>Guarantee the profitability of the patrimony entrusted by the partners.</p>
<p><b>Control the economy (S3.1)</b></p>	<ul style="list-style-type: none"> <li>• Guarantee that results reflect economic reality and that they have been prepared in compliance with current fiscal and accounting standards, and according to delays defined by the administration and Partners.</li> <li>• Provide good visibility for results over the 3 years to come and enable Management and Shareholders to define all actions necessary to reach the required profitability.</li> </ul>
<p><b>Finance sales (S3.2)</b></p>	<ul style="list-style-type: none"> <li>• Contribute to the sale of new and previously owned aircraft by setting up attractive financing schemes for ATR customers, while protecting ATR results and Partners.</li> <li>• Restructure financial operations to reduce the financial commitments of ATR and its Partners.</li> <li>• Generate financial revenue for ATR during the setting up of financing requiring the granting of financial guarantees by ATR.</li> </ul>
<p><b>Manage Cash-flow (S3.3)</b></p>	<ul style="list-style-type: none"> <li>• Guarantee that suppliers are paid in compliance with contractual time delays.</li> <li>• Guarantee that customer liabilities are identified quickly and precisely and ensure the reduction of these liabilities.</li> <li>• Guarantee that payments received are immediately identified and processed, and ensure immediate distribution of funds received to Partners.</li> </ul>



Check

Measure, analyze

- Product verification
- Audit / survey
- Customer satisfaction Measurement
- Measurement (indicators)
- Control of non-conformities
- Data analysis
- Management review
- Process review

Supervision and measurement

**Product verification:** consists of carrying out checks and tests on the final product, as well as on Subassembly to verify that customer requirements are effectively observed.

**Audit / survey:** The purpose of the audit is to verify, by means of qualified auditors, compliance to normative and regulatory requirements and the efficiency of the Quality Management System set up. *☞ The internal audit implementation methods are defined through process P2 "Manage Quality".*

**Customer satisfaction:** this is measured by means of questionnaires handed to customers (ATC, Process R3.2 / "Provide technical assistance" Process R3.3) making an immediate evaluation possible. At the aircraft delivery, customer's satisfaction is measured through the analysis of the CQLB which takes into account the customers reworks (Customer Quality LOG-BOOK – Process R1). Measurement is also made by "on-line" studies based on a representative sample of our customers, or even during the ATR Operator's Conference held, where the technical managers of airlines running one or more ATRs give their opinion on the quality level of our products and services.

**Measurement (indicators):** Measurement through performance and efficiency indicators of the process shall make it possible to measure the aptitude of the process to achieve the objectives and planned results (this measurement is part of the continuous improvement policy of the Quality Management System).

Control of non-conformities

Implementation of means and methods to verify that all provisions are implemented to process non-conformities discovered in the process.

*☞ (refer to D-83-01 Control of non-conforming products, CG-0031 non-conformity examination commission, CG-0034 processing non-conformities, CG-0035 acceptance of non-conformities, CP-0014 corrective treatment of non-conformities)*

Customer complaints are sent directly to the people involved by the problem, or to Customer Relations, by mail, telephone or fax, then processed by the process expert involved.

Data analysis

**Process review:** the process review concerns all processes. The review is required to assess and monitor a process globally. Each pilot is responsible for implementing the review of his process. *☞ Process P2 "Manage Quality".*

**Management review:** this review is carried out periodically by the management and all managers to verify that the Management System remains constantly appropriate and efficient. *☞ Process P1 "Control".*

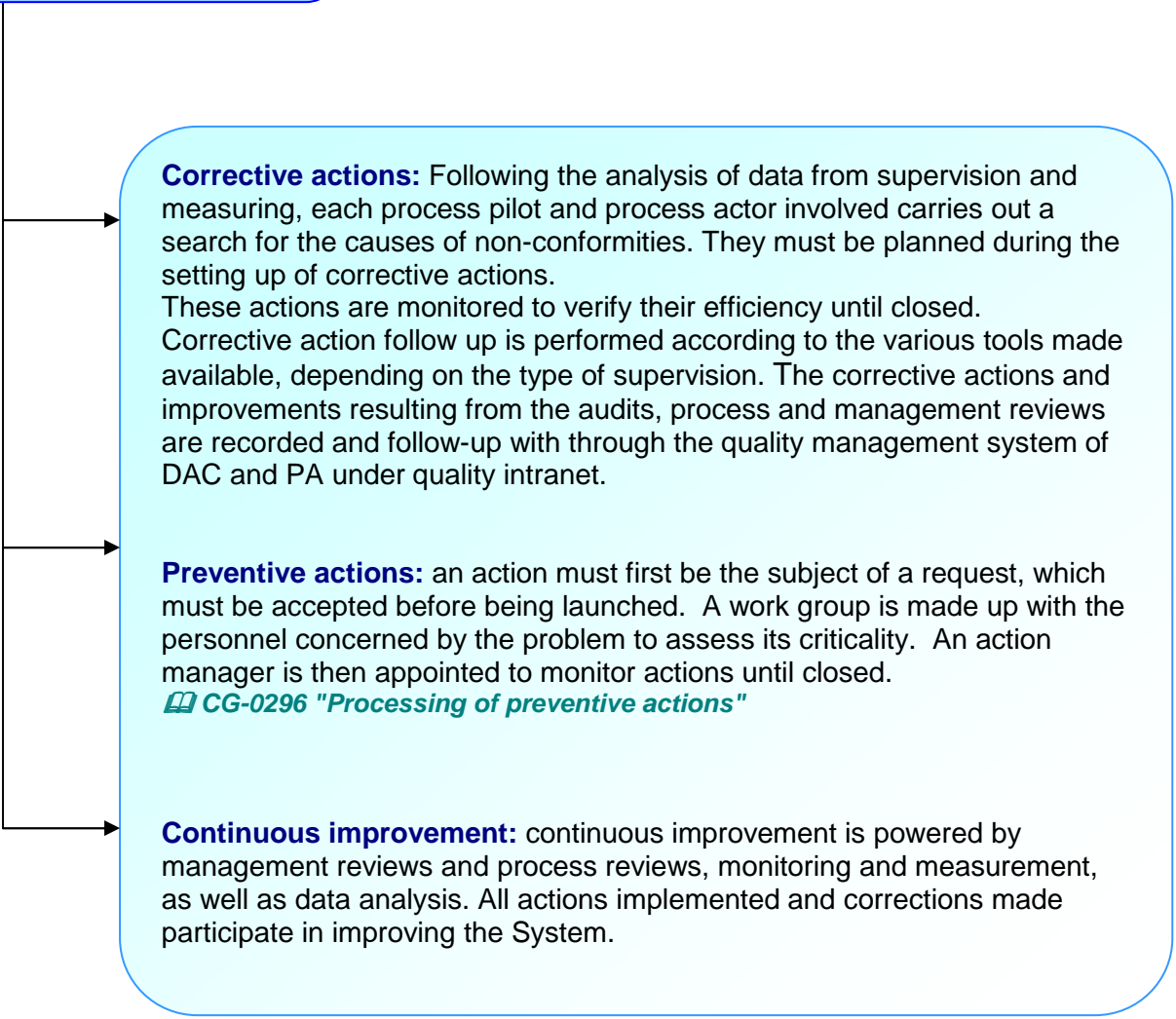


**Act**

**Improvement**

- Corrective action
- Preventive action
- Continuous improvement

**Improvement**



Page intentionally left blank

# EN 9100 / QMS cross reference

		P1	P2	P3	R1	R2	R3.1	R3.2	R3.3	R4	R5	R6	S1	S2.1	S2.2	S2.3	S2.5	S3.1	S3.2	S3.3	
4.2	Documentation																				
4.3	Configuration management																				
5.1	Management commitment																				
5.2	Customer focus																				
5.3	Quality policy																				
5.4	Planning																				
5.5	Responsibility, authority and communication																				
5.6	Management review																				
6.1	Provision of resources																				
6.2	Human resources																				
6.3	Infrastructure																				
6.4	Work environment																				
7.1	Planning of product realization																				
7.2	Customer related processes																				
7.3	Design and development																				
7.4	Purchasing																				
7.5	Production																				
7.6	Control of measurement and measuring devices																				
8.2.1	Customer satisfaction																				
8.2.2	Internal audit																				
8.2.3	Monitoring and measurement of processes																				
8.2.3	Monitoring and measurement of the product																				
8.3	Control of the non-conforming product																				
8.4	Data analysis																				
8.5.1	Continual improvement																				
8.5.2	Corrective action																				
8.5.3	Preventive action																				
		P1	P2	P3	R1	R2	R3.1	R3.2	R3.3	R4	R5	R6	S1	S2.1	S2.2	S2.3	S2.5	S3.1	S3.2	S3.3	

Page intentionally left blank

# Abbreviations

<b>ATR</b>	<b>Avions de Transport Regional</b>
<b>AES</b>	<b>ATR Eastern Support</b>
<b>AICS</b>	<b>ATR India Customer Support</b>
<b>ANA</b>	<b>ATR North America</b>
<b>AOG</b>	<b>Aircraft On Ground</b>
<b>ATC</b>	<b>ATR Training Center</b>
<b>AWARE</b>	<b>ATR Web site Aircraft Report Exchange</b>
<b>CEO</b>	<b>Chief Executive Officer</b>
<b>CHSCT</b>	<b>Comité Hygiène Sécurité Conditions de Travail</b>
<b>CG</b>	<b>Organization instruction</b>
<b>CP</b>	<b>Operational instruction</b>
<b>D</b>	<b>Directive</b>
<b>DAC</b>	<b>Demande d'action corrective</b>
<b>DOM</b>	<b>Design Organization Manual</b>
<b>For</b>	<b>Form</b>
<b>FSTD</b>	<b>Quality Specifications Manual</b>
<b>IFE</b>	<b>In Flight Entertainment</b>
<b>LED</b>	<b>Light Emitting diode</b>
<b>LRU</b>	<b>Line Replaceable Unit</b>
<b>M</b>	<b>Method</b>
<b>MOE</b>	<b>Maintenance Organization Exposition</b>
<b>MRO</b>	<b>Maintenance Repair Organisation</b>
<b>MTOE</b>	<b>Maintenance Training Organization Exposition</b>
<b>OEM</b>	<b>Original Equipment Manufacturer</b>
<b>PA</b>	<b>Improvement</b>
<b>POM</b>	<b>Production Organization Manual</b>
<b>QMS</b>	<b>Quality Management System</b>
<b>SVP</b>	<b>Senior Vice President</b>
<b>TRTO</b>	<b>Type Rating Training Organization</b>

## Reason for the change

Version	Justification for changes made	Pages modified
A0	Re-writing of the ATR Quality Manual	All
A1	New logo Alenia Aeronautica Logo Review of the chapter “our customers” Take into account R5 and R7 processes Updated R3.3 and S2.2 processes Addition abbreviations	Page 7 Page 11 Page 22 Page 22 / 23 Page 28
A2	New Policy quality Updated Major milestones New organizational chart Updated Customer satisfaction	Page 7 Page 8 Page 17 Page 26
A3	Vdoc Valorization	All
A4	Update of Saint Martin site infrastructures Review of the chapter “our customers” (update figures) Review of the chapter « our products » Updated organizational chart and addition LO Updated general mapping of processes Deletion of R7 process & Update of P1 /P2 / P3 / R5 & R6 processes. Update of EN 9100 / QMS cross reference Update of abbreviations	Page 11 Page 13 Page 14 Page 17 Page 23 Page 24 Page 29 Page 31
A5	Updated Major milestones Review of the ATR payroll Update infrastructures : addition A6 building & map of the FAL Review of the chapter «our customers» Review of the chapter « our services » Updated organizational chart and addition LO Updated customer satisfaction Review of the chapter “improvement” Addition abbreviations	Page 8 Page 9 Page 11 Page 13 Page 15 Page 17 Page 18 Page 27 Page 31
A6	Updated of certifications & approvals New Policy quality Updated Major milestones Review of the chapter «our customers» Updated organizational chart Updated general mapping of processes Update of R3.2 & S2.1 processes.	Page 3 Page 7 Page 8 Page 13 Page 17 Page 23 Page 24 & 25

**ATR**  
Avions de transport Régional  
1, allée Pierre-Nadot  
31712 BLAGNAC Cedex  
SIRET: 323 932 236 000 33  
Tel: 05.62.21.11.11  
Fax: 05.62.21.62.90