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## A Race Against Time: Jumping Over Hurdles to Recertification

In February of 2005, Aviall, Inc. faced two serious dilemmas as an organization that puts Quality at the forefront of their business philosophy. First, Aviall received last-minute notification from their Registrar at the time that Aviall's ISO 9001 certification was due to expire. More concerning, however, was that their Registrar of more than ten years could not accommodate a recertification audit for Aviall within their remaining two-week time window of compliance.

### The Situation:

Weighing their options for certification, and having previously witnessed the auditing expertise of one of TÜV's Auditor's, Aviall approached TÜV SÜD America Inc. for options, which, in turn, presented concrete solutions. In less than two weeks' time, TÜV conducted Aviall's recertification audit to ISO 9001:2000.

### The Challenge:

"At first the decision to switch Registrars was one of urgency. We had been experiencing some minor follow-up issues with our previous Registrar, but thought these were merely isolated incidents. In February of 2005, when our Registrar at the time informed us a recertification audit was not possible until after the certificate's expiration date, we were forced to resolve the situation expeditiously, or risk losing our ISO 9001 certification," expressed Dave Taylor, Quality Manager, Aviall, Inc.

"TÜV stepped up to the plate during Aviall's time of crisis," continued Mr. Taylor. "Their Audit team's flexible approach, understanding of our business, and ability to work with us towards a resolution was reassuring. From the handling of administrative details to post-audit follow up, especially factoring in the time constraints, TÜV acted quickly, and even managed to provide a cost-savings.

Furthermore, the knowledge and approach of TÜV's Audit team also reinforced that the quick decision to switch Registrars was the right decision. Frank Sidorowicz, Lead Auditor, TÜV SÜD America, put our employees at ease with his positive demeanor, not to mention his ability to communicate fluently with all staff involved in the audit. He highlighted areas where Aviall might work towards implementing benchmarking solutions. Overall, TÜV exceeded our expectations, jumped over hurdles to conduct the recertification audit and demonstrated superior customer service," concluded Mr. Taylor.

# TÜV SÜD America Inc.

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**CASE STUDY: Aviall, Inc.**



## About ISO 9001:2000

In 1987, respected industry representatives from around the globe assisted the International Organization for Standardization (ISO) in developing the ISO 9000 quality assurance series of quality system standards. These standards have been recognized, and are in use, in over 90 countries including the United Kingdom, the European Community, the U.S., Asia and Australia, and are now the most popular quality standard series in use. Progressive companies, such as Aviall, Inc. are finding the ISO 9001:2000 process can offer real strategic value, especially if it is aligned with corporate goals and objectives.

## The Outcome:

In March 2005, TÜV recertified Aviall Inc.'s Dallas, Texas facility to ISO 9001:2000 and, in conjunction with the certification, issued a compliance certificate to AC00-56A, an advisory circular issued by the FAA that describes a system for the accreditation of civil aircraft parts distributors on the basis of voluntary industry oversight.

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- Dave Taylor,  
Quality Manager,  
Aviall, Inc.

As the world's largest independent provider of new aerospace parts and related aftermarket services, the Aviall Services business unit markets and distributes products for more than 220 manufacturers and offers approximately 650,000 catalog items from customer service centers located in North America, Europe, and Asia-Pacific. Aviall Services also offers maintenance services for aviation batteries, hoses and wheels and brakes, as well as hose assembly, kitting and paint-mixing services. The Inventory Locator Service

LLC (ILS) business unit, headquartered in Memphis, Tennessee, provides information and facilitates global eCommerce via its electronic marketplace to enable subscribers to buy and sell commercial parts, equipment and services, as well as eBusiness Services to the Aviation, Marine and Defense industries.



## About Aviall, Inc.:

Aviall, Inc. (NYSE, AVL) [www.aviall.com](http://www.aviall.com) is a leading solutions provider of aftermarket supply-chain management services for the Aerospace, Defense and Marine industries. Aviall is comprised of two operating units, the Aviall Services business unit and the Inventory Locator Service LLC (ILS) business unit.

More than simply a parts distributor, Aviall brings value to the supply chain by effectively marketing aircraft parts and services to customers in the U.S. and worldwide.

## About TÜV SÜD America Inc.

TÜV SÜD America Inc. offers a wide range of services through the globally recognized brand names of TÜV Product Service, Management Service and Industry Service. Headquartered in Peabody, MA, the organization maintains a full-time audit staff in over a dozen locations throughout North America and provides management system certification services to ISO 9001, ISO 14001, AS9100, ISO 13485 and more. TÜV is a leading EU Notified Body for the Medical Devices, Active Implantable Medical Devices and In Vitro Diagnostic Directives. Additional services include CE Marking assistance, mechanical/electrical product safety, electromagnetic compatibility (EMC), NRTL and SCC certification. Globally, TÜV has issued over 190,000 product and 30,000 quality management system certifications.

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