

Company Name	Ontic Engineering & Manufacturing UK Ltd
Addresses	(Bishops Cleeve Site) Cleeve Business Park, Bishops Cleeve, Cheltenham, Gloucestershire, GL52 8TW, UK
	(Staverton Site) Meteor Business Park, Cheltenham Road East, Gloucester, Gloucestershire, GL2 9QL, UK
Telephone	+44 (0) 333 2408 600
Web address	www.ontic.com
President	Gareth Hall
General Manager - RoW	Eric Lopes
Contact (GM-ROW)	+44 (0) 770 891 0829

Document Quick Reference

Contact Details	2
Accounts Information	3
Approvals.....	4
Standard Questions and Answers	5

Contact Details








AOG – Aircraft on Ground				
If you have an AOG outside of core working hours, contact details are below. AOG details required are also stated below.				
AOG details required	<ul style="list-style-type: none"> Tail number. Aircraft's current location and date. Time of next scheduled flight. 			
AOG <i>(Bishops Cleeve)</i>	Telephone	+44 (0) 333 6666 842	Email	aog@ontic.com Response in 4 hours
AOG <i>(Staverton)</i>	Telephone	+1 (0) 888 766 6733	Email	actuation@vseaviation.com Response in 4 hours

General Contact Information		
Area	Bishops Cleeve	Staverton
MRO- Military Repair	military.cs@ontic.com	mro.staverton@ontic.com
MRO- Civil Repair	customer.service@ontic.com	
Accounts Receivable	Accountsreceivable@ontic.com	accountsreceivablestav@ontic.com
Accounts Payable	accounts@ontic.com	accounts.staverton@ontic.com
Serviceable Sales	Serviceable.sales@onticglobal.net	
OEM Spares	new.po@ontic.com	
OEM Spares RFQ's	new.rfq@ontic.com	
Accounts Remittance	Remittance@ontic.com	
REACH	materialcompliance-uk@ontic.com	

Accounts Information

Invoice Information				
DUNS Number	Bishops Cleeve	211382430	Staverton	218027452
VAT Code	GB 940 5270 40			
Payment Terms	30 Days for Customer Payments / 60 days for Suppliers <i>(Unless otherwise agreed)</i>			
Incoterm and Place	FCA Origin <i>(Dependant on Contract)</i>			
Vendor Type	OEM Licensed systems & components manufacturer			
Company Registered No.	06707516 found at Companies House (Link)			
Credit Application Details				
Trading Address Cleeve Business Park Bishops Cleeve, Cheltenham Gloucestershire, GL52 8TW		Registered Address Cleeve Business Park Bishops Cleeve, Cheltenham Gloucestershire, GL52 8TW		
Bank Details: GBP Barclays Bank 1 Churchill Place, London, E14 5HP		Name of Account Holder (s) Ontic Engineering & Manufacturing Ltd Account No: 73086569 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB43 BARC 2000 0073 0865 69		
Bank details: USD Barclays Bank 1 Churchill Place, London, E14 5HP		Name of Account Holder (s) Ontic Engineering & Manufacturing Ltd Account No: 83706100 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB50 BARC 2000 0083 7061 00		
Bank details: EURO Barclays Bank 1 Churchill Place, London, E14 5HP		Name of Account Holder (s) Ontic Engineering & Manufacturing Ltd Account No: 48299199 Sort Code: 20-00-00 BIC: BARCGB22 IBAN: GB64 BARC 2000 0048 2991 99		
Trade References: Available upon request.				

Approvals

Approval Numbers and Certificates	Customer can download certificate with capability list from HERE .			
ISO 9001 - AS9100D	FM 552176			
UK CAA Part 21G	UK.21G.2620			
UK CAA Part 145	UK.145.01222			
FAA FAR Part 145	3OEY420C			
EASA Part 145	EASA.UK.145.01222			
CAAC CCAR 145	F04400753			
ISO 27001	20989-ISMS-001			
Other Approvals	Ontic do not have ISO 14001, 18001 or 45001.			
Release Examples	Link to a separate document that shows both sites releases			
NCAGE (NATO) and USA CAGE Code	<i>Bishop Cleeve Site</i>	U0J60	<i>Staverton Site</i>	U1VG2

Standard Questions and Answers

Standard Part 145 Questionnaire	
<i>The purpose of this section is to answer 'general' questions about how Ontic operates within its respective approvals.</i>	
Contract Review	Customer Contracts are reviewed (Engineering, Quality, Commercial, etc.) to ensure Ontic can comply with Customer requirements or request an amendment or deletion if Ontic cannot comply with parts of a contract.
Measurement and Test Equipment	Calibration records specify calibration frequencies and dates of calibration. Measuring and test equipment are properly maintained and identified to indicate current calibration status.
Purchase Material	All material is purchased from suppliers who are approved by Ontic as conforming to Aviation regulatory requirements and Third-Party Vetting compliance.
Control of Material	Material is stored in a securely controlled, temperature and humidity-controlled environment, ESD protected as required and are identified in accordance with industry standards. Customer material is stored in a manner to ensure they are not accidentally used/mixed with other Customers product.
Operational Material	Material documents are adequate to assure proper control of material throughout all manufacturing processes with final inspection performed and results recorded.
FoD Control	The facility controls FOD in line with the AS9146 standard.
Training	Training for all staff is conducted in line with regulatory requirements, and in line with the AS9162 Standard.
Non-Conformance	Discrepant material is segregated in MRB bond area.
Scrap	Scrap aviation parts are disposed of in accordance with regulatory requirements and records are maintained to prove their destruction.
Internal Audits	Internal audits are performed on a rolling annual basis to assure compliance. The audits are performed in accordance with written procedures and results are documented and distributed to management with responsibilities in the areas audited.
Documentation	Drawings and change control is maintained on all drawings and engineering changes. Obsolete drawings are removed from use. Class I and II changes are only exercised in accordance with TC Holder/DA contractual limits.
Inspection	Receiving inspection is performed on all incoming parts in line with the BS 6001 standard. First article inspection is performed in line with the AS9102 Standard, prior to continuation of production.
Stamp Control	Our quality system utilises stamps for inspection status per written procedures.

Ontic Methods and Controls	
<i>The purpose of this section is to answer 'general' questions about how Ontic operates within its respective approvals.</i>	
Material Storage and Handling	
Are materials properly handled and stored (including specific parts Temperature and Humidity requirements) to prevent damage, contamination, and/or loss?	Yes
Is access to stock rooms and material storage areas controlled to prevent unauthorised stocking or removal?	Yes
Are materials properly identified as to their contents or chemical/physical characteristics to preclude error during issuance?	Yes
Are materials traceable to the chemical/physical analysis certificates of compliance, test documents, or purchase orders?	Yes
Are all Non-Aviation or Military materials segregated from Civil product?	Yes
Can Ontic provide a statement disclosing that materials or parts were or were not subject to conditions of an aircraft accident, extreme stress, heat or environment outside of design requirements.	Yes
Packaging and Shipping	
Are adequate controls in place to ensure good commercial packaging?	Yes
Is product configuration verified prior to shipment?	Yes
Are adequate storage facilities available and in use to safeguard the quality of the product between final acceptance and shipping?	Yes
Sub-Tier Supplier/Vendor Control	
Does the audit verify the material and processes traceably?	Yes
Is appropriate documentation kept on file for each approved vendor, stating the date of the previous audit, who performed the audit, and when the next audit is due?	Yes
Is there a procedure in place to assure that the audit intervals for approved vendors are not exceeded?	Yes
Quality Organisation	
Is an established all area internal audit quality program in place and in use?	Yes
Are quality personnel's authorities and responsibilities clearly defined in writing?	Yes
Do quality personnel clearly have the authority to withhold items, which do not meet acceptable quality standards?	Yes
If inspection stamps are used, are they adequately controlled?	Yes
Do quality personnel maintain records relative to item acceptance/rejection and disposition of rejected items?	Yes
Do quality personnel have direct access to the appropriate levels of company management to correctly and effectively resolve quality problems and issues?	Yes
Are inspected items properly segregated from material awaiting inspection?	Yes
Is there a system to audit suppliers for materials and services?	Yes
With Ontic agreement, Customers and relevant regulatory bodies may access Ontic and it's supplier's premises, records and QMS documentation as applicable to purchase orders?	Yes
Material Receiving Control	
Are all incoming items checked against the purchase order and/or referenced specifications prior to being placed in inventory?	Yes
Are incoming materials identified to the applicable purchase order or material specifications?	Yes
Are test reports or certificates of chemical and physical analysis maintained on file?	Yes

Material Receiving Control	
Do receiving inspection records indicate acceptance or rejection of incoming material, including quantities?	Yes
Are adequate controls for the handling and protection of received materials in use?	Yes
Is there a list of approved suppliers and subcontractors?	Yes
Are only approved vendors used?	Yes
Are current work instructions, drawings, procedures, etc., readily available at each operation or workstation, and are personnel familiar with them?	Yes
Does receiving inspection check the acceptability of items returned to stock from production (manufacturing, maintenance, assembly, etc.) areas?	Yes
Are controls adequate to properly segregate customer furnished materials and ensure their use in the intended end item?	Yes
Does QA or QC approve company vendors?	Yes
Can you certify that the Components / Assemblies you supply do not contain Conflict Minerals (USA Frank-Dodd)?	Yes
Can you certify that any chemicals, substances, materials, or articles are REACH compliant?	Yes

Special processes or non-destructive test carried out by Ontic UK (Processes requiring NADCAP will be outsourced)			
Welding	Yes	Painting	Yes
<i>Spot Welding</i>	Yes	<i>Liquid Painting</i>	Yes
<i>Resistance Welding</i>	No	<i>Powder Painting</i>	No
<i>Laser Welding</i>	No	<i>Mechanical Preparation</i>	Grit / Bead Blasting
<i>Arc Metal Welding</i>	Yes	<i>Chemical Preparation</i>	No
<i>Friction Welding</i>	No	<i>Nature of Support</i>	No
<i>Other types of welding?</i>	Electron Beam	Bonding/Gluing	Yes
<i>Are welders approved to a recognised standard? If so, which standard?</i>	N/A	<i>Structural Bonding</i>	No
Crimping/Electrical and Electronics	Yes	<i>Common Bonding</i>	No
Brazing	Yes	Foaming	No
Soldering/Electrical and Electronics	Yes	Riveting	Yes
Heat Treatment	Yes	Torque Tightening	Yes
Stamping	No	GRP Lamination	No
Casting	No	GRP Injection Moulding	No
Forging	No	Phenolic Composites	No
Machining	Lathe	Special Surface Treatment	No
Pressure Testing	Yes	Induction Heating	Yes
Filling and Charging of Gaseous Cylinders	Yes	Others	Induction soldering, PCB conformal coating
Environmental Stress Screening	Yes		