



QUALITY CHARTER HELICES E-PROPS

Overview

Quality and security are ongoing concerns for HELICES E-PROPS all along of design, purchases, manufacturing, tests and marketing of its products.

To date, the HELICES E-PROPS company do not have certified quality system. However, a quality approach according to an internal standard has been set up within the company, from the product's design to after delivery, this to guarantee a perfect reproducibility of the supplied products to the final customer.

This commitment is reflected in the supply of a declaration of conformity to a definition, defined by a product's reference and/or by a customer order.

Design

The E-PROPS propellers are in-house designed with a dedicated software, in order to meet the applicable aeronautical standards. Every product's definition (geometry and structure) is electronically stored.

From the definition, this software makes the machining files of the molds, which also are electronically stored.

Purchases

The critical components which are purchased (resin, carbon) are identified with their supplier reference and their batch number. The documents relative to each delivery are stored.

The non-critical components are identified with their supplier reference.

Manufacturing

Each critical part (blade, hub, spinner) is manufactured within the HELICES E-PROPS company's workshops. The E-PROPS propellers are made to meet the applicable aeronautical standards. Each critical part is identified through a unique reference (serial number). A RFID chip or a control sheet identifies the various steps of the process of each critical part, and the data are electronically stored at the end of the process.

At the end of every step, the operator in self-check guarantees the good progress of the manufacturing and its reproducibility.

Tests

Mechanical tests are realized on every new product, in order to determine the safety margins and so to validate sizing calculations. The E-PROPS propellers are tested to meet the applicable aeronautical standards.

On the production line, mechanical tests of representative samples are regularly made and their results are electronically stored.

Flight tests with equipped aircraft validate the blades geometries and the behavior of the E-PROPS propellers.

Delivery to the customer

A final control of all the various parts of the propeller is made before packaging and shipment, in order to make sure of the quality of the product and of the contents of the delivery, in agreement with the customer order.

An Installation and Service Manual, supplied with every order, also available in its updated version on the website of the company, allows the customer to implement his propeller and accessories in the best conditions.

These last two stages are essential in the process to guarantee the customer satisfaction.

Support after delivery

Once the product is delivered, the HELICES E-PROPS company continues to accompany its customers, through the legal guaranteed of conformity (articles L211-1 to L212-1 of the French Code of the Consumption) and the legal guarantee against the latent defects (articles 1641 in 1649 of the French Civil Code), through sending personalized information to its customers (emails, letters and newsletters), and through publishing Service Bulletins, which are available on the company's website.

Done at Vaumeilh, February 22th, 2017.

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