

World Airlines and Suppliers Guide

Revision 2015.1



ATA e-BUSINESS PROGRAM

Use of this document is subject to the warranty provisions and license agreement contained on pages i, ii, and iii.

World Airlines and Suppliers Guide

Revision 2015.1

1275 Pennsylvania Avenue, NW - Suite 1300
Washington, DC 20004-1707
USA



ATA e-BUSINESS PROGRAM

Copyright © 2015 Air Transport Association of America, Inc d/b/a Airlines for America. All rights reserved. No part of this document may be reproduced or transmitted by any means, electronic or mechanical, including photocopying and recording, or by any information storage or retrieval system, except as may be expressly permitted in writing by the publisher.

Use of the product is subject to the warranty provisions and license agreement contained on pages i, ii, ii

PRODUCT LICENSE AGREEMENT

AIR TRANSPORT ASSOCIATION OF AMERICA, INC. ("ATA") PRODUCT LICENSE AGREEMENT

IMPORTANT -- PLEASE READ THIS ENTIRE AGREEMENT CAREFULLY
BEFORE USING THIS DOCUMENT

YOU AGREE TO BE BOUND BY THE TERMS OF, AND BECOME PARTY TO, THIS AGREEMENT. THIS AGREEMENT IS APPLICABLE TO THE ACCOMPANYING MERCHANDISE (THE "MERCHANDISE"), THE INFORMATION RESIDING THEREON OR ON INTERNET WEB SITES ACCESSIBLE EXCLUSIVELY VIA LINKS FROM THE MERCHANDISE (THE "CONTENT") AND THE RELATED SOFTWARE (COLLECTIVELY, THE "LICENSED PRODUCT"). IF YOU DO NOT AGREE TO BE BOUND BY THE TERMS OF, AND BECOME PARTY TO, THIS AGREEMENT, YOU CANNOT USE ANY PART OF THIS DOCUMENT AND CANNOT SHARE IT WITH OR FORWARD IT TO ANY OTHER PERSON OR ENTITY.

IMPORTANT INFORMATION

The Product contains specifications, practices and other information relating to the covered topics. ATA does not mandate the use of all or any part of the Licensed Product and your decision to use the Licensed Product is entirely voluntary, your decision and at your own risk. You may choose to use the Content in whole, in part, or not at all.

There may be practices, standards and/or governmental requirements applicable to your operations that exceed, or vary from, the Licensed Product. You are solely responsible for determining if such practices, standards or regulatory requirements exist and whether they apply to your activities, and for complying with those that are applicable. Such practices, standards and regulatory requirements can change significantly over time. Unless ATA expressly states otherwise in writing, nothing in this Agreement shall be interpreted as requiring ATA to provide you with updates, revisions, or information about any development or action affecting the Licensed Product.

The Licensed Product has been compiled by ATA and/or its licensors. ATA and/or its licensors reserve title to and ownership of the Licensed Product and all copyrights and any other intellectual property rights in it.

DESCRIPTION OF LICENSE

Upon your acceptance of this Agreement, you will be permitted to access the information for which you have obtained the license described and limited below.

The extent of permissible access to the Licensed Product to you and within your company depends on the type of Licensed Product that ATA has provided to you. Access is as follows:

1. If you purchased the Licensed Product for individual use ("single-user"), access to the Licensed Product shall be limited to one employee in your company but not to any third parties.
2. If you purchased the Licensed Product for multiple person use ("multi-user") or you are a member of the ATA E-Business Program, you can allow access to the Licensed Product to multiple employees within your company but not to third parties. Such employees shall be bound by all the provisions of this Agreement. Single user and multi-user employees may use the Licensed Product for the internal business purposes of your company, and each may print a single copy of any Licensed Product for purposes of designing, structuring or modifying any of your company's products or services as authorized below.

The license that this Agreement provides you is subject to any applicable payment and is non-exclusive and worldwide. ATA can terminate this license if you materially fail to comply with the terms of this Agreement.

This Agreement does not authorize you to, and you shall not:

1. Alter, modify, translate, adapt or create derivative works based on the Licensed Product or any related software. Notwithstanding the foregoing prohibition, you may include or apply elements of the Licensed Product in a work that you exclusively produce.
2. Reverse engineer, reverse assemble, reverse compile, decompile, disassemble or otherwise derive source code for the software component of the Licensed Product.
3. Access or attempt to gain access to any part of the Licensed Product except as expressly permitted in this Agreement.
4. Use the Licensed Product on any network or permit any third party to access or use the Licensed Product except as expressly permitted in this Agreement.
5. Use the Licensed Product or any part thereof in any manner that infringes the intellectual property or other rights of another entity or person, including ATA.
6. Sublicense or assign this Agreement.
7. Indicate that ATA endorses, approves, or certifies your application of the Licensed Product, including, without limiting the generality of the foregoing prohibition, your use of specifications contained in the Licensed Product.

ATA CREDIT

If the Licensed Product is used to design, structure or modify any of your or your company's products or services, you must reference, in a commercially reasonable location, the fact that the Licensed Product has been so used.

LIMITED WARRANTY

ATA warrants that at the time of delivery, THE LICENSED PRODUCT will be free from defects in materials and workmanship. In the event of a breach of the foregoing warranty, as your sole and exclusive remedy and ATA's sole liability, ATA will replace any LICENSED PRODUCT having defects in materials or workmanship at no charge, provided you inform ATA within 30 days after your receipt of the Product.

WARRANTY DISCLAIMER

EXCEPT AS EXPRESSLY STATED ABOVE, THE LICENSED PRODUCT IS PROVIDED "AS IS" AND ATA HEREBY EXPRESSLY DISCLAIMS, ON BEHALF OF ITSELF AND ALL PERSONS WHO CONTRIBUTED TO THE CREATION, PUBLICATION, REVISION AND/OR MAINTENANCE OF THE LICENSED PRODUCT, ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. NEITHER ATA NOR ANY PERSON WHO CONTRIBUTED TO THE CREATION, PUBLICATION, REVISION OR MAINTENANCE OF THE LICENSED PRODUCT WARRANTS THAT THE LICENSED PRODUCT WILL MEET YOUR REQUIREMENTS, THAT THE OPERATION OF THE LICENSED PRODUCT WILL BE ERROR FREE, OR THAT IT IS ACCURATE, COMPLETE, CURRENT OR RELIABLE.

LIMITATION OF LIABILITY

IN NO EVENT WILL ATA OR ANY PERSON WHO CONTRIBUTED TO THE CREATION, PUBLICATION, REVISION, OR MAINTENANCE OF THE LICENSED PRODUCT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE, OR THE INABILITY TO USE, THE LICENSED PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; WITHOUT LIMITING THE GENERALITY OF THE FOREGOING LIMITATIONS OF LIABILITY, NEITHER ATA NOR ANY PERSON WHO CONTRIBUTED TO THE CREATION, PUBLICATION, REVISION, OR MAINTENANCE OF THE LICENSED PRODUCT IS RESPONSIBLE FOR LOST PROFITS OR REVENUE, LOSS OF THE USE OF THE LICENSED PRODUCT, LOSS OF DATA, OR THE COST OF ANY SUBSTITUTE PRODUCT. IN NO CASE SHALL THE AGGREGATE LIABILITY OF ATA AND ALL PERSONS WHO CONTRIBUTED TO THE CREATION, PUBLICATION, REVISION, OR MAINTENANCE OF THE LICENSED PRODUCT EXCEED EITHER (1) THE AMOUNT OF THE ANNUAL E-BUSINESS PROGRAM MEMBERSHIP FEE YOU PAID FOR THE YEAR IN WHICH SUCH LIABILITY AROSE, IF YOU ARE AN E-BUSINESS PROGRAM MEMBER, OR (2) THE PRICE YOU PAID TO PURCHASE THE LICENSED PRODUCT FROM ATA. IN ADDITION, THE THIRD-PARTY PUBLISHER OF THE LICENSED PRODUCT WILL NOT BE LIABLE FOR ANY DAMAGE OR LOSS OF ANY KIND ARISING OUT OF OR RESULTING FROM YOUR POSSESSION OR USE OF THE LICENSED PRODUCT (INCLUDING DATA LOSS OR CORRUPTION), REGARDLESS OF WHETHER SUCH LIABILITY IS BASED IN TORT, CONTRACT OR OTHERWISE.

HOWEVER, IF THIS EXCLUSION OF DAMAGES IS HELD TO BE UNENFORCEABLE FOR ANY REASON, SUCH THIRD-PARTY PUBLISHER'S MAXIMUM LIABILITY TO YOU SHALL BE LIMITED AS DESCRIBED IN THE IMMEDIATELY PRECEDING SENTENCE.

This Agreement shall be governed in its interpretation and enforcement by the laws of the District of Columbia, without regard to choice of law principles.

This is the entire agreement between the parties about the subject matter of this Agreement. Any change to this Agreement must be in writing and agreed to by both parties.

Comments about or suggested changes to the Licensed Product should be sent to:

ATA e-Business Department Air Transport Association of America, Inc. 1275 Pennsylvania Avenue, NW, Suite 1300 Washington, DC 20004-1707 USA

Or

admin@ataebiz.org

YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT AND AGREE TO IT, AND THAT YOU HAVE THE AUTHORITY TO AGREE TO IT ON BEHALF OF YOUR COMPANY. IF YOU DO NOT AGREE TO BE BOUND BY THE TERMS OF, AND BECOME PARTY TO THIS AGREEMENT, YOU CANNOT USE ANY PART OF THIS DOCUMENT AND CANNOT SHARE IT WITH OR FORWARD IT TO ANY OTHER PERSON OR ENTITY.

Important Information About This Document

Read Before Using This Document

This document contains recommended specifications or practices that have been developed for the covered topics. ATA does not mandate their use. You must decide whether or not to use the recommendations in this document. You may choose to use them in whole, in part, or not at all.

There may be practices, standards and/or regulatory requirements applicable to your operations that exceed the recommendations in this document. You are solely responsible for determining if such practices, standards or requirements exist and whether they apply to your activities, and for complying with those that are applicable. Such practices, standards and requirements can change significantly over time.

ATA does not guarantee, promise or warrant that the specifications in this document will meet the needs of your operations. This is a determination that you must make and for which ATA is not responsible.

For Additional Information

For more information or to order additional publications, refer to our website at <https://publications.airlines.org/>, e-mail pubs@airlines.org, or call ATA Publications at:

202-626-4062 (U.S. and Canada)

For Technical Information and Change Submissions

Errata information for ATA Publications is available at the ATA Publications Web page.

For technical information or to recommend an alteration or amendment to this specification, please submit the recommendation and any supporting documentation to ATA:

E-mail: admin@ataebiz.org
Phone: 202-626-4062

Highlights

Release History

Revision 2000.1: January 2000

Revised: January 1994

Originally Issued: January 1964

Revision 2015.1

Location	Description of Change
Multiple	General clarification of language
Multiple	Reference to latest typically used industry specifications and guidelines
Multiple	Updates to include more on doing business electronically
Multiple	Updates to better reflect the most common practices as reflected in many Product Support Agreements
Chapter 10	Updates to warranties and guarantees section

Preface

The introduction of each new commercial aircraft type creates new suppliers to the airline industry. Often these suppliers are serving the airline industry for the first time. Additionally, existing suppliers often have new personnel who are unaware of normal practices.

Vigilance and care required by airlines and suppliers alike to support world airline fleets efficiently and economically. Because of the high standard of safety the airlines of the world have set for themselves, it is important that all be fully aware of their responsibilities in this area.

This Guide is designed to foster clear understanding of these responsibilities and encourage the establishment of policies consistent with the objectives set forth. Thus, while the actual terms of the relationship between any airline and supplier are left to them, this establishes recommended guidelines to enable suppliers to make a vital contribution to the continuance of a safe, efficient, and economically sound world air transport system.

Table of Contents

PRODUCT LICENSE AGREEMENT	i
Important Information About This Document	iv
Highlights	v
Preface	v
Table of Contents	vi
Introduction	1
Chapter 1. Special Responsibilities of Airframe and Engine Manufacturers	2
1-1. Standards of Performance	2
1-2. Liaison Offices	2
Chapter 2. General Terms Agreements	3
2-1. Terms	3
Chapter 3. Provisioning	4
3-1. Definitions and Purpose	4
3-2. Data Requirements	4
3-3. Scheduling of Data and Revisions	5
3-4. General Requirements	5
3-5. Buy Back	6
Chapter 4. Inventory Policies	7
4-1. Shelf Stock	7
4-2. Location of Stocks	7
4-3. Leasing / Exchange	7
4-4. Lead Times	8
4-5. Delivery Performance	8
4-6. Duration of Supply	8
4-7. Supply of Material Manufactured by Others	9
4-8. Part Number Change Requirements	9
Chapter 5. Pricing	10
5-1. Principles	10
Chapter 6. Value Analysis	11
6-1. Definition and Purpose	11
6-2. Scope	11
6-3. Value / Price Relationship	11
6-4. Product Improvement	11
Chapter 7. Order Administration	12
7-1. Definition	12
7-2. Procedure Implementation	12
7-3. Quotations	12

7-4.	Purchase Orders	12
7-5.	Controlled Shipments	12
7-6.	Acknowledgments	13
7-7.	Expedites	13
7-8.	Rejections	14
7-9.	Cancellations	14
7-10.	Communications	14
Chapter 8.	Packaging, Transportation and Documentation	15
8-1.	Packaging.....	15
8-2.	Transportation & Documentation	15
8-3.	Hazardous Material.....	16
Chapter 9.	Invoicing.....	17
9-1.	Definition.....	17
9-2.	Procedure.....	17
Chapter 10.	Warranties, Guarantees and Product Support	18
10-1.	Warranty and Guarantee Types	18
10-2.	Scope	18
10-3.	General Requirements.....	18
10-4.	Standard Product Warranty.....	19
10-5.	Service Life Policy	21
10-6.	Reliability Guarantees.....	21
10-7.	Maintainability Guarantee	22
10-8.	Maximum Parts Cost Guarantee	22
10-9.	Repair Turnaround Time Guarantee	23
10-10.	No Fault Found Policy.....	23
10-11.	Obsolescence Program.....	23
10-12.	Rogue Unit Program	24
10-13.	Beyond Economic Repair (BER) Policy.....	24
10-14.	Scrap Charge.....	24
10-15.	Modification Charge.....	24
10-16.	Notification of Defect and Claim Notice	25
Chapter 11.	Simulators	26
11-1.	Responsibility of Airframe Manufacturers	26
11-2.	Responsibility of Suppliers.....	26
Chapter 12.	Manufacturers' Technical Data	27
12-1.	Aircraft.....	27
12-2.	Ground Equipment.....	28
Chapter 13.	Traceability of Aircraft / Engine Parts to Meet Regulatory Requirements	29
13-1.	Scope	29

13-2.	Identification Requirements	29
13-3.	Suggested Guidelines for Certification	30
13-4.	Supplier Source: Data and Integrity	31
13-5.	Direct Ship Authority	31
13-6.	Continuous Improvement Process	31
Glossary		32
Annex 1.		36
References		36

Introduction

Supplier support of an aircraft in the field is an item of prime importance which may be overlooked by manufacturing-oriented companies. It is an effective preventative in satisfying the regulatory requirements of government agencies. It is recognized that proper advance operator planning is of the utmost importance. To achieve this, proper support is essential by each supplier of aircraft products, and that such support should reach out into various areas beyond the province of pure manufacturing effort.

Because of the dynamic nature of the airline industry, it is essential that each supplier establish for its airlines a single outline of policy against which all airlines can operate. The purpose of this Guide is to assist in this effort. It is not intended to substitute for a **General Terms Agreement (GTA)**. Note MRO's/Repair Agencies or other companies act as "airlines" as "airline designees" and the objectives in this Guide shall apply to these organizations as well.

The airline industry supports the use of all ATA specifications published by Airlines for America and the ATA e-Business Program, and for the purposes of the Guide, particularly to the following:

ATA Specification 101 Ground Equipment Technical Data

ATA Specification 102 Specification of Software Programs

ATA Specification 106 Sources & Approved Parts Qualification Guidelines

ATA Specification 300 Packaging of Airline Supplies

ATA Specification 2000 E-Business Specification for Materials Management

ATA Specification iSpec 2200 Information Standards for Aviation Maintenance

ASD S1000D as implemented using ATA's Business Rules for Implementation of S1000D for the Civil Aviation Industry

ATA Common Support Data Dictionary (CSDD)

ATA Spec 42: Aviation Industry Standards for Digital Information Security

Business Rules for Implementation of S1000D in the Civil Aviation Industry

It is intended that the foregoing specifications should be used to the fullest extent possible by all airlines and suppliers, and the Guide explains their place in the overall program.

There are also other industry specifications referenced in the guide which are shown in Annex 1.

This Guide is not intended as an interpretation of or to supplant any of the above specifications, nor is it as comprehensive as the specifications themselves.

While the content of the following pages is compatible with the foregoing specifications, should there be any ambiguity between them, the provision of the appropriate specification should govern.

This Guide supersedes all previous guides issued.

¹Note: ATA Spec 2000 and iSpec2200 superseded ATA Spec 100 and ATA Spec 200 and any language reference in contracts to those specifications are likely covered by the newer specifications.

Chapter 1. Special Responsibilities of Airframe and Engine Manufacturers

1-1. Standards of Performance

In all matters covered by this Guide, the airframe and engine manufacturers are expected to accept full responsibility for the achievement of satisfactory standards of performance by the suppliers they have chosen and for jointly preparing a program that provides the airlines with provisioning and technical data in accordance with [ATA Specifications 101, 102, 300, 2000, iSpec2200 and ASD S1000D](#). In particular, these manufacturers are expected to coordinate the preparation of provisioning data, to approve the quantities recommended as spares, to ensure the continuity of supply, to provide removal rate data, and to provide to airline relevant product support documents or interface agreements negotiated by the suppliers they have chosen for the program. Such interface agreements as may be provided are not intended to negate or supplement **General Terms Agreements** (GTAs) between airframe and engine manufacturers with respective airline.

1-2. Liaison Offices

Upon mutual agreement with airline, airframe and engine manufacturers are expected to establish **liaison offices** with suppliers to expedite airline requirements in the event normal communications are insufficient.

Chapter 2. General Terms Agreements

2-1. Terms

Airlines, airframe manufacturers and engine manufacturers may negotiate General Terms Agreements (GTAs) with suppliers before starting to do business with them. A Product Support Agreement (PSA) should be negotiated between airframe manufacturer and the Seller Furnished Equipment (SFE) suppliers as well as the engine manufactures and the Engine Component suppliers. It is recommended the PSA covers all chapters identified in ARINC 674 ([see Annex 1](#)), but not limited to.

However, until a GTA or PSA has been negotiated, the terms of the purchase orders or other mutually agreed to terms will apply.

Chapter 3. Provisioning

3-1. Definitions and Purpose

3-1-1. Definition

Provisioning is the process of selecting and purchasing parts, equipment and related support materials including tooling and test fixtures necessary for the operation of aircraft or special equipment.

3-1-2. Purpose

Airlines and suppliers have a common interest in ensuring that aircraft and other equipment operate both reliably and economically. A major factor to ensure in cost reduction is an efficient provisioning system which allows the airline ample time to review all the potential spare parts for each part of their aircraft and its support equipment. Airlines expect the supplier to recommend the **Unscheduled Removal Rates** (URRs), Mean Shop Processing Time for **Line Replaceable Units** (LRUs), and to calculate and recommend provisioning quantities of spares based on the airline's provided expected fleet usage. .

Such recommendations will cover **scheduled maintenance visits** as well as base and station **periodic checks** and **non-routine maintenance**. Airframe and engine manufacturers recommend provisioning quantities. Quantity recommendations [this provision data is not limited to the RSPL and](#) should be consistent with the Provisioning Chapter of [\[ATA SPEC 2000\]](#).

3-2. Data Requirements

3-2-1. Specification Compliance

To keep the work involved in provisioning to a minimum, the airlines and suppliers have jointly developed a system of data requirements which are detailed in [ATA Specifications 101, 102, 300, 2000 and iSpec2200](#). The suppliers and airlines should gain knowledge of these Specifications and comply with their requirements accordingly.

3-2-2. Provisioning Data

Provisioning data should be prepared in accordance with the policies, standards, instructions, and formats of the Provisioning Chapter of [ATA Spec 2000](#).

3-2-3. Scope of Data Required

Provisioning data is required for every item in the **Customized Illustrated Parts Catalog**. When a part is not recommended as a spare, price and detailed technical evaluation data need not be included. Upon airline request, provisioning data should be provided for items in the Illustrated Parts List portion of the Component Maintenance Manuals.

Source, usage, technical and price data for material such as standard items, lubricants, cements, tools, raw materials, containers and breakdown parts of supplier units should be provided as defined in [ATA Spec 2000](#).

3-2-4. Illustrated Parts Catalogs and Component Maintenance Manuals

The **Illustrated Parts Catalogs** and **Component Maintenance Manuals** called for by [iSpec 2200](#) include information such as the order of assembly, the illustration, etc., and are an integral part of the provisioning process.

3-3. Scheduling of Data and Revisions

3-3-1. Provision of Data

All data requirements as set forth [ATA specifications 101, 102, 300, 2000, iSpec2200 and S1000D](#) are expected to be available to the airlines as mutually agreed between airlines and manufacturer or supplier. Information must be available in sufficient time for airline procurement and planned receipt of material in advance of first airplane delivery. Suppliers should make every effort to provide beginning 18 months in advance of aircraft receipt to accommodate planning and long lead time cycles.

3-3-2. Revision Service

Suppliers are expected to issue revisions to all provisioning data requirements as set forth in [ATA specifications 101, 102, 2000, iSpec2200 and ASD S1000D](#). Subject to airline/manufacturer agreement, these are typically provided every 30 days during the first 8 months of each airline's provisioning cycle and thereafter, revisions will be issued every 60 days. Revisions to provisioning data and illustrated parts catalog lists should be issued concurrently and be in agreement.

3-4. General Requirements

3-4-1. Effectivity

Suppliers are expected to ensure that all parts supplied during provisioning apply to the airline's equipment and are expected to bear the full cost of obsolescence / rework caused by supplier changes during this period and for an agreed time thereafter.

3-4-2. Inventory Data Reporting

The airframe and engine manufacturers are expected to accumulate parts usage data for use in determining the quantities to recommend as spares both for their own equipment and that of their suppliers. The airlines are expected to provide their individual usage data to the airframe and engine manufacturers as a basis for continuing practical adjustments to recommendations and projecting quantities. [See [Spec 2000 Chapter 5 – Inventory Consumption Data Exchange](#) and [Spec 2000 Chapter 11 – Reliability Data Collection / Exchange](#).]

3-4-3. Component Maintenance and Repair Times

Suppliers of repairable items should show evidence that their repair and overhaul facilities have been adequately planned for the intended work and must attest to their qualifications as an airworthiness authority approved repair station. They should provide a detailed budgetary quote for overhauls, repairs and modifications within ten (10) working days, or as mutually agreed. Suppliers should communicate expected turnaround times to airlines. Suppliers should also submit to airline QA/QC audits.

3-4-4. Standard Items

Manufacturers are expected to use standard aircraft hardware items such as fasteners, clamps, bearings, O-rings, connectors, terminals, transistors, diodes, etc., wherever possible, and should not assign their own part numbers to standard hardware, except as defined in [3-4-6](#) below.

Manufacturers should make available piece parts for LRU/SRU overhaul/repair by the airline to perform repairs on basic parts level in accordance with [ATA iSpec. 2200](#) and [CML 3 defined in ARINC 663-1](#).

3-4-5. Form of Part Numbers

Part numbers should be constructed in accordance with [Spec 2000 and the Common Support Data Dictionary](#)