

KEM/1008/1/HQ



Unit 5 Parkside  
Christchurch Road  
Ringwood  
Hampshire  
BH24 3SG  
UK

Tel: 01425 469300  
Fax: 01425 469301

### **Customer Desktop Audit – Response**

1. Due to the high volume of requests from customers Kemfast Aerospace Limited has introduced a standard response to all customer's requests for desktop audits and/or requests for certificates, the size of these requests have varied from one to over 30 pages of information.

This revised procedure will permit a quicker response whilst still maintaining the requirements of AS 9120:2005/ISO 9001:2008. The detail below has been compiled taking into consideration the type of information historically requested by customers.

2. **Scope and History** Kemfast Aerospace Limited is a UK registered company which was formed in 1998. Its core business is Aerospace related, primarily that of trading as a specialist "Stockist and Distributor of "Oils, Greases, Sealants, Chemicals, Composites, Metals, Welding & Braze Alloys, Rubber Seals, Filaments, Lamps, Consumables and Tooling to the Aerospace Industry with Full Traceability". Specifically this product support service is defined as being, Sales and consignment stock management, and marketing agreements. In early 2007 Haas TCM Group Inc (USA) acquired the assets of the company which now operates as a wholly owned subsidiary of Haas TCM Group Inc, with the two UK Managing Directors (Howard Bunn & Chris Wright) retaining operational control of the day to day business.

3. **Accreditation** Kemfast attained ISO 9001:2000 accreditation in 1998 and on the 8<sup>th</sup> August 2007 gained AS9120:2005 "Requirements for (Aerospace) Stockists/Distributors" accreditation. The awarding body is the British Standards Institute (BSI), the current accreditation expires 7<sup>th</sup> August 2010 and the company is subject to surveillance audits by BSI between now and then. As an AS 9120:2005 accredited company Kemfast Aerospace is fully compliant with that standard as well as ISO 9001:2008, therefore any questions you have that are taken from or related to the above standards can be answered with an affirmative response as appropriate to a stockist/distributor within our scope as shown on the AS 9120:2005 certificate.

### 4. **Financial Details**

#### a. **UK**

Bank: Natwest	Sort Code: 55-81-26	}
105 High Street	Account No: 80908764	} <b>GBP Only</b>
Winchester	Swift Code: NWBKGB2L	}
SO23 9AW		

VAT Registration No:	GB717 6831 16
Company Registration No:	03603634
Accountants:	KPMG

b. **Ireland**

Bank: Ulster Bank	Sort Code: 98-50-05	}
St Georges Quay	Account No: 92574302	} <b>Euros Only</b>
Dublin 2	Swift Code: ULSBIE2D	}
Ireland	IBAN: IE29-ULSB-9850-0592-5743-02	

Bank: Ulster Bank	Sort Code: 98-50-05	}
St Georges Quay	Account No: 10035183	} <b>GBP Only</b>
Dublin 2	Swift Code: ULSBIE2D	}
Ireland	IBAN: IE60-ULSB-9850-0510-0351-83-02	

Bank: Ulster Bank	Sort Code: 98-50-10	}
College Green	Account No: 09310392	} <b>USD Only</b>
Dublin	Swift Code: ULSBIE2D	}
Ireland	IBAN: IE81-ULSB-9850-1009-3103-92	

5. **Registered Addresses**

Kemfast Aerospace Limited - As per header address

Haas TCM Group Inc  
1646 West Chester Pike  
West Chester, PA 19382  
USA

6. **Facilities** Kemfast facilities within Europe located in the following areas:

Location	Contact No
Ringwood, BH24 3SG	01425 469300
Shannon, Co Clare	0035 361719099
Cambridge (Chemicals), CB5 8RX	01223 373463
Cambridge (Tooling), CB5 8RX	01223 399161
Gatwick, RH10 9TY	01293 803650
Norfolk, NR12 0AJ	01692 652379
Kilmarnock, KA1 4BD	01563 550432
Luton, LU2 9PA	0870 8005098
Cheltenham, GL51 8LZ	01242 521729
Wolverhampton, WV9 5EW	01902 394257
Kemfast Finland	TBA

7. **Personnel** Key personnel and their position within the company are shown below:

Post	Name
Chief Executive Officer Haas TCM Group Inc	Thad Fortin
Global Distribution Haas TCM	TBA
Sales/Business Development Director Emerging Markets	Howard Bunn
Sales/Business Development Director Europe	Chris Wright
Director/General Manager Ireland	Malachy Griffey
Group Quality Manager	Adrian Peacock
Head of Finance Europe	Peter Robbins
Director Supply Chain Management Europe	John Keating

Post	Name
Project Manager	Ray Miller
General Manager Tooling & Vending Solutions	Paul Watering
Corporate Account Manager (GE)	Matthew Price
Internal Sales Manager	Jo Lasoye
UK Sales Manager	Mark Crisp
Accounts/HR Manager	Zan Hims
Hub Manager Ringwood	Simon Canipel
Operations Manager Finland	Ole Ekstam

Total Staff = 85

Authorised Goods-In/Out Inspectors = 42

8. **Traceability** All Kemfast shipments are despatched with an OEM certificate and Kemfast COC where appropriate unless not required by the terms of specific contracts.

9. **Certificates**

Awarding/Issuing Authority	Certificate No	Expiry Date
British Standards Institute	AS 9120:2005 No FS 515516	7 <sup>th</sup> August 2010
European Aviation Suppliers Organisation	EASA 028	30 <sup>th</sup> May 2010
Airbus SAS	229023	N/A

The above certificates are available on our website [www.kemfast.com](http://www.kemfast.com) under the Quality tab.

MOD (UK) NCAGE No = KC3J4

10. **Documentation** All Manuals, document and forms are subject to regular reviews to ensure currency and accuracy.

11. **Audits** Kemfast Aerospace has an internal audit program that ensures all facilities are subject to audit at least annually, additional external audits are carried out by accreditation bodies and major customers. Although customers are always welcome to visit and audit our facilities we would ask that, in the spirit of AS 9120:2005, these are kept to the minimum. Please note that access will be granted

12. **Customer Satisfaction** We operate a customer satisfaction survey which is sent out to selected customers twice a year and the results are analysed with the aim of improving our service, if your company would like to participate outside of the normal frequency please contact 01425 469300, ask for the Quality Department and you will be sent a questionnaire.

13. **Customers** Our customers include; Aero Inventory, KLM, GE Engines Servicing, Marshall's Aerospace, Air Livery, Shannon Aerospace, Haas TCM, Airbus, Thomas Cook and Finnair.

*AM Peacock*

A M Peacock  
Group Quality Manager  
Kemfast Aerospace Ltd

Annex:

A - Kemfast Aerospace Organisation Diagram

**Kemfast Aerospace Organisation Diagram**



