



Aerospace Group
Customer Support Operations
Quality System - Standardized Survey Response

Company Contact Information:

Company Name: Parker Hannifin – Customer Support Operations Division
Address: 14300 Alton Parkway
City: Irvine
State: Calif.
Zip: 92618

Quality Manager **Christine Reyes**
Phone: (949)809-8391
christine.reyes@parker.com

Alternate ODA Admin.: **Jose Gurrola**
Phone: (949) 809-8235
Jose.Gurrola@parker.com

Division Engineering & Quality Mgr.: **Ted Pingston**
Phone: (949) 809-8613
tpingston@parker.com

Field Service Engineering Mgr.: **Steven Bridle**
Phone: +44 (0) 7527 470 618
steven.bridle@parker.com

Customer Support Engineering Mgr.: **Mohamed Abdelrahim (FSD, GTFSD)**
Phone: (949) 981-0232
mohamed.abdelrahim@parker.com

Customer Support Engineering Mgr.: **Walter Santos (CFCD, HSD, SPD)**
Phone: (949) 809-8212
Walter.Santos@parker.com

Order Management Manager: **Bashir Ali**
Phone: (949) 809-8414
bali@parker.com

**Aircraft On Ground (AOG)/
Commercial Purchase Order:** USA Phone: +1 (949)809-8200
Customer Service/Technical Inquiry: cso.technical@support.parker.com
E-mail: crc@support.parker.com
Commercial Spares Quotes (RFQ) USA phone: +1 (949) 809-8200
E-mail: crc@support.parker.com

Supplier Name on Invoice Commercial: Customer Support Commercial
Commercial Account Number 1131255032
Supplier Name on Invoice Military: Customer Support military
Military Account Number: 1131255059

Bank Information

Bank Name: PNC Bank
Bank Address: 500 First Avenue
Firstside Center
Pittsburg PA 15219

ABA NO.: 043000096

Swift: PNCCUS33

Payment currency: US Dollar



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Useful Links

Cage Code Lookup – online: <https://www.govcagecodes.com/>
Parker Hannifin Corporate Website: www.parker.com
Standardized Survey Responses: [Support -Parker](#)



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CSO Business Description:

Customer Support Operations (CSO) headquartered in Irvine, CA, a division of Parker Hannifin Corporation is a *non-manufacturing / non-maintenance division.

CSO is a division dedicated to providing its customers, and the users of Parker Hannifin commercial and military aerospace products, the administrative support services, managing aftermarket contracts, spares, and repair purchase orders, for the Parker Aerospace - Original Equipment Manufacturing (OEM) Divisions, administering quoting / invoicing and also coordinates technical publications (CMMs SBs and SILs), as well as customer technical training and field service engineering support on behalf of Parker Aerospace aeronautical products.

As the Customer Support Division, a customer facing service provider, there are certain aspects of our Quality Management System (QMS) which your questionnaires frequently ask about. Many are managed by CSO while others are flowed down from customers to the OEM Divisions for both aftermarket manufacturing and aftermarket maintenance. Specifically, requirements for complying with AS9100 Quality System Elements, Federal Aviation Regulations FARs, and Defense Federal Acquisition Regulations DFARs are performed by, and are the responsibility of, each Parker division supplying spare's and repaired aeronautical products and articles to the aftermarket.

CSO manages the established quality manufacturing system compliant with 14 CFR Part 21.307 (21.137) and maintains the Part Manufacturing Approval (PMA) within the Parker Hannifin Corporation Associate Facilities under that quality system.

The FAA has delegated ODA oversight responsibilities under 14 CFR Part 183 Subpart D - Organization Designation Authorization (ODA) to Parker Hannifin and CSO has delegated responsibility to maintain the ODA for Parker Hannifin.

CSO AS9100 Certificate: Expires: 16 October 2027 (Attached)

FAA Part 21 PMA Organization Designation Authorization (ODA) (Attached)

FAA Part 21 Manufacturing Approval (PMA) (Attached)

CSO FAA Air Agency Certificate Number: *Not Applicable to Customer Support Operations

CSO EASA Air Agency Certificate Number: *Not Applicable to Customer Support Operations

CSO CAAC Maintenance Organization Certificate Number: *Not Applicable to Customer Support Operations

Facility General Description:

Construction Type: Concrete block and tilt-up concrete building
Third floor Office space: 11,000 Sq Ft (Approx.)

General description: Customer Support Operations (CSO) is an office environment including staff leadership offices, cubicles, and large and small conference rooms. It is environmentally controlled with central air conditioning and heating throughout.

CSO Personnel:

Business Development:	<u>30</u>
Contracts/Legal/Import/Export:	<u>44</u>
Customer Support Engineering:	<u>12</u>
Field Service Engineering:	<u>07</u>
Finance & Business Analyst:	<u>16</u>
Quality Assurance /Compliance:	<u>07</u>
Repair Order Administration:	<u>50</u>
Staff:	<u>05</u>
Total Employees:	171

ODA Administration: 03
ODA Unit Members: 50+ (Indirect ODA UMs remotely located)

Employees Part 65 Certificated N/A to Customer Support Operations



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CSO Audit History:

Most recent **FAA Audit:** January 2025
 Were there any major findings? No

Most recent **ISO/AS9100 Audit:** July 2025
 Were there any major findings? No

EASA Audit: *Not Applicable to Customer Support Operations

CAAC Audit: *Not Applicable to Customer Support Operations

Standardized Survey Questionnaire Responses & Quality Representative Signature:

*Be mindful that Answers with N/A (Not Applicable) are the responsibility of the Parker Manufacturing Division and/or the Divisional Repair Station.

Last Update: 6/2022

		Yes	No	N/A
Quality System and Quality Manual				
1.	Is there an established quality system?	X		
2.	Does the manual adequately describe the system?	X		
3.	Is the Quality manual available to appropriate personnel?	X		
4.	Is the quality system documented, kept current and readily available to employees?	X		
5.	Does the Quality Manual and procedures include a description of:	X		
6.	The organization and relationship of departments?	X		
7.	The assignment of duties responsibilities to individuals?	X		
8.	The revision control system?	X		
9.	The record keeping system?	X		
10.	Training requirements?	X		
11.	Shelf-life control system?			X
12.	Control of incoming parts and supplies?			X
13.	Control of suppliers?	X		
14.	Receiving Inspection?			X
15.	Measurement and Test equipment (Calibration System)?			X
16.	Storage facilities?			X
17.	Part identification/trace?			X
18.	Environmental controls?			X
19.	Stamp control/employee verification?			X
20.	A Corrective/Preventive Action procedure?	X		
21.	Self-Audit program?	X		
22.	Is there a scheduled management review of the quality System?	X		
23.	Is there an Organization Chart	X		
24.	Is there a process for complying with §145.206 - Notification of hazardous materials authorizations			X
25.	Are there procedures for:			
26.	Maintaining and revising the rosters required by §145.161?			X
27.	Revising the capability list?			X
28.	Performing the self-evaluation and retaining those as records?	X		
29.	Revising the training program?	X		
30.	Governing work performed at another location			X
31.	Accomplishing maintenance, preventive maintenance, or alterations performed under §145.205			X



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32.	Maintaining and revising the contract maintenance information by §145.217(a)(2)(i), including submitting revisions to the certificate holding district office for approval			X
33.	Maintaining and revising the contract maintenance information required by §145.217(a)(2)(ii) and notifying the certificate holding district office of revisions to this information, including how often the certificate holding district office will be notified of revisions;			X
34.	Inspecting incoming raw materials			X
35.	Performing preliminary inspection of all articles that are maintained			X
36.	Inspecting all articles that have been involved in an accident for Hidden Damage before maintenance, preventive maintenance, or alteration is performed			X
37.	Qualifying and surveilling noncertificated persons who perform maintenance, prevention maintenance, or alterations for the repair station			X
38.	Performing final inspection and return to service of maintained articles			X
39.	Creating and maintaining an "Employment Summary" for all Management officials, Supervisors who oversee maintenance, and Inspection personnel including those authorized to sign a maintenance release.			X
40.	Are samples of the inspection and maintenance forms and instructions for completing such forms or a reference to a separate Forms manual			X
41.	Is there an FAA Approved Training Program?		X	
42.	Is there an CAAC Approved Training Program?		X	
Facilities				
43.	Do the storage areas provide:			
44.	Adequate space to preclude damage or mishandling?			X
45.	Security from unauthorized access?			X
46.	Segregation of serviceable and non-serviceable parts?			X
47.	Segregation of airborne and non-airborne parts?			X
48.	Are the work areas:			
49.	Clean a free from dirt, refuse, or materials that might contaminate production?			X
50.	Free of food and drink?			X
51.	Monitored by a security system during and after hours?			X
52.	Environmentally controlled?			X
Training and Personnel				
53.	Are personnel properly trained in specific job responsibilities?	X		
54.	Are Inspection personnel authorized for special duties?			X
55.	Are formal and on-the-job training documented?	X		
56.	Is there a recurring training requirement?	X		
57.	Is a roster of inspection personnel maintained?			X
58.	Are Repair Station Personnel trained in Hazardous Materials?			X
Procurement/Purchasing				
59.	Does the system ensure that parts are traceable to a Part 21, 145, or Part 121 organization (other than standard parts)?	X		
60.	Does the system ensure that all special requirements are adequately communicated to the supplier?	X		



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61.	Does the system ensure that parts conform to the customers' purchase request?	X		
62.	Are suppliers:			
63.	Selected from an approved supplier list?	X		
64.	Recurrently reviewed?	X		
65.	All approved by quality assurance?	X		
66.	Does the system ensure that parts:			
67.	Have not been subject to extreme heat or stress?			X
68.	Have complied with all ADs?			X
69.	Are correctly identified if new, overhauled, or repaired?			X
Inspection				
70.	Does Receiving Inspection include:			
71.	A check for physical damage?			X
72.	Verification that the correct plugs and caps are in place?			X
73.	Verification of part number, model number, etc.?			X
74.	Verification of quantity?			X
75.	Verification that all certification paperwork in is good order?			X
76.	A visual inspection for workmanship including verification of preservation, and shelf life?			X
77.	A procedure for reporting unapproved parts (SUPS)?			X
78.	During in-process Inspection:			
79.	Are there any RII items maintained at the facility?			X
80.	Are any life limited items maintained at the facility?			X
81.	Are inspection performed according to manufacturers approved data (i.e. Manuals, SBs, ADs)?			X
82.	Are shop travelers and/or instructions created to allow for inspection steps during workflow?			X
83.	Are inspection stamps controlled?			X
84.	Does the system include inspection of new 'standard parts'?			X
Measurement and Test Equipment				
85.	Are controls in place for the proper storage, use, and calibration of measurement and test equipment?			X
86.	Are calibrated standards traceable to the National Institute of Standards and Technology (as applicable)?			X
87.	Are employee owned tools subject to calibration requirements?			X
88.	Is a system in place to document calibration status of controlled tools?			X

Material Control				
89.	Is material handled in a manner to preclude damage from handling and deterioration?			X
90.	Is the storage area climate controlled?			X
91.	Are stock rotation techniques employed to ensure traceability?			X
92.	Is there a system in place for recall control to ensure parts can be traced and recovered?	X		
93.	Does the system require packaging that identifies manufacturer, distributor, or last known maintenance operation?			X
94.	Is their special consideration for toxic, flammable, or volatile materials?			X
95.	Are there components used at the facility that are subject to Electro-Static Discharge (ESD) damage?			X
96.	Does a system exist for segregation of non-conforming hardware?			X
97.	Is there a system for record retention and of material transactions?	X		



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98.	Is there a system for scrap of parts including mutilation if needed?			X
99.	Does a system exist for managing and identifying shelf-life limited items, and removing from stock when expired?			X
100.	Do work records show:			
101.	Date of work performed?			X
102.	Identification of the individual who performed the work?			X
103.	Description of the work performed?			X
104.	Identify the individual who performed the final inspection?			X
105.	Traceability to approved repair data?			X
Technical Data Control				
106.	Does document control maintain a list of controlled documents?	X		
107.	Does document control maintain a list of controlled-copy holders?			X
108.	Does the quality system provide a method for maintaining master copies of technical data in an up-to-date and accessible manner?	X		
Certification and Release of materials				
109.	Does the system call for providing the customer with proper traceability to manufacturer or production approval holder?	X		
110.	Does the system provide for issuing a certification statement?	X		
111.	Does the statement of conformity:	X		
112.	List the company name?	X		
113.	List quantities covered by the statement?	X		
114.	Provide trace to historical work records?	X		
115.	Describe the condition of the parts?	X		
116.	Show tangible applicability to the shipment by reference or Purchase Order number.	X		
117.	Is the FAA Form 8130-3 used for Return to Service approval?			X
118.	Is a signed document from an FAA repair station or an air carrier provided for each serviceable part?	X		
119.	Is each person authorized to approve an article for return to service appropriately certificated under Part 65?			X
Shipping				
120.	Does the quality system require conformance to ATA-300 or equivalent?			X
121.	Does the quality system provide for a visual inspection and conformance to applicable documents before shipment?	X		
Records				
122.	Does the system require records be kept for at least two years?	X		
123.	Does the system provide traceability?	X		
124.	Does the Quality system define physical storage requirements such as environmental controls, retrieval, deterioration, and loss?			X

Please accept these standardized responses on this questionnaire as they apply to the Customer Support Operations Division. The answers to these questions are accurate and substantiation may be provided during any audit of CSO. Should there be any question regarding an answer or questions, please feel free to contact the appropriate personnel listed above, or me directly.

I will make myself available to respond to your inquiries.

Ted Pingston
Quality Representative/Manager

August 20, 2025
Date



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FAA Certificate & Operations Specification:

***Not Applicable to Customer Support Operations**

Drug/Alcohol (if not in Op' Spec. A449):

***Not Applicable to Customer Support Operations**

EASA Certificate & Operations Specification:

***Not Applicable to Customer Support Operations**

CAAC Certificate:

***Not Applicable to Customer Support Operations**



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Other Certifications

ISO/AS9100 Certificate:



Certificate of Registration

QUALITY MANAGEMENT SYSTEM - AS9100D AND ISO 9001:2015

This is to certify that:

Parker Hannifin Corporation
 Customer Support Operations
 14300 Alton Parkway
 Irvine
 California
 92618
 USA

Holds Certificate No:

FS 810581

and operates a Quality Management System which complies with the requirements of AS9100D (technically equivalent to EN9100:2018 and JISQ 9100:2016) and ISO 9001:2015 and is assessed in accordance with AS9104/1 for the following scope:

Customer Support Operations (CSO) reviews, administers and coordinates the following product and services: repair and spares contracts, technical publications, customer technical training, and customer support engineering on behalf of Parker divisions for commercial, and or, military customers.

For and on behalf of BSI:

Bruno Samuel, Managing Director Assurance, Americas

Original Registration Date: 2004-01-16

Issue Date: 2024-10-17

Reissue Date: 2024-10-17

Expiry Date: 2027-10-16

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aerospace
sector
certification
scheme

...making excellence a habit.™

This certificate remains the property of BSI and shall be returned immediately upon request.
 An electronic certificate can be authenticated [online](https://www.bsigroup.com/ClientDirectory). Printed copies can be validated at www.bsigroup.com/ClientDirectory
 To be read in conjunction with the scope above or the attached appendix.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP.
 BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
 Managed by: BSI Group America Inc., 12950 Worldgate Drive, Suite 800, Herndon, VA 20170-6007 USA +1 703 437 9000
 A Member of the BSI Group of Companies.



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Letter of PMA ODA Approval

	Aviation Safety	3960 Paramount Boulevard, Suite 100 Lakewood, California 90712-4137
U.S. Department of Transportation Federal Aviation Administration		
August 10, 2021		
Parker Hannifin Corporation Attn: Jerry King 14300 Alton Parkway Irvine, CA 92618-1898		
Letter of PMA Organization Designation Authorization (ODA)		
Dear Mr. King,		
Under Title 14 of the Code of Federal Regulations, part 183, subpart D, we at the Federal Aviation Administration (FAA) authorize Parker Hannifin Corporation (14300 Alton Parkway, Irvine, CA 92618) as ODA-601536-NM. The other locations authorized under this ODA are listed in Appendix C of the FAA approved Parker Hannifin Corporation Systems ODA procedures manual. Your organization has been found qualified and capable to perform as a Representative of the Administrator for the purposes of issuing airworthiness approvals for new FAA-PMA articles, issue export airworthiness approval for new FAA-PMA articles, and to determine conformity of parts, test articles, and test set ups. You may use Organization Designation Authorization procedures in accordance with 14 CFR Part 183, subpart D and your FAA approved procedures manual. This authorization expires on August 31, 2026 and is effective for those functions and limitations in your approved ODA manual.		
This is a significant milestone in your organization's relationship with the FAA. Your demonstrated performance and responsive attitude in working with us contributed to this approval.		
Approved: August 10, 2021		
DALE R MCMANN <small>Digitally signed by DALE R MCMANN Date: 2021.08.11 14:39:28 -07'00'</small>	SUSAN A KEREKES <small>Digitally signed by SUSAN A KEREKES Date: 2021.08.11 15:29:04 -07'00'</small>	
<hr/> Dale McMann Aviation Safety Manager, Los Angeles MIDO Section	<hr/> John Rigg Aviation Safety Manager, Phoenix MIDO Section	
FOR OFFICIAL USE ONLY Public availability to be determined under 5 U.S.C. 552		



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Letter of PMA ODA Approval (Continued)

<p>THOMAS W HAYDEN Digitally signed by THOMAS W HAYDEN Date: 2021.09.09 14:48:17 -04'00'</p> <hr/> <p>Thomas Hayden Aviation Safety Manager, Orlando MIDO Section</p>	<p><i>David Howard</i> Digitally signed by DAVID A HOWARD Date: 2021.08.13 06:41:48 -04'00'</p> <hr/> <p>David Howard Aviation Safety Manager, Atlanta MIDO Section</p>
<p>STEPHEN M KOWALSKI Digitally signed by STEPHEN M KOWALSKI Date: 2021.08.13 07:53:38 -04'00'</p> <hr/> <p>Stephen Kowalski Aviation Safety Manager, Farmingdale/Saddle Brook MIDO Section</p>	<p>CARLTON N COCHRAN Digitally signed by CARLTON N COCHRAN Date: 2021.08.12 13:21:23 -05'00'</p> <hr/> <p>Carlton Cochran Aviation Safety Manager, Fort Worth MIDO Section</p>
<p>STEVE L WEAD Digitally signed by STEVE L WEAD Date: 2021.08.16 06:45:32 -04'00'</p> <hr/> <p>Steve Wead Aviation Safety Manager, Vandalia/Cleveland/Detroit MIDO Section</p>	

FOR OFFICIAL USE ONLY
Public availability to be determined under 5 U.S.C. 552



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Parker Hannifin Corporation ODA MOU

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Basis and Requirements for Designation of Authority.

Title 49 of the U.S. Code is the legislative instrument governing U.S. aviation.

Section 44701(a) establishes the FAA Administrator's responsibility to prescribe minimum standards and regulations governing the design, manufacture, maintenance and operation of aviation products.

To fulfill these responsibilities, the FAA Administrator has various resources to do this, including the authority to delegate to others. Section 44702(d), Delegation, describes this authority:

"(1) Subject to regulations, supervision, and review the FAA Administrator may prescribe, the Administrator may delegate to a qualified private person, or to an employee under the supervision of that person, a matter related to:

(a) The examination, testing, and inspection necessary to the issuance of a certificate under this chapter; and

(b) Issuing the certificate.

(2) The FAA Administrator may rescind a designation under this subsection at any time for any reason which the Administrator considers appropriate."

Authorization and Role of a FAA Designation.

Order 8100.15 sets out policy, procedures, and conditions under which an organization granted an Organization Designation Authorization.

The ODA holder and ODA unit must comply with the same standards, procedures, and interpretations applicable to FAA employees accomplishing similar tasks. The ODA holder is also required to observe all conditions and limitations imposed by the Administrator on the authority delegated.



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Letter of PMA ODA Approval (Continued)

Parker Hannifin Corporation ODA MOU

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Statement of Acceptance of Responsibilities and Obligations

William Schmiede and Jerry L. King understand and accept on behalf of Parker Hannifin Corporation the responsibilities and obligations, as detailed in our Letter of Designation and Orders 8100.15, 8100.8, 8110.4, 8110.42, 8120.2, 8130.21, 2150.3 associated with those functions authorized by the Administrator.

As an authorized PMA ODA holder, we will:

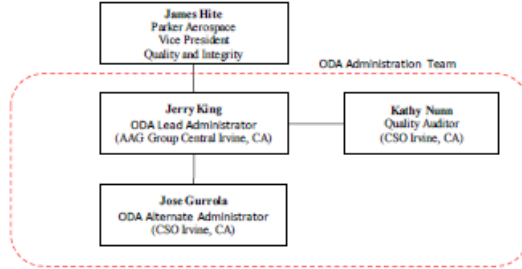
- (a) Function in accordance with the responsibilities, privileges, and limitations in the relevant regulations and orders;
- (b) Comply with the requirements of our procedures manual;
- (c) Dedicate the required resources for the effective performance of the authorized functions;
- (d) Remain knowledgeable in PMA standards, policies, and procedures and the applicable airworthiness standards;
- (e) Consider the products type design as well as the aircraft manufacturer's type design philosophy, principles, and operational assumptions when making findings of compliance; (PMA Only)
- (f) Consider the actual operator procedures employed by the operator of the product and the impact of any alterations previously made to the product; (PMA Only)
- (g) Ensure personnel attend FAA-sponsored and in-house training as required;
- (h) Cooperate with the FAA during oversight activities and while exercising this authority;
- (i) Allow FAA review or participation on any projects as requested by the Organization Management Team
- (j) Provide the ODA administrator(s) the authority to manage the ODA's functions without influence from others;
- (k) Ensure the ODA unit members are free from any conflicting restraints while performing the delegated functions and have sufficient authority and independence to enable the ODA unit to administer the pertinent regulation(s) effectively.
- (l) Notify the FAA if we violate the terms of this memorandum.



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ODA Unit Organization Chart

Parker Hannifin Corporation
PMA-ODA
Organization Designation
Authorization
(ODA 601536NM)
Part Manufacturer Approval



Alternate Working Location Authorization																	
* Primary Location of Work	Alternate Working Location																
	FSD-Irvine	FSD-Hauppauge	GTSD-Naples	MPCD-Irvine	MPCD-Dubai	CFCD-Ogden	SPD-Fort Worth	SPD-Dallas/Ft. Worth	KID-Kalamazoo	Parker Supplier - Auburnville	Parker Supplier - Gaymans TX	Non-Parker Supplier - Linear Motion	Non-Parker Supplier - Trumpf/Act. Sys. Chromona NC	Non-Parker Supplier - Selen Ventilation Systems, Everett, WA			
FSD - Irvine, CA																	
ODA Unit Member	Function Code				* Primary	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	No
	13063	13064	13080	13090													
Darryl Sanchez	X	X			* Primary	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	No
Emiliano Araujo	X	X			* Primary	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	No
Isabel Amaya	X	X			* Primary	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	No
Jacob Erickson	X	X			* Primary	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	No
Jeremy Detevis	X	X			* Primary	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	No
Jose Palacios	X	X			* Primary	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	No
TD Young	X	X			* Primary	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	No
Tim Nguyen	X	X			* Primary	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	No
FSD - Hauppauge, NY																	
ODA Unit Member	Function Code				Yes	* Primary	Yes	No	No	Yes	No	No	Yes	No	Yes	No	No
	13063	13064	13080	13090													
Cristina Martinez	X	X			Yes	* Primary	Yes	No	No	Yes	No	No	Yes	No	Yes	No	No
Andrew Alasandrovich	X	X			Yes	* Primary	Yes	No	No	Yes	No	No	Yes	No	Yes	No	No
Kelly Sheridan	X	X			Yes	* Primary	Yes	No	No	Yes	No	No	Yes	No	Yes	No	No



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GTFS - Naples, FL																	
ODA Unit Member	Function Code				Yes	No	* Primary	No	No	Yes	No	No	Yes	No	Yes	No	No
	13063	13064	13080	13090													
Schumann Theodat	X	X			Yes	Yes	* Primary	No	No	Yes	No	No	Yes	No	Yes	No	No
Barbie Williamson	X	X			Yes	Yes	* Primary	No	No	Yes	No	No	Yes	No	Yes	No	No

MFCD - Irvine, CA																	
ODA Unit Member	Function Code				Yes	No	No	* Primary	Yes	Yes	No	No	Yes	No	No	No	No
	13063	13064	13080	13090													
Joel Velazquez			X	X	Yes	No	No	* Primary	Yes	Yes	No	No	Yes	No	No	No	No
Anna Garcia	X	X			Yes	No	No	* Primary	Yes	Yes	No	No	Yes	No	No	No	No
Alfredo Vasquez	X	X			Yes	No	No	* Primary	Yes	Yes	No	No	Yes	No	No	No	No

MFCD - Dublin, GA																	
ODA Unit Member	Function Code				Yes	Yes	Yes	Yes	* Primary	Yes	No	No	Yes	No	No	No	No
	13063	13064	13080	13090													
Karen Watson	X	X			Yes	Yes	Yes	Yes	* Primary	Yes	No	No	Yes	No	No	No	No
Kelly Carr	X	X			Yes	Yes	Yes	Yes	* Primary	Yes	No	No	Yes	No	No	No	No
Thelma Taylor	X	X			Yes	Yes	Yes	Yes	* Primary	Yes	No	No	Yes	No	No	No	No

CFCD - Ogden, UT																	
ODA Unit Member	Function Code				Yes	Yes	Yes	Yes	Yes	* Primary	No	No	Yes	No	Yes	No	No
	13063	13064	13080	13090													
Kirk Christian	X	X	X	X	Yes	Yes	Yes	Yes	Yes	* Primary	No	No	Yes	No	Yes	No	No
David Brown	X	X			Yes	Yes	Yes	Yes	Yes	* Primary	No	No	Yes	No	Yes	No	No
David Malan	X	X			Yes	Yes	Yes	Yes	Yes	* Primary	No	No	Yes	No	Yes	No	No

SPD - Fort Worth, TX																	
ODA Unit Member	Function Code				No	No	No	No	No	No	* Primary	Yes	No	Yes	No	No	No
	13063	13064	13080	13090													
Michael Gobeia	X	X			No	No	No	No	No	No	* Primary	Yes	No	Yes	No	No	No

SPD - Camarillo, CA																	
ODA Unit Member	Function Code				Yes	No	No	Yes	No	No	Yes	* Primary	No	Yes	No	No	No
	13063	13064	13080	13090													
Luis Flores	X	X	X	X	Yes	No	No	Yes	No	No	Yes	* Primary	No	Yes	No	No	No
Ralph Barrera	X	X			Yes	No	No	Yes	No	No	Yes	* Primary	No	Yes	No	No	No
Guillermo Aguilar	X	X			Yes	No	No	Yes	No	No	Yes	* Primary	No	Yes	No	No	No



Aerospace Group Customer Support Operations Quality System - Standardized Survey Response

HSD - Kalamazoo, MI																				
ODA Unit Member	Function Code																			
	13063	13064	13080	13090																
Joel Alvey			X	X	No	No	No	No	No	No	No	No	No	No	* Primary	No	No	No	No	No
Michael Leupp			X	X	No	No	No	No	No	No	No	No	No	No	* Primary	No	No	No	No	No
Cameron Caldwell	X	X			No	No	No	No	No	No	No	No	No	No	* Primary	No	No	No	No	No
Joshua Page	X	X			No	No	No	No	No	No	No	No	No	No	* Primary	No	No	No	No	No
Karen Rinshart	X	X			No	No	No	No	No	No	No	No	No	No	* Primary	No	No	No	No	No
Korrin Libke	X	X			No	No	No	No	No	No	No	No	No	No	* Primary	No	No	No	No	No
Patrick Bush	X	X			No	No	No	No	No	No	No	No	No	No	* Primary	No	No	No	No	No
Robert Tisdler	X	X			No	No	No	No	No	No	No	No	No	No	* Primary	No	No	No	No	No
Sally Caldwell	X	X			No	No	No	No	No	No	No	No	No	No	* Primary	No	No	No	No	No

Irvine, CA																				
ODA Unit Administration	Function Code																			
	13032	13070																		
Jerry King (Lead)	X	X			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
Jose Gurrola (Alt.)	X	X			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No

Parker Supplier - * SPD Jacksonville, FL																				
ODA Unit Member	Function Code																			
	13063	13064	13080	13090																
Craig DeHaan	X	X			No	No	No	No	No	No	No	No	No	Yes	Yes	No	* Primary	No	No	No

Parker Supplier - * Guaymas, MX																				
ODA Unit Member	Function Code																			
	13063	13064	13080	13090																
Dulce Clevero	X	X			Yes	Yes	Yes	No	No	No	No	No	No	No	No	* Primary	No	No	No	No
Clara Aguilar	X	X			Yes	Yes	Yes	No	No	No	No	No	No	No	No	* Primary	No	No	No	No
Cynthia Serna	X	X			Yes	Yes	Yes	No	No	No	No	No	No	No	No	* Primary	No	No	No	No
Freddy Pineda	X	X			Yes	Yes	Yes	No	No	No	No	No	No	No	No	* Primary	No	No	No	No

Non-Parker Supplier - * Linear Motor LLC, Saginaw, MI																				
ODA Unit Member	Function Code																			
	13063	13064	13080	13090																
Mark Bluemer	X	X			No	No	No	No	No	No	No	No	No	No	No	No	* Primary	No	No	No

Non-Parker Supplier - * Triumph Act. Sys., Clemmons NC																				
ODA Unit Member	Function Code																			
	13063	13064	13080	13090																
James Pow	X				No	No	No	No	No	No	No	No	No	No	No	No	* Primary	No	No	No

Non-Parker Supplier - * Satran Ventilation Systems, Everett, WA																				
ODA Unit Member	Function Code																			
	13063	13064	13080	13090																
Brian Williams	X				No	No	No	No	No	No	No	No	No	No	No	No	No	* Primary	No	No

Active UM count: 45
Rev 5/12/2021



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FAA Part Manufacturing Approval & Terms and Conditions



U.S. Department
of Transportation
**Federal Aviation
Administration**

**Aircraft Certification Service
Transport Airplane Directorate**
Los Angeles – Manufacturing
Inspection District Office
3960 Paramount Boulevard
Lakewood, California 90712-1137

RECEIVED

OCT 11 2016

ODA601536NM

October 4, 2016

Parker Hannifin Corporation
Attn: Jerry King
14300 Alton Parkway
Irvine, California 92618

PQ1268NM
Supersedes previously issued letter
dated January 6, 2012

FEDERAL AVIATION ADMINISTRATION - PARTS MANUFACTURER APPROVAL

Dear Mr. King

In accordance with Title 14, Code of Federal Regulations (14 CFR), part 21, Certification Procedures for Products, Articles, and Parts, subpart K, the Federal Aviation Administration (FAA) has found the design data, as submitted by Parker Hannifin Corporation (hereinafter referred to as “the Manufacturer”) on June 18, 2009, meet the airworthiness requirements of 14 CFR applicable to the product(s) on which the article(s) is to be installed. Additionally, the FAA has determined the Manufacturer has established the quality system required by § 21.307 at 14300 Alton Parkway, Irvine, California 92618 and its associate facilities: Fluid Systems Division, 16666 Von Karman, Irvine, California 92612; Control Systems Division, 14300 Alton Parkway, Irvine, California 92618; Hydraulics System Division, 2220 Palmer Avenue, Kalamazoo, Michigan; Control System Division, 2010 Waldrep Industrial Boulevard, Dublin, Georgia, 31021; Stratoflex Products Division, 3800 Calle Tecate, Camarillo, California 93012; Stratoflex Products Division, 220 Roberts Cut-Off Road, Fort Worth, Texas, 76114; Controls System Division, 1425 West 2675 North, Ogden, Utah, 84404, Fluid Systems Division, 300 Marcus Boulevard, Hauppauge, New York and Fluid System Division 3580 Shaw Boulevard, Naples, FL. Accordingly, Parts Manufacturer Approval (PMA) is hereby granted to the Manufacturer to produce the replacement articles (or modification articles, as applicable) listed in the enclosed supplement(s) in conformity with the FAA-approved design data. Subsequent changes to the design data must be approved in a manner acceptable to the FAA.

The following terms and conditions apply to this approval:

1. The Manufacturer’s quality system, methods, procedures, and manufacturing facilities, including suppliers, are subject to FAA surveillance and investigations. Accordingly, the Manufacturer must advise its suppliers that their facilities are also subject to FAA surveillance and investigations.
2. The Manufacturer must obtain approval from the Los Angeles Manufacturing Inspection District Office (MIDO) prior to relocating or expanding manufacturing

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FAA Part Manufacturing Approval & Terms and Conditions (Continued)

facilities from which articles are produced, including the addition of associate facilities. Additionally, this requirement applies to the Manufacturer's suppliers with major inspection authorization, and those suppliers who furnish articles or related services where a determination of safety and conformance to the approved design cannot or will not be made upon receipt at the approved receiving facility.

3. Upon request, the Manufacturer must make available to the FAA any pertinent information concerning their suppliers who furnish parts/services. This includes:

- a. A description of the part or service;
- b. Where and by whom the part or service will undergo inspection;
- c. Any delegation of inspection duties;
- d. Any delegation of materials review authority;
- e. The name and title of the FAA contact at the supplier facility;
- f. The inspection procedures required to be implemented;
- g. Any direct-shipment authority;
- h. Results of the Manufacturer's evaluation, audit, and/or surveillance of their suppliers;
- i. The purchase/work order number (or equivalent); and
- j. Any feedback relative to service difficulties originating at the Manufacturer's suppliers.

4. Parts, appliances, or manufacturing services furnished by any suppliers located in a foreign country may not be used in the production of any article or listed in the enclosed supplement unless:

- a. That part or service can and will be completely inspected for conformity at the Manufacturer's U.S. facility; or
- b. The FAA has determined the location of the foreign supplier facility places no undue burden on the FAA in administering applicable airworthiness requirements. The Manufacturer must advise the FAA at least ten (10) working days in advance when the use of such foreign suppliers is contemplated. This will allow the FAA time to make this determination.

5. Articles produced under the terms of this approval must be permanently marked with the identification information as required by 14 CFR part 45, Identification and Registration Marking, § 45.15. Use the letters "FAA-PMA," the name, trademark, or

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FAA Part Manufacturing Approval & Terms and Conditions (Continued)

symbol of the company, and the part number. If the FAA finds the article is too small or impractical to mark, the manufacturer must attach the information required by § 45.15 to the article or its container.

6. This approval is not transferable and it may be withdrawn for any reason that precludes its issuance or whenever the FAA finds the quality system is not being maintained. A withdrawal may occur if unsafe or nonconforming articles are accepted under the quality system.

7. The Los Angeles MIDO must approve any changes to the address shown in this approval.

8. The Manufacturer must maintain its quality system in continuous compliance with the requirements of § 21.307. The Manufacturer also must ensure that each article conforms to the approved design data and is safe for installation on type-certificated products.

9. The Manufacturer has the privileges specified within the PMA letter and supplement. In addition, the Manufacturer is eligible for the appointment of qualified individuals in its employ to represent the FAA as Designated Manufacturing Inspection Representatives (DMIRs), in accordance with the provisions of part 183. The DMIRs may issue export airworthiness approvals for articles. The Manufacturer may also be authorized to apply for and obtain an Organization Designation Authorization (ODA). Orders 8100.8 and 8100.15 contain procedures for the administration of DMIRs and ODAs, respectively.

10. The Manufacturer must report in a timely manner, to the Los Angeles MIDO, information concerning service difficulties on any article produced under this approval. The Manufacturer also must report any failures, malfunctions, and defects that are required to be reported in accordance with § 21.3.

11. All technical data required by § 21.303(a)(3), for the articles to be produced in accordance with this approval, must be readily available to the FAA at the facility where the articles are being produced.

12. The Manufacturer must notify the Los Angeles MIDO, immediately in writing of any changes to the quality system that may affect the inspection, conformity, or airworthiness of the articles approved in this letter.

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FAA Part Manufacturing Approval & Terms and Conditions (Continued)

13. The Manufacturer must produce all articles in accordance with Parker Hannifin Corporation's Business and Quality Management System Manual (BQMS) Rev E, dated July 1, 2016, and associate facility's supplemental Quality Manuals that has been presented as evidence of compliance with § 21.307. Accordingly, any revisions to the data must be submitted to the Los Angeles MIDO for approval prior to implementation.

Sincerely,

Dale McMann
Manager, Los Angeles Manufacturing
Inspection District Office

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Aerospace Group Customer Support Operations Quality System - Standardized Survey Response

Current Taxpayer Identification Number and Certificate

Form W-9 (Massachusetts Substitute W-9 Form) Rev. March 2020	Request for Taxpayer Identification Number and Certification	Completed form should be given to the requesting department or the department you are currently doing business with.
Name (as shown on your income tax return). Name is required on this line, do not leave this line blank. PARKER HANNIFIN CORPORATION		
Business name/disregarded entity name, if different from above.		
Check the appropriate box: <input type="checkbox"/> Individual/Sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/ Estate <input type="checkbox"/> Other		
Legal Address: number, street, and apt. or suite no. 14300 ALTON PARWAY City, state and ZIP code IRVINE CA 92618	Remittance Address: If different from legal address number, street, apt. or suite no. City, state and ZIP code	
Phone:	Fax:	Email address:
Part I Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instruction on page 2. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 2. Note: If the account is in more than one name, see the chart on page 2 for guidelines on whose number to enter.		Social security number <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> OR Employer identification number <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 34-0451060
Vendors: Dunn and Bradstreet Universal Numbering System (DUNS)		DUNS <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Part II Certification Under penalties of perjury, I certify that: 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and 3. I am an U.S. person (including an U.S. resident alien), 4. I am currently a Commonwealth of Massachusetts's state employee: (check one): No <input type="checkbox"/> Yes <input type="checkbox"/> If yes, in compliance with the State Ethics Commission requirements. Certification Instructions: You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply.		
Sign Here	Authorized Signature ▶ <i>Ed Serrano</i>	Date ▶ 1/25/2021
Purpose of Form A person who is required to file an information return with the IRS must get your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or debt, or contributions you made to an IRA. Use Form W-9 only if you are a U.S. person (including a resident alien), to give your correct TIN to the person requesting it (the requester) and, when applicable, to: 1. Certify the TIN you are giving is correct (or you are waiting for a number to be issued). 2. Certify you are not subject to backup withholding. If you are a foreign person, use the appropriate Form W-8. See Pub 515, Withholding of Tax on Nonresident Aliens and Foreign Corporations. What is backup withholding? Persons making certain payments to you must withhold a designated percentage, currently 28% and pay to the IRS of such payments under certain conditions. This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding. If you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return, payments you receive will not be subject to backup withholding. Payments you receive will be subject to backup withholding if: 1. You do not furnish your TIN to the requester, or 2. You do not certify your TIN when required (see the Part II instructions on page 2 for details), or 3. The IRS tells the requester that you furnished an incorrect TIN, or 4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends only, or 5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only). Certain payees and payments are exempt from backup withholding. See the Part II instructions on page 2.		
Penalties Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect. Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty. Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment. Misuse of TINs. If the requester discloses or uses TINs in violation of Federal law, the requester may be subject to civil and criminal penalties.		
Form MA-W-9 (Rev. March 2020)		