AS9003A QUALITY MANUAL

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Abstract:
This document describes the quality management system processes for aerospace standard SAE AS9003A.

[redacted]

REVISION LOG

Issue	Date	Comment	Author
0-0	07-12	Update to comply with rev A	

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

Section 1: Welcome to (Your Company)

The Company is a developer and manufacturer of INSERT TEXT HERE

The Company has provided INSERT TEXT HERE

The Company also provides INSERT TEXT HERE

The Company currently has INSERT TEXT HERE

The Company has always applied high quality standards as guidelines for its processes and operations but has revised its systems to fully comply with ***ISO 9001*** and ***AS9003***.

The Company is dedicated to the principle of maintaining the highest levels of quality and integrity in communicating with people inside and outside of its business operation.

We invite you to see our quality system in action.
To arrange a visit, contact us at:

Your Company Name
Address
Phone
Email
Website: www.yourcompany.com

Your Photo (for embellishment if desired)

Section 2: Company Vision and Governing Policies

COMPANY VISION

To continually improve our processes, products and services to meet our Customers' requirements, allowing us to prosper as a business and to produce a reasonable return on capital investment.

QUALITY POLICY

The Company is committed to [redacted]

ENVIRONMENTAL POLICY

To prevent production and distribution of products or waste materials that [redacted]

PRACTICAL STEPS TO SUPPORT POLICIES

Customer Focus:

[redacted]

Workplace Excellence:

[redacted]

Empowerment:

[redacted]

Intelligent Management:

[redacted]

[redacted]

Section 3: Scope, Exclusions and Definitions

3.1 Scope

The Company's quality management system applies to all employees within all functional areas of the Company's business operation. The Company's scope of business is defined as follows:

Manufacturer of INSERT TEXT HERE

NAICS code: (Your code)

SIC code: (Your code)

3.2 Exclusions

The Company cites no exclusions to ***ISO 9001*** or ***AS9003*** standards.

NOTE: The Company has fully implemented ***ISO 9001*** and ***AS9003*** with the intent of certification to both standards. This manual is intended for verification of compliance to ***ISO 9001*** and ***AS9003***.

3.3 Definitions and Conventions

Unless otherwise noted, the Company applies the definitions of key terms according to ***ISO 9001***, ***AS9003*** and ***QMS-16 Definitions and Abbreviations Procedure.***

Subordinate or external documentation is referenced in ***Bold Italics***.

Section 4: Quality Management System

4.1 General Requirements

The Company's quality system is fully documented and implemented and is maintained as needed to meet the requirements of our Company vision and governing policies.

The Company has adopted a process-oriented method of management. This approach emphasizes the importance of:

a) [redacted].
b) [redacted]
c) [redacted]
d) [redacted].

For each process identified in use by the Company, the sequence and interaction of processes has been determined and the process controlled by way of [redacted]

The following are the processes in use by the Company.

- Calibration (7.6)
- Configuration management (7.1.1)
- Contract review (7.2)
- Control of nonconforming product (8.2)

- Control of documents (4.2.2)
- Control of production (7.5.1)
- Control of records (4.2.3)
- Corrective actions (8.3)
- Internal audit (8.4)
- Purchasing (7.4)
- Receiving (7.4.3)
- Responsibility and authority (5.1)
- Shipping (7.5.3)
- Training (6.1)

Every process has at least one QMS Procedure that defines it in greater detail and many procedures include a process map. These process maps define [redacted]

The relationship between the listed processes and their applicable ***AS9003*** clauses is shown in *Appendix A* and applicable Company documentation is shown in *Appendix B*.

Outsourced processes and their controls are defined in *Appendix C*.

4.2 Documentation Requirements

The Company maintains all required documentation to effectively sustain its quality management system. All Managers are responsible for [redacted]

The quality system documentation is comprised of a hierarchy of documents that flow from this Quality Manual. All documents support and enhance the primary mandates of the Corporate Vision and Governing Policies as defined in *Section 2*.

4.2.1 Quality Manual

The primary purpose of the Quality Manual and QMS Procedures is to describe and document the Quality Management System in place at the Company and to [redacted]

Copies of the manual are controlled according to the ***QMS-01 Document Control Procedure***. Uncontrolled copies may [redacted]

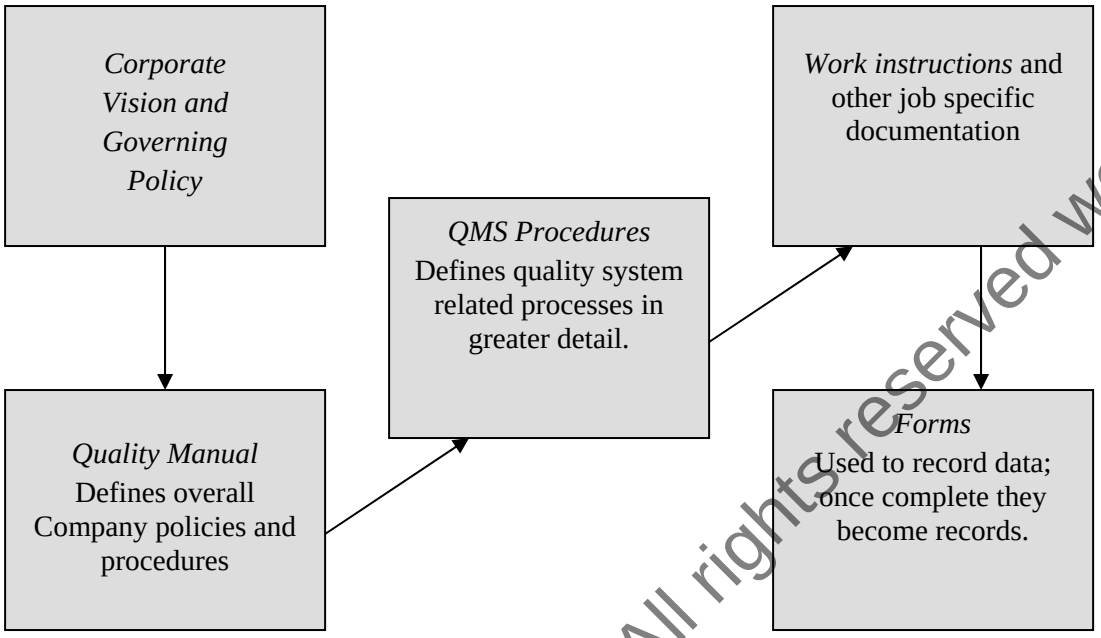
This Quality Manual has been developed by top management to define the quality system processes and policies in use by the Company. It is meant to be used by employees as the primary source of official Company quality policies. This manual is accessible to Customers, regulatory authorities and third parties that wish to verify the Company's quality management system. Externally distributed copies [redacted]

Additional procedures and work instructions have been developed to further clarify specific instructions for the execution of these procedures. Where subordinate documents are referenced, they are shown in ***bold italics***.

4.2.2 Control of Documents

Documents are controlled so that the information on them is [redacted]

The controls for documents are defined in the ***QMS-01 Document Control Procedure***.



4.2.3 Control of Records

Records are controlled to provide evidence of conformity to requirements. Records that are subject to control are maintained according to the ***QMS-03 Records Control Procedure***.

The Company has developed a secure web-based document portal that allows authorized users to access documents anywhere in the world via internet as well as throughout the Company facilities via intranet. Only the latest approved versions of documents are available through the internet and intranet portals.

Section 5: Management Responsibility

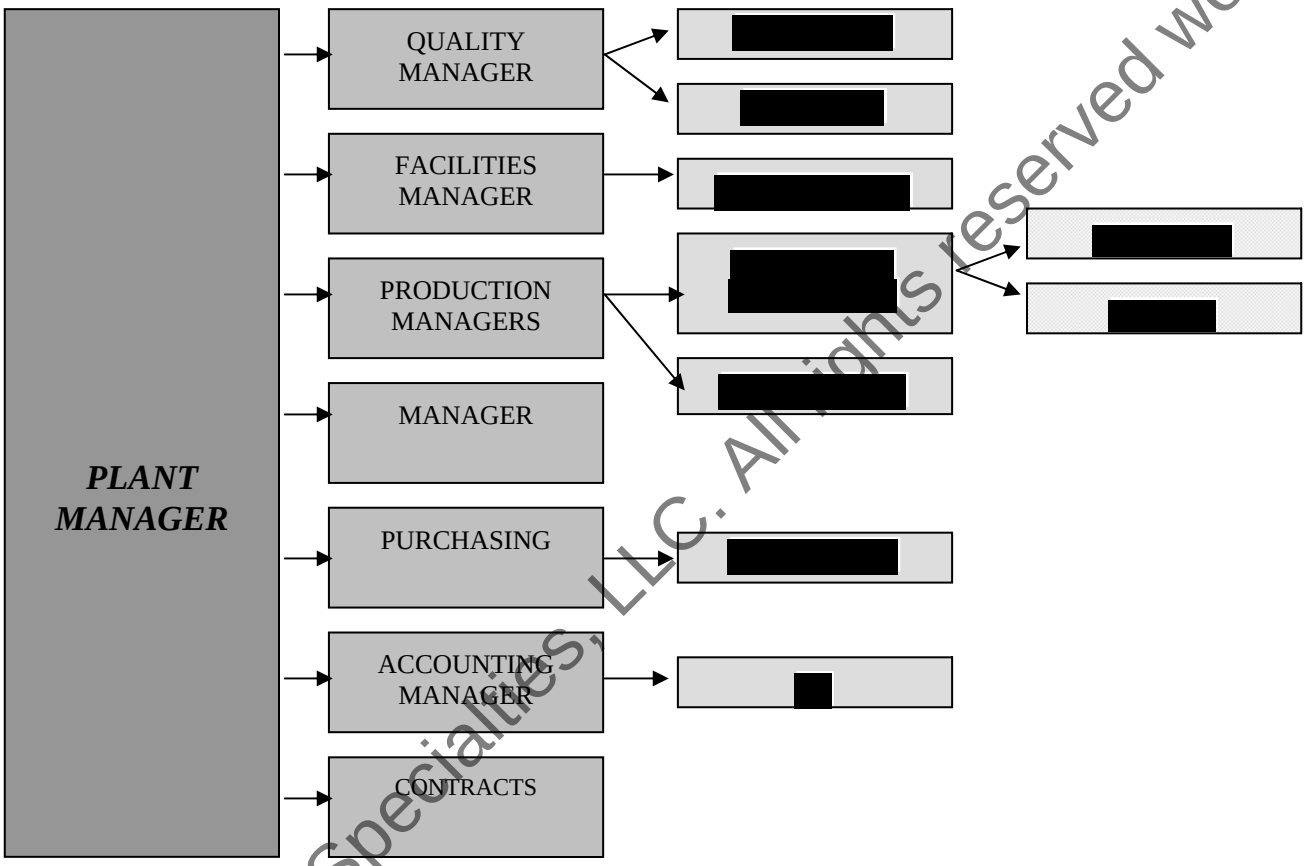
5.1 Management Representative

The Quality Manager has been assigned the role of Quality Manager. The Quality Manager is responsible for [redacted]

The Quality Manager is responsible for [redacted] The Quality Manager has the responsibility and authority to [redacted] In addition, the Quality Manager ensures the promotion of awareness of Customer requirements throughout the organization.

The organizational chart below defines the basic management structure of the Company. In all cases, the appropriate person has been granted both the responsibility and authority for their position's duties, which are further defined in the ***QMS-05 Responsibilities and Authorities Procedure***.

All employees are empowered to request corrective or preventive action to prevent the occurrence of nonconformities relating to product, process or the Quality Management System. The Quality Manager oversees this effort and makes sure that [redacted]



Section 6: Resource Management

6.1 Human Resources

The Company's employees are selected, trained and evaluated to ensure that those personnel performing work affecting process or product requirements are [redacted]

The process is defined in the ***QMS-06 Training Procedure***.

[redacted]

6.2 Work Environment

The Company has determined and provides the basic work environment requirements needed to achieve conformity to product requirements. The work environment is [redacted]

For more on management's control over the work environment see the ***QMS-04 Management Process Procedure***.

6.3 Corrective Maintenance

The Company utilizes corrective maintenance and skilled maintenance personnel to ensure the ongoing performance of process equipment. No preventive maintenance action is performed unless [redacted]

The Facilities Manager ensures the ongoing maintenance of the facilities. IT resources are overseen by the IT staff, reporting to the Facilities Manager.

Section 7: Product Realization

7.1 Planning of Product Realization

In planning the processes for product realization, management has ensured that the processes are consistent with the requirements of the other processes within the quality system. Product realization processes include the following procedures:

- ***Configuration Management***
- ***Document Control***
- ***Management Process***
- ***Production***
- ***Proposal Development and Contract Review***
- ***Records Control***

For each process, quality objectives have been established. At times, additional quality objectives and measurements may be set for a given product; in such cases, [redacted]

7.1.1 Configuration Management

The configuration of products is controlled through advanced configuration management techniques that have been built upon the requirements of ***ISO 10007*** and ***MIL-STD-973***. Configuration management is conducted according to the ***QMS-02 Configuration Management Procedure***.

[redacted]

7.2 Customer-Related Processes

7.2.1 Determination of Requirements

The Company captures all contractual and special requirements of the Customer as well as any necessary and unstated requirements and applicable statutory or regulatory requirements as part of the Proposal Development and Contract Review process. The process also defines [redacted]

This process is defined in the ***QMS-07 Proposal Development and Contract Review Procedure***.

7.2.2 Review of Requirements

Once contractual and special requirements are captured they are [redacted] The process is defined in the ***QMS-07 Proposal Development and Contract Review Procedure***.

The order of precedence of order-specific documentation is as follows unless otherwise directed by Customer requirements:

- [redacted]

7.3 Design and Development

This requirement is not applicable.

7.4 Purchasing

Purchasing is treated as a process within the Company's quality system. The Company accepts responsibility for the quality of products that are purchased from Suppliers including Customer designated sources. The Company does not use [redacted]

The process is fully defined in the ***QMS-08 Purchasing Procedure***.

7.4.1 Purchasing Process

The purchasing process ensures the Company [redacted]

7.4.2 Purchasing Information

Purchase orders are used to transmit the Company's requirements to Suppliers.

7.4.3 Verification of Purchased Product

Incoming materials are inspected to ensure they meet requirements before use and as a means of monitoring ongoing Supplier quality. The process is defined in the ***QMS-09 Receiving Procedure***.

[redacted]

7.5 Production

7.5.1 Control of Production

The Company plans and carries out processes for product realization according to section 7.1 of this manual. In general, this includes assurances that:

- [redacted]

In-process inspection is conducted according to work instruction or other controlled document to verify product conformity to requirements on an ongoing basis. The Quality inspector [redacted]

These activities are fully defined in ***QMS-10 Production Procedure***.

7.5.1.1 Production Process Verification

Production operations are performed according to documentation developed by Responsible Authorities. The work instruction, drawings and other documents define [redacted]

These activities are fully defined in the ***QMS-10 Production Procedure***.

First Article Inspection (FAI)

When required by purchase order or Customer specification, a First Article Inspection (FAI) will be performed. The FAI is [redacted]

[redacted]

7.5.1.2 Control of Production Process Changes

Only the Configuration Control Board can approve changes to production processes. The Company will identify and obtain Customer and/or regulatory authority approval for changes when required.

The results of changes to production processes are [redacted]

These activities are fully defined in the ***QMS-10 Production Procedure*** and ***QMS-02 Configuration Management Procedure***.

7.5.2 Identification and Traceability

All products are identified throughout their life cycle as defined in the ***QMS-10 Production Procedure***. Other identification and traceability requirements are [redacted]

7.5.3 Preservation of Product

According to contractual directives, instructions are detailed in the applicable job documentation for [redacted] General rules are defined in the ***QMS-10 Production Procedure and QMS-11 Shipping Procedure***.

7.6 Control of Monitoring and Measuring Equipment

All measuring and test equipment instruments and devices used to determine an item's conformance to specified requirements are [redacted]

The controls for such equipment and calibration activities are defined in the ***QMS-15 Calibration Procedure***.

Section 8: Measurement, Analysis, and Improvement

8.1 Monitoring and Measurement of Product

To ensure the conformance of product to requirements, monitoring and measurement is conducted throughout the product's lifecycle. These checks occur [redacted]

[redacted]

Inspection methods may include but are not limited to: [redacted]

Inspection by statistical sampling is applied, as appropriate and when specified in receiving, in-process and final inspection. Sampling plans are used when tests are destructive or when [redacted]

Applicable MRB members can release supplies [redacted]

8.1.1 Inspection Documentation

The engineering drawing or other technical documentation and identified critical items including key characteristics provide the requirements for all deliverable products. In all cases, this must include [redacted]

Required inspections, test steps and measuring equipment are defined in various documents depending on the nature of the product or order. These include [redacted]

Various inspection records are used to record the results of inspections and tests along with any nonconforming measurements. Records are in a form that is suitable to the method of operation. The required record to use is [redacted]

8.1.2 Incoming Inspection (Receiving)

Receiving is treated as a process within the quality system and is defined in the ***QMS-09 Receiving Procedure.***

Incoming materials are inspected to [redacted]

8.1.3 In-Process Inspection

In-process inspections are conducted during production to ensure ongoing quality of work. These may be done [redacted]

8.1.4 Final Inspection

Once all operations are complete, supplies must be submitted to Quality for a final inspection and to determine [redacted]

8.2 Control of Nonconforming Product

All deliverable supplies that are found to be nonconforming against specified requirements are [redacted]

See the ***QMS-14 Control of Nonconforming Product Procedure*** and ***QMS-13 Corrective and Preventive Action Procedure.***

8.3 Corrective Action

The Company has implemented and maintains a robust system for identifying and reporting nonconformities requiring corrective action. These nonconformities can be related to product, processes or other criteria. Such reports result in [redacted]

This process is defined in the ***QMS-13 Corrective and Preventive Action Procedure***.

8.4 Internal Audit

Internal quality audits are conducted to ensure ongoing compliance with requirements of the Company's policies and procedures. This is accomplished by [redacted]

The internal audit process is defined in the ***QMS-12 Internal Auditing Procedure***.

Appendix A: Company Processes and Applicable AS9003 Clauses

Process	Applicable AS9003 Clauses
Corrective and Preventive Action	8.3 Corrective Action
Internal Auditing	8.4 Internal Audit
Management	4.1 QMS General Requirements 4.2 Documentation Requirements 5.1 Management Representative 6.1 Human Resources 6.2 Work Environment 7.1.1 Configuration Management 7.5.1 Control of Production 7.6 Control of Monitoring and Measuring Equipment 8.1 Monitoring and Measurement of Product
Production	7.1 Planning of Product Realization 7.5.1.1 Production Process Verification 7.5.1.2 Control of Production Process Changes 7.5.2 Identification and Traceability 7.5.3 Preservation of Product 8.1 Monitoring and Measurement of Product 8.2 Control of Nonconforming Product
Proposal Development and Contract Review	7.2 Customer Related Processes
Purchasing	7.4.1 Purchasing Process 7.4.2 Purchasing Information
Receiving	7.4.3 Verification of Purchased Product 7.5.2 Identification and Traceability 7.5.3 Preservation of Product 8.1 Monitoring and Measurement of Product 8.2 Control of Nonconforming Product
Shipping	7.5.2 Identification and Traceability 7.5.3 Preservation of Product 8.3 Control of Nonconforming Product

[redacted]

Appendix B: Company Processes and Applicable Documents

Process	Applicable Company Procedures	Applicable Company Records
Corrective Action	Corrective Action	[redacted]
Internal Auditing	Internal Auditing	
Management	Quality Manual Document Control Configuration Management Record Control Management Process Responsibilities and Authorities Training Calibration Definitions and Abbreviation	[redacted]
Production	Production Control of Nonconforming Product	[redacted]
Proposal Development and Contract Review	Proposal Development and Contract Review	[redacted]
Purchasing	Purchasing	[redacted]
Receiving	Receiving Control of Nonconforming Product	[redacted]
Shipping	Shipping Control of Nonconforming Product	[redacted]

[redacted]

Appendix C: Outsourced Processes

The following processes are outsourced and controlled as indicated:

- [redacted]
- [redacted]
- [redacted]

When the Company provides supplies for outside processing, such as acceptance testing, the work is performed under the following controls:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

[redacted]

Appendix D: Quality Objectives

Process	Quality Objective	Metric
Corrective Action	[redacted]	[redacted]
Internal Auditing		[redacted]
Management		[redacted]
Production	[redacted]	[redacted]
Proposal Development and Contract Review	[redacted]	[redacted]
Purchasing	[redacted]	[redacted]
Receiving	[redacted]	[redacted]
Shipping	[redacted]	[redacted]

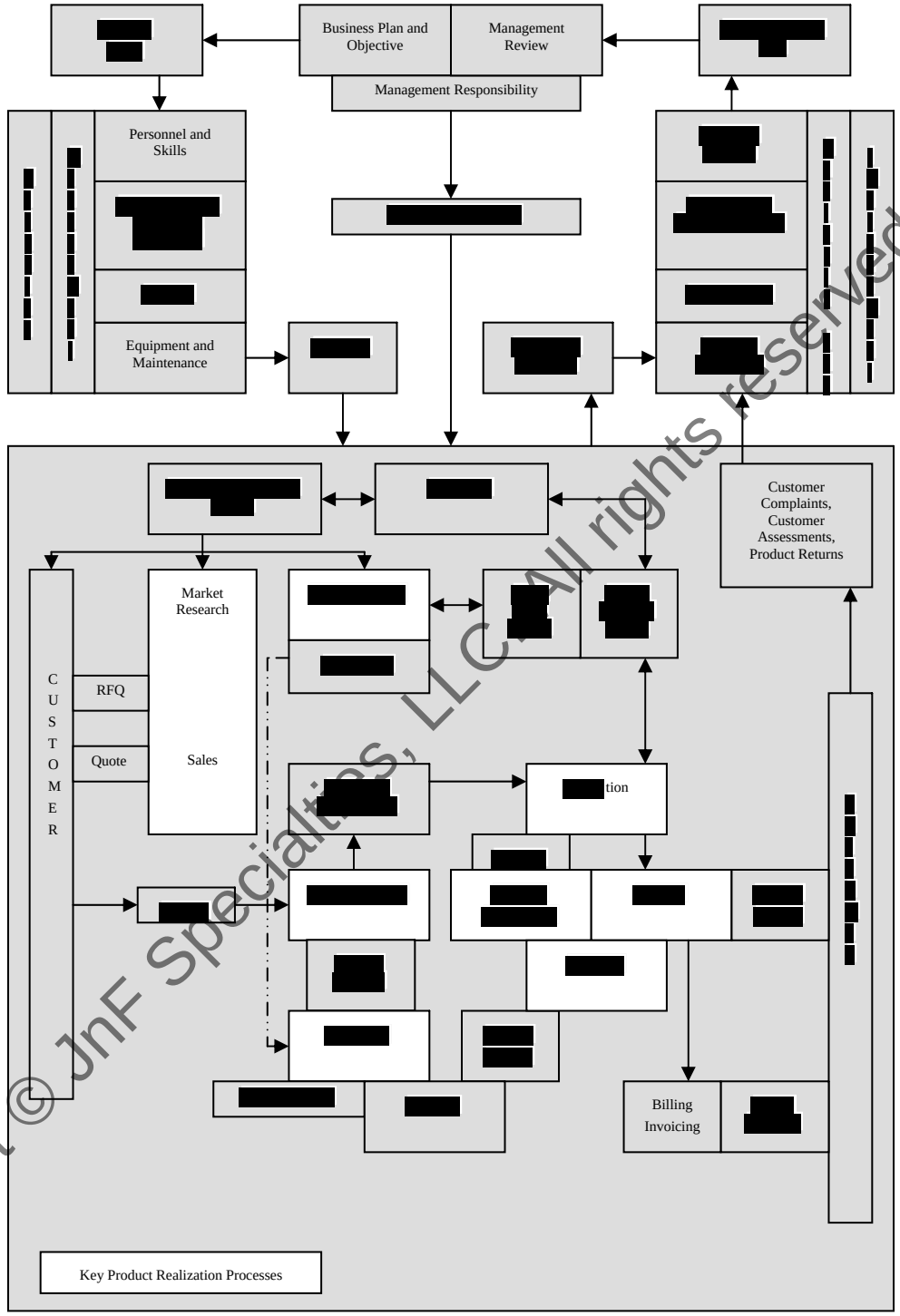
COMMENT:

The quantity of quality objectives listed above should be evaluated and adjusted to meet actual value-added goals of the business operation. The objectives that are listed above are typical for manufacturers but there may be too few or too many for your business.

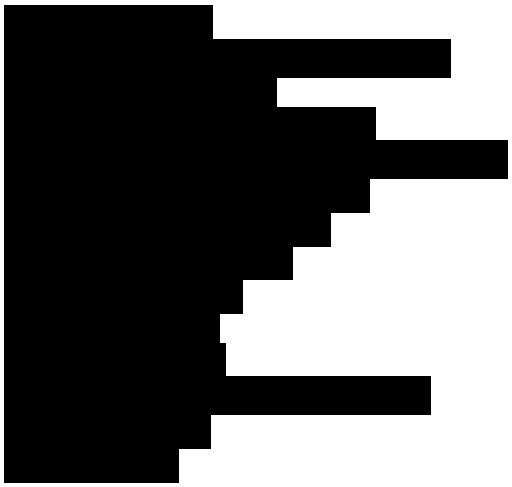
Delete above COMMENT prior to release of quality manual.

[redacted]

Appendix E: Identification of Key Product Realization Processes



Applicable Company Procedures:



Applicable Company Records:

Delete this page prior to release of quality manual.

Your Logo

Your Company Name

DOCUMENT CONTROL

Origination Date: XXXX

Document Identifier:	Document Control
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes procedures for controlling documents.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This procedure defines the requirements for the control of documents within the quality management system (QMS). The scope of this procedure is to control documents specifically defined in section 3.0. The Document Control Center ensures that documents are controlled so that information on them is accessible, legible and suitably maintained and obsolete documents are stamped “Superseded”.

The following documents are not subject to this procedure:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

2.0 THEORY

Documents must be controlled so that only reviewed and approved information is released and used by employees. This ensures that no mistakes are made due to the usage of obsolete information.

3.0 DOCUMENT TYPES

3.1. Quality Manual: this document provides the primary Corporate Vision Statement and Governing Policies including the Quality Policy and/or Environmental Policy. It also defines top-level requirements for the quality management system and defines how the Company meets the requirements of international standards such as [redacted].

3.2. QMS Procedures: these documents provide [redacted]

3.3. General Work Instructions: these documents provide [redacted]

3.4. Inspection Instructions: these documents are [redacted]

3.5. Forms: these documents are [redacted]

3.6. Records that are created for temporary retention of miscellaneous information are [redacted]

[redacted]

4.0 QUALITY MANUAL

4.1. Creating the Quality Manual

The Quality Manual has been developed by top management of the Company, which includes the Company's Vision and Governing Policies.

4.2. Review and Approval

The Quality Manual is reviewed and approved by top management before release. Approval is indicated by [redacted].

4.3. Distribution

The Quality Manual is distributed electronically through the Company's internet server.

The Document Control Center may retain older hardcopies or softcopies for historical purposes, but these are [redacted]

In some cases, a hardcopy of the Quality Manual may be given to an employee, department or Customer. If the document is needed for more than thirty (30) days it is marked "Released" and dated with the month and year of release by the Responsible Authority (RA).

Each employee must [redacted]

4.4. Change Control

Any employee may request a change to the Quality Manual. Requests for changes may be made by [redacted]

5.0 QUALITY MANAGEMENT SYSTEM PROCEDURES

5.1. Creating New QMS Procedures

QMS procedures should be created as soft files (MS Word, etc.). It is recommended that files of a similar type [redacted]

5.2. Review and Approval

QMS Procedures are to be reviewed and approved by top management. At least one member of top management that is responsible for reviewing the document should be responsible for the area affected by the document. Approval is indicated by [redacted]

5.3. Distribution

QMS procedures are distributed electronically through the Company's internet server and/or via the intranet. The Document Control Center may retain older hardcopies or softcopies for historical purposes, but these are [redacted]

In some cases, a hardcopy of the procedure may be given to an employee, department or Customer. If the document is needed for more than thirty (30) days it is marked "Released" and dated with the month and year of release by the Responsible Authority (RA). Each employee mus

5.4. Change Control

Changes to QMS procedures are performed in the same manner as the Quality Manual.

6.0 GENERAL WORK INSTRUCTIONS

6.1. Creating New Work Instructions

Where necessary, work affecting quality is described by clear and complete documented work instructions that define what is required to perform specific work functions. Typically, new work instructions are developed by or under the supervision of an area manager or subject matter expert. Work instructions should be created as soft files (i.e., MS Word, etc) and then submitted to the Configuration Control Board (CCB) for review and approval. Work instructions should include, as applicable:

NOTE REGARDING JOB SPECIFIC WORK INSTRUCTIONS:

Engineering may develop work instructions that are specific to a given job, which are released and controlled as part of the technical documentation and subject to the controls of the Configuration Management Procedure - not this procedure. Their format may be different from general work instructions.

6.2. Review and Approval

Work instructions must be reviewed and approved by the CCB. At least one member of the CCB responsible for reviewing the document should be responsible for the area affected by the document. Approval is indicated by

6.3. Distribution

General work instructions are distributed electronically through the Company's internet server and/or via the intranet. The Document Control Center may retain older hardcopies or softcopies for historical purposes, but these are

In some cases, a hardcopy of the work instruction may be given to an employee, department or Customer. If the document is needed for more than thirty (30) days it is marked "Released" and dated with the month and year of release by the Responsible Authority (RA). Each employee must

6.4. Change Control

Changes to general work instructions are performed in the same manner as the Quality Manual. When general work instructions are changed, the revision history table is updated and the revision indicator advanced.

7.0 INSPECTION INSTRUCTIONS

7.1. Creating New Inspection Instructions

New inspection instructions are developed by or under the supervision of the Quality Manager using requirements from [redacted]

NOTE REGARDING JOB SPECIFIC INSPECTION INSTRUCTIONS:

Engineering may develop inspection instructions that are specific to a given job, which are released and controlled as part of the technical documentation and subject to the controls of the Configuration Management Procedure - not this procedure. Their format may be different from general work instructions.

7.2. Review and Approval

Approval is indicated by [redacted]

7.3. Distribution

Inspection instructions are distributed electronically through the Company's internet server and/or intranet. The Document Control Center may retain older hardcopies or softcopies for historical purposes, but these are not available for general access.

In some cases, a hardcopy of the inspection instruction may be given to an employee, department or Customer. If the document is needed for more than thirty (30) days it is marked "Released" and dated with the month and year of release by the Responsible Authority (RA). Each employee must [redacted]

7.4. Change Control

Any employee may request a change to inspection instructions by completing a Request for Change form and submitting it to the Quality Manager. All changes to inspection instructions go through the same review and approval as the original release. When changes are approved the revision indicator is [redacted]

8.0 FORMS

8.1. Creating New Forms

Forms undergo a streamlined creation and control process. Any department manager or area supervisor may develop a new form for use in their area. The form should be created in software format (MS word, Excel, etc) and then submitted to the appropriate department manager for review and approval. Forms are a special kind of document that may be [redacted]

8.2. Review and Approval

Forms may be reviewed and approved by the manager of the department or area primarily affected by the form. Forms do not require a signature approval; instead, the manager approving the form shall notify the Responsible Authority of the approval by providing one software copy of the form for upload onto the Company's internet server and/or intranet in the current forms directory. It is the appropriate manager's responsibility to [redacted]

[redacted]

8.3. Distribution

Forms are made available through the Company's internet server, intranet or Document Control Center. These may be printed and photocopied as needed. When hardcopies run out, [redacted]

8.4. Change Control

Any employee may submit a request for change to the appropriate area manager responsible for the form and the manager will determine if the form should be revised. Revised forms go through the same review and approval as originals but must have their revision indicator advanced. [redacted]

9.0 EXTERNAL DOCUMENTS

9.1. Some external (third party) standards or specifications may be maintained on file without control provided that the revision indicator is evident somewhere in the document. This is necessary because [redacted]

9.2. Third party specifications and engineering drawings, including those of the Customer, are controlled according to the ***QMS-02 Configuration Management Procedure***. Where control of an external document is deemed necessary, they shall be made available by the Document Control Center, which shall [redacted]

10.0 PERIODIC RE-EVALUATION OF DOCUMENTS

The entire set of quality documentation is subject to continuous improvement. Change control documents are filed as needed to request changes or updates.

[redacted]

Your Logo

Your Company Name

CONFIGURATION MANAGEMENT

Origination Date: XXXX

Document Identifier:	Configuration Management
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes configuration management procedures.

[redacted]

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This procedure defines the requirements for the management of the configuration of products manufactured by the Company's configuration management activities include the following:

- [redacted]
- M[redacted]
- [redacted]

The following are not governed by this control procedure:

- [redacted]
- [redacted]

2.0 THEORY

Part configuration includes a variety of aspects of a given part, including its [redacted]

This procedure has been developed based on practices defined in ISO 10007 and MIL-STD-973.

3.0 CONFIGURATION DOCUMENTATION

3.1. The current configuration of a given part is identified through applicable technical documents. These may include, but are not limited to:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

3.2. All such technical documents are developed by Engineering and approved by the CCB. (See section 4.0) They are then controlled according to this procedure.

3.3. The baseline documentation is entered into a database that maintains current data for every configuration item. As new configuration items are generated, approved and placed in the release system, they are added to the database. As changes are approved and released, the change information is [redacted]

[redacted]

3.4. Configuration documents and Customer intellectual property received by Contracts is forwarded to the Document Control Center (DCC) for logging and distribution to project personnel according to the release system shown herein. Project personnel are responsible for [redacted]

4.0 CONFIGURATION CONTROL BOARD (CCB)

4.1. The Responsible Engineering Authority (REA) and Quality Manager serve as the Configuration Control Board, which has full authority and responsibility for [redacted]

4.2. The Chairperson of the CCB is any specified member dependent upon the circumstance. The Customer may be invited to attend CCB meetings.

4.3. The CCB serves as [redacted]

4.4. CCB responsibilities include:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

5.0 BASELINE MANAGEMENT

5.1. The Company may establish a configuration baseline to identify and create the initial configuration identification of deliverable supplies at specific times during the contract cycle. The baselines provide [redacted]

[redacted]

5.2. All descriptions of the baselines used to state product performance and design requirements are contained in configuration documents.

5.3. For configuration management purposes, four major baselines may be required as discussed below.

5.3.1. Pre-Release Baseline: [redacted]

5.3.2. Functional Baseline: [redacted] At the Functional Baseline, the configuration management system is operating and the released documents have described the following:

- [redacted]

5.3.3. Allocated Baseline: [redacted] These include:

- [redacted]

5.3.4. Product Baseline: [redacted]

This baseline prescribes:

- [redacted]

This baseline and approved changes serve as the configuration reference point for all subsequent reviews. Redlined technical documents may be used if [redacted]

[redacted]

5.4. Baseline Maintenance

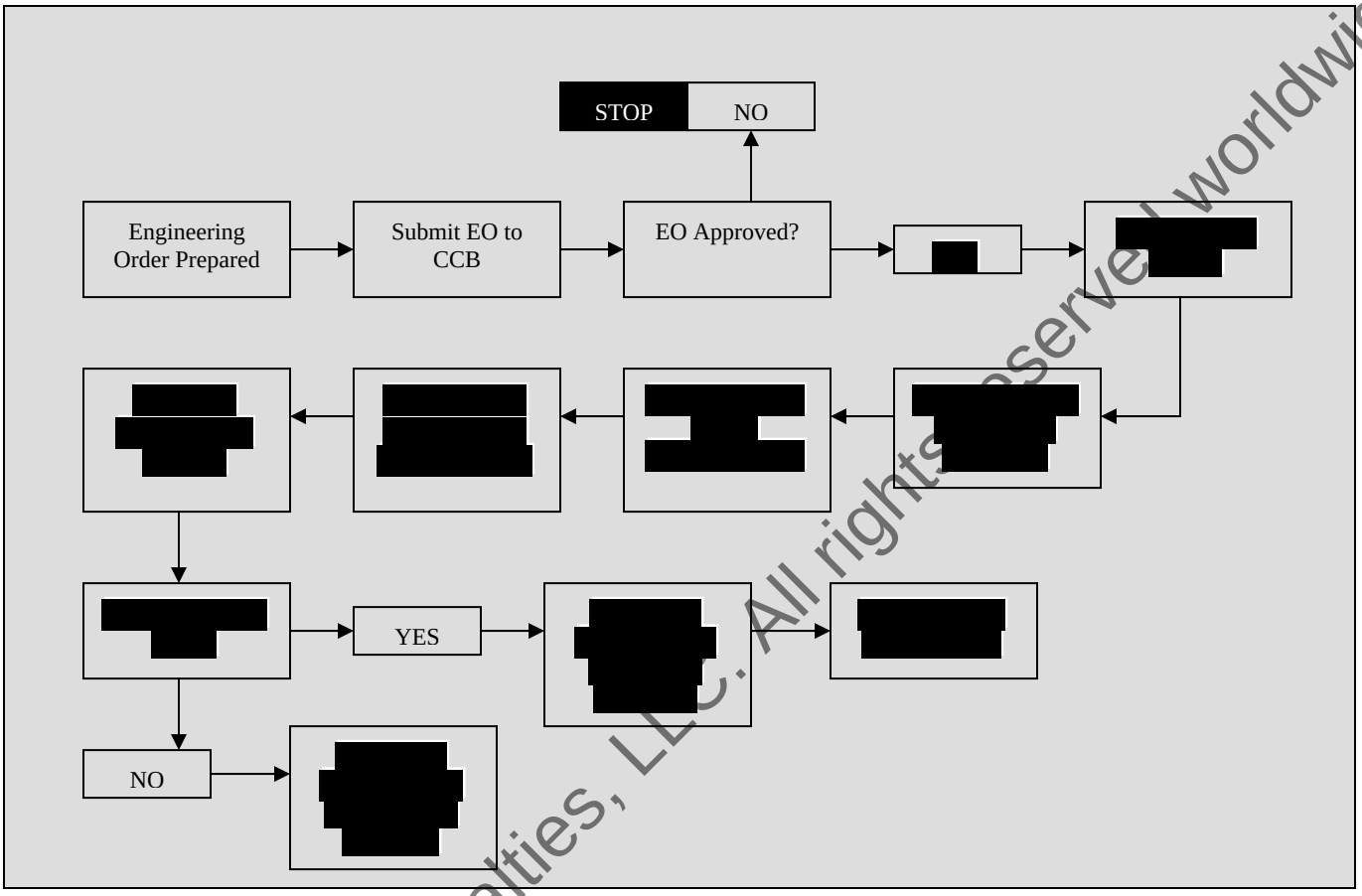
Once established, the baselines serve as the approved departure points for updating by incorporation of changes that have been approved by the CCB. The baselines plus the approved changes represent [redacted]

The release of a technical document requires that it be placed into the normal control system for configuration documents. The release system is shown in Figure 1, which…,

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

[redacted]

Figure 1: Release System Flowchart



5.5. Document approval is indicated by any of the following methods:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

5.6. The Document Control Center prepares the release package after insuring that all required information and approvals have been obtained. Documents are controlled so that the information on them is [redacted]

6.0 CONFIGURATION CHANGE CONTROL

6.1. Configuration change control is the process of maintaining the baseline identification and regulating all changes to that baseline. The 'as-designed' technical documentation must equal [redacted]

6.2. Change control is vested in the Configuration Control Board. Any employee may request a change to a configuration. All proposed changes to the baseline documents are [redacted]

6.3. Joint change control authority is established where any program shares a commonly identified item with another program.

6.4. Evaluations of changes include the consideration [redacted]

6.5. The evaluation will take into consideration all aspects of the change and its affect on other hardware items or computer programs, reviews and analyses or costs and schedules. Typically, this will include [redacted]

6.6. All associated changes and affected hardware items or computer programs are included on the Engineering Order, Engineering Change Proposal or Request for Support (RFS) form. The evaluation by the CCB includes [redacted]

6.7. Types of Configuration Change

Changes to the configuration are implemented after approval of engineering changes, deviations or waivers. The definition for each is as follows:

6.7.1. Engineering Change: [redacted]

6.7.2. Deviation: [redacted]

6.7.3. Waiver: [redacted]

6.8. Change Classification

Changes in configuration are classified by the CCB as either Class I or Class II. The change classification assigned by the CCB is entered on the Engineering Order, which serves as the document to describe the proposed change and to record CCB decisions relating to the change. Proposed Class I engineering changes are [redacted]

6.8.1. Class I Changes

The engineering change is classified as Class I when it affects one or more of the following:

- [redacted]
- [redacted]
- [redacted]
- [redacted]t
- [redacted]
- [redacted]
- Non-technical contractual provisions are affected, such as, but not limited to:
- [redacted]
- [redacted]
- [redacted]
- [redacted]s
- [redacted]
- [redacted]

6.8.2. Class II Changes

Any change that does not fall within the Class I definition is a Class II change. Class II changes are implemented after [redacted]

6.9. Change Implementation

6.9.1. All approved changes are implemented under the guidance of the configuration management function.

6.9.2. Configuration Management maintains approval records for all configuration changes. These records identify [redacted]

6.9.3. The Quality Group verifies that changes have been incorporated into affected units and that the associated configuration status records have been revised.

6.9.4. Superseded revision levels of electronic documents are [redacted]

6.9.5. During the evaluation of the ECP, EO or RFS, the CCB determines what implementation actions are required to accomplish the approved change and [redacted].

6.9.6. The CCB provides a complete description of the effort required to accomplish the approved change. The definition of the actual tasks required is in sufficient detail, including any required Customer action, so as to be understandable by personnel who have not been briefed on the change. Engineering changes are [redacted]

6.9.7. Deviation: [redacted]

6.9.8. Waiver: [redacted]

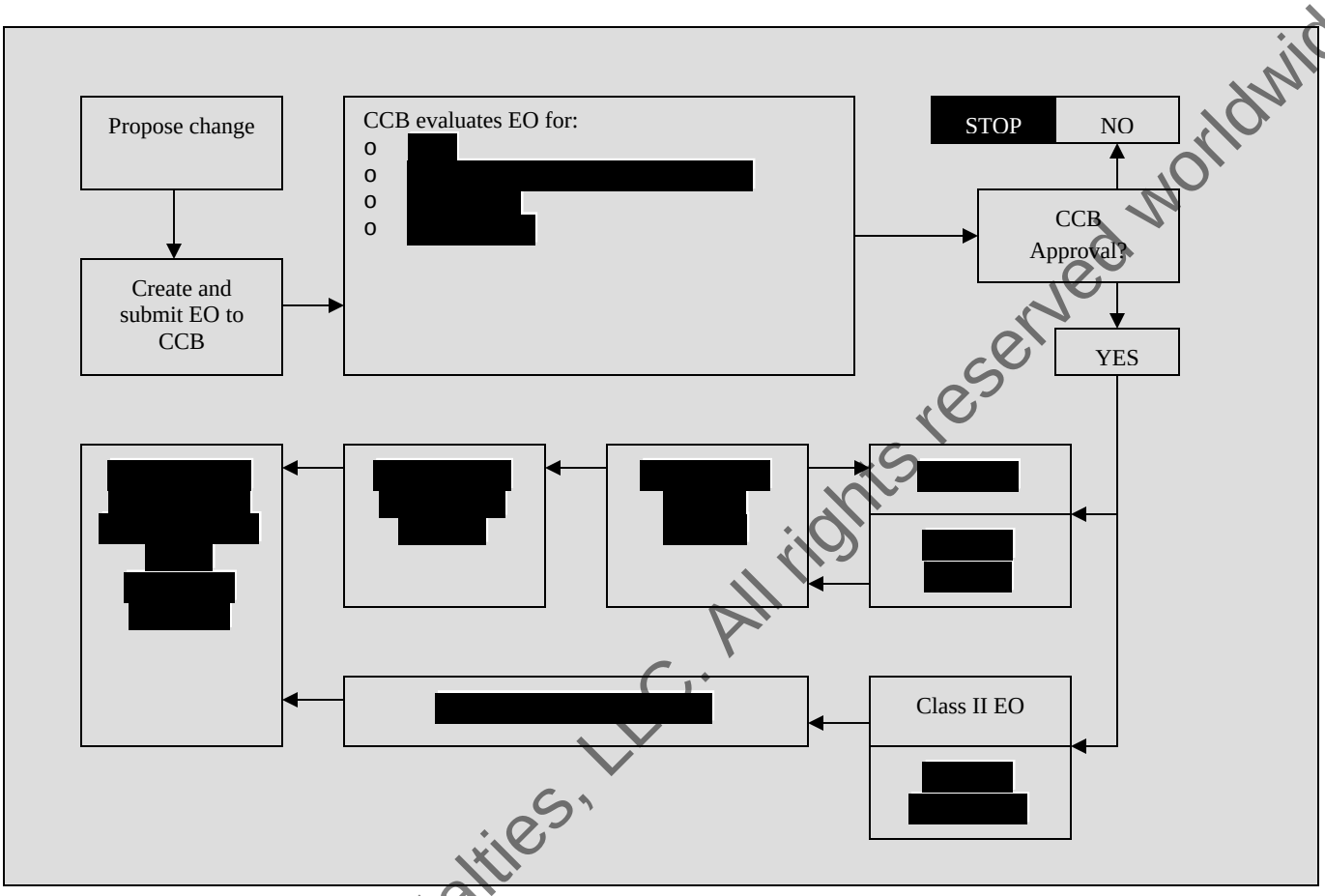
6.9.9. Supplement Releases: [redacted]

6.9.10. Upon accumulation of five (5) Supplements [redacted]

6.9.11. Proposed Class I engineering changes are approved by the CCB and are submitted to the Customer in the form of an Engineering Change Proposal (ECP) or an Engineering Order (EO) as required by contract. A Class I Engineering Change is not implemented until [redacted]

[redacted]

Figure 2: Change Control Flow



6.9.12. Re-identification Practices

Part numbers are changed whenever complete item interchangeability is not possible for all products shipped and for all current and future products. When complete item interchangeability is not

6.9.13. All deliverable items are fabricated and assembled according to

6.9.14. No oral instruction or other random or unwritten authority is accepted in place of formal change control (see the Baseline Management section herein). Redlined technical documents may be used if

7.0 SUBCONTRACTOR AND VENDOR CHANGES

7.1. Only those subcontractors having a funded design effort are permitted to implement Class I or II changes with submittal to the Company for .

7.2. For all vendors used by suppliers, proposed changes to baseline documents are submitted to the CCB for approval and classification. If any of the proposed changes is Class I and the CCB verifies a need for the change, the proposed change is submitted to the Customer as an ECP or EO.

7.3. Suppliers and vendors are controlled according to [redacted]

8.0 MANAGEMENT DIRECTIVES

8.1. Management members of the CCB/MRB issue their binding policies, procedures and directives to personnel within their exclusive organization in the form of a Bulletin.

8.2. The Bulletin is completed as required by its format. The Bulletin is the only [redacted]

9.0 CONFIGURATION RECORDS AND REPORTS

The following lists are revised as required to include the latest configuration status of listed documents. Dependent upon contract requirements, records and reports may include:

9.1. Numerical lists: [redacted]

9.2. Indentured Lists: [redacted]

9.3. As-Built Parts List: [redacted]

9.4. EO Status: [redacted]

9.5. Data Lists: [redacted]

[redacted]

9.6. Configuration Account Record for Integrated Systems: [redacted]

9.6.1. Configuration Item Identification Report: [redacted]

9.6.2. As-Built vs. As-Designed Configuration: [redacted]

10.0 PRODUCT AND TEST SOFTWARE CONTROL

Production of software for integration into deliverable products is controlled according to [redacted]

[redacted]

Your Logo

Your Company Name

RECORDS CONTROL

Origination Date: XXXX

Document Identifier:	Records Control
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the procedure for control of records.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This procedure defines the requirements for the control of records within the quality management system (QMS). The scope of this procedure is to control only the records referenced in this document; other records are not controlled.

2.0 THEORY

A record is any written or electronic piece of evidence that may be needed later to provide evidence of conformity to requirements. Typically a blank "form" becomes a "record" when it is completed. Records must be controlled so that the information on them is accessible, legible and suitably maintained.

3.0 RULES FOR CONTROL OF RECORDS

3.1 The controls for each type of record are defined in ***Appendix A*** of this procedure.

3.2 The listed "controller" must ensure their assigned records [redacted]

3.3 Records for active contracts are maintained in the quality department handling the operations. Records are [redacted]

3.4 The Document Control Center maintains archive files for records. Records shall be maintained a minimum of [redacted]

3.5 Records that are discarded after retention shall be [redacted]

3.6 Hardcopy records are to be stored in suitable cabinets that [redacted]

3.7 Records are available for review by the Customer and copies of non-proprietary records are furnished to the Customer upon request. Non-disclosure agreements are required for non-Governmental entities.

3.8 Records are verified for [redacted].

3.9 The Company does not require vendors to maintain records for the Company; instead, [redacted]

3.10 To ensure protection of records, electronic records are [redacted]

3.11 Local computer data that is stored on company computers must [redacted]

3.12 When making corrections to written record entries, the error is [redacted]

3.13 Correction fluid or correction tape is not to be used on any quality records.

[redacted]

Appendix A: Records Matrix

Required Record or Document Type	Company Record	Controller	Type	Location	Minimum Retention
Calibration records	Calibration		Form		[redacted]
Contract review records	Contract review		Form		[redacted]
Control of Nonconforming Product	RFS		Form		[redacted]
Corrective and preventive actions	RFS		Form		[redacted]
Design change records	Engineering order		Form		[redacted]
Design input records	Engineering order		Form		[redacted]
Design review records	Engineering order		Form		[redacted]
Design validation records	Production inspection		Form		[redacted]
Design verification records	Production inspection		Form		[redacted]
First Article Inspection	First article		Form		[redacted]
Internal audit records	Internal audit		Form		[redacted]
Lost, damaged or unsuitable Customer property	Customer property		Form		[redacted]
Management review meeting minutes	Management review report		Form		[redacted]
Record of realization process	Engineering order		Form		[redacted]
Record of release of product	Production inspection		Form		[redacted]
Supplier evaluation	Supplier review		Form		[redacted]
Traceability records	Production inspection		Form		[redacted]
Training records	Training record		Form		[redacted]

[redacted]

Your Logo

Your Company Name

MANAGEMENT PROCESS

Origination Date: XXXX

Document Identifier:	Management Process
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the management review process.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This document defines the Management process, including or making reference to procedures for the various activities within the Management process.

2.0 THEORY

The Company believes in “intelligent management,” which enables the Company to make decisions based on facts, data and verifiable evidence. Intelligent management reduces the need to make decisions based on personal opinion, whims or mood and ensures results of decisions are measurable.

3.0 MANAGING AS A PROCESS

The Company recognizes that it has to manage its processes. Those processes are identified in the Quality Manual; however, management itself must also be treated as a process.

This means that the management activities must have [redacted]

The process map in the Appendix of this document identifies how Management is treated as a process and provides an overview of how management is performed.

4.0 PROCEDURE: MANAGEMENT REVIEW

4.1 The management of the Company performs formal management review of the Quality Management System a minimum of [redacted] per year to ensure [redacted]

4.2 This review shall include [redacted]

4.3 Minutes of the meetings are taken and maintained. The Management Review Report Template may be used as a guide for the records or may be completed and retained as the record.

4.4 The Management Review meeting should include analysis of the following inputs:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

4.5 Management shall use action items or the corrective and preventive action system to take recorded actions as a result of [redacted] This includes [redacted]

5.0 PROCEDURE: MEASURING AND MONITORING PROCESS OBJECTIVES

5.1 Each process identified in the Quality Management System has at least one objective. The objective is [redacted]

5.2 Each process objective must be measurable in some fashion. The means of measurement are called "metrics" and the metrics are defined in the Management Review minutes.

5.3 Top management will assign goals to each process metric.

5.4 Throughout the year, assigned managers and staff will gather data according to the defined metrics.

5.5 During Management Review the data will be presented and recorded and an assessment made on whether [redacted]

5.6 When a process does not or will not meet a goal, corrective action shall be taken according to the ***QMS-13 Corrective and Preventive Action Procedure***. Such action may be taken to [redacted]

5.7 The current metrics, standings, previous goal and revised goals shall be recorded in the management review records. (See section 4.0 above.)

5.8 Over time, management shall [redacted]

6.0 PROCEDURE: INTERNAL COMMUNICATION

6.1 Internal communication is an important facet of the way the Company does business. By this we mean [redacted]

6.2 The following methods are used:

6.2.1 [redacted]

6.2.2 [redacted]

6.2.3 [redacted]

6.2.4 [redacted]

7.0 PROCEDURE: RESOURCE MANAGEMENT

7.1 The management of resources is a critical component to the management activities of the Company. Resources requiring such management include:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

7.2 Like other management activities, resource management must [redacted]

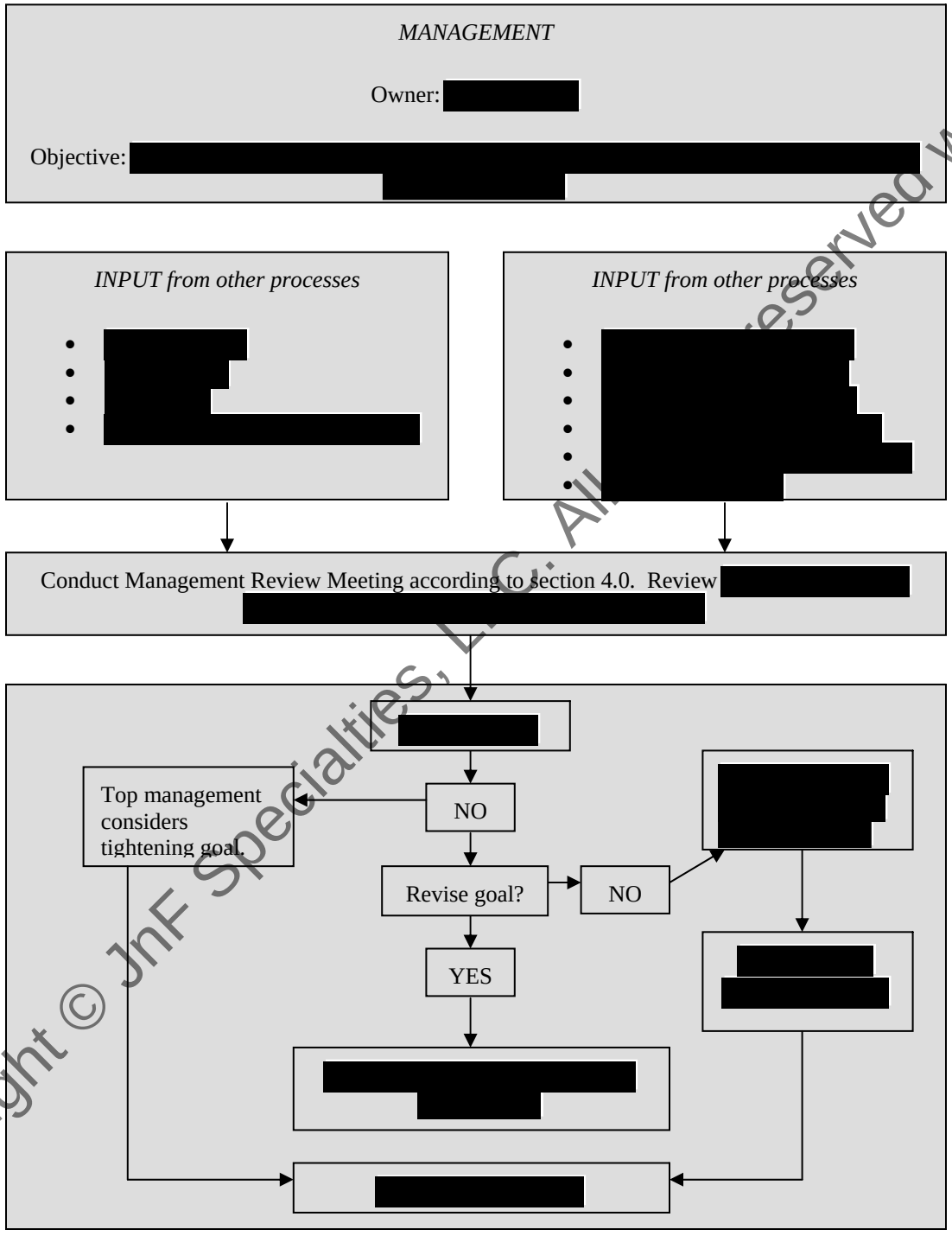
7.3 To manage resources, top management must [redacted]

7.4 During Management Review, managers shall present a resource report for their affected areas and processes, ensuring that [redacted]

7.5 From that data, top management can allocate, revise, retract or otherwise manage the necessary resources.

[redacted]

Appendix A: Process Map



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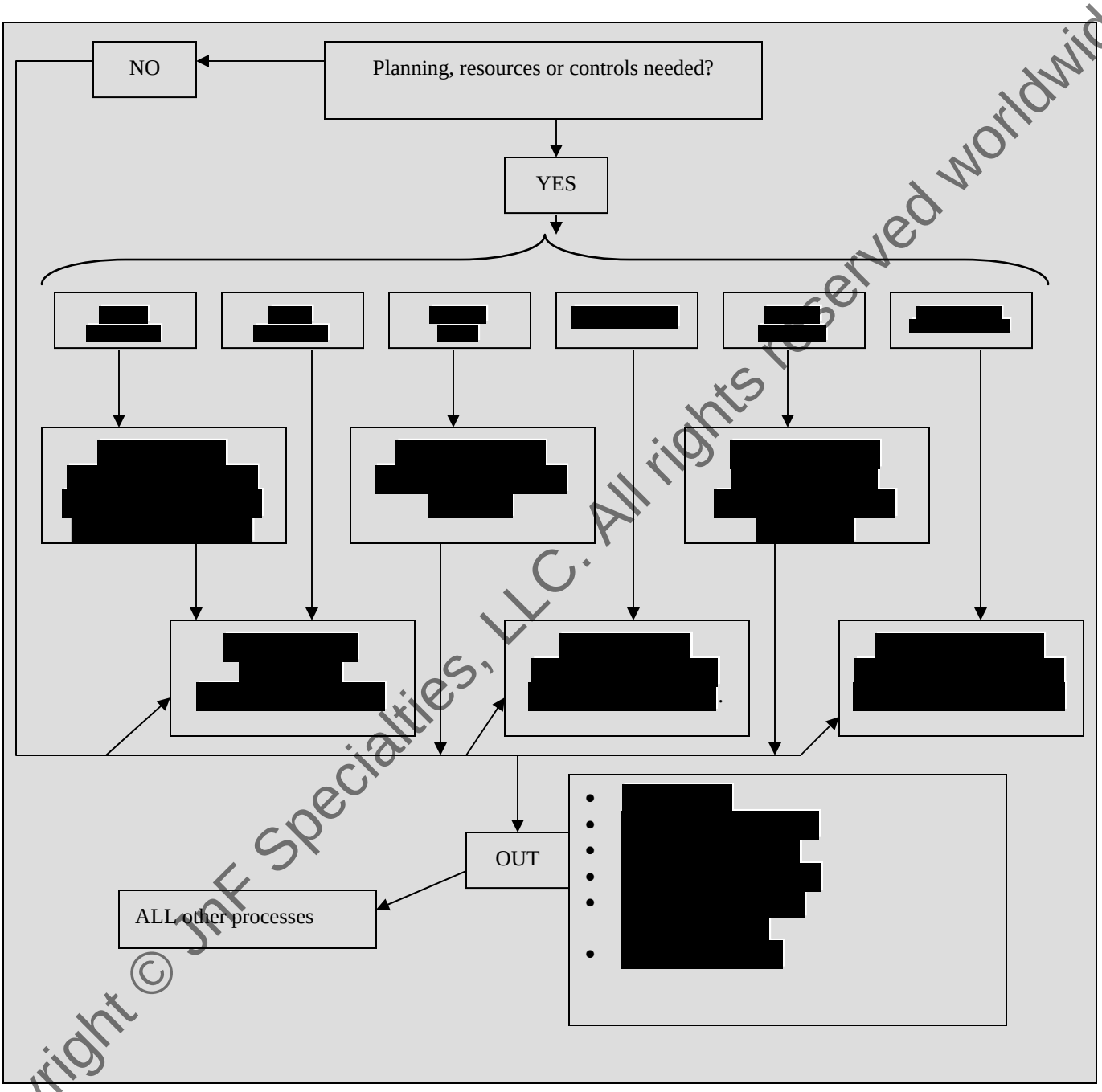


Your Logo

Your Company Name

RESPONSIBILITIES AND AUTHORITIES

Origination Date: XXXX

Document Identifier:	Responsibilities and Authorities
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes responsibilities and authorities of Company personnel.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This document provides an overview of the responsibilities and authorities for key positions within the Company.

2.0 THEORY

It is important to define the responsibilities and authorities of key positions so that employees understand their work and the relationships they have with other positions within the Company.

3.0 RESPONSIBILITIES & AUTHORITIES

3.1 Operations Manager

The Operations Manager is responsible for [redacted]

3.2 Quality Manager

The Quality Manager is responsible for [redacted] These duties include daily [redacted]

The Quality Manager oversees all inspection and test activities and has [redacted]

The Quality Manager also [redacted]

3.3 Facilities Manager

The Facilities Manager is responsible for [redacted]

3.4 Production Manager

The Production Manager is responsible for [redacted]

3.5 Business Manager

The Business Manager is responsible for [redacted]

3.6 Product Managers

The Company utilizes Product Managers for the different technologies it has developed. The Product Managers are responsible [redacted]

3.7 Administrative Assistant

The Administrative Assistant is responsible for [redacted]

3.8 Accounting Manager

The Accounting Manager is responsible for [redacted]

3.9 Environmental Health & Safety Manager

The EHS Manager is responsible for [redacted]

3.10 Quality Group Staff & Inspectors (including Receiving)

The Quality Group includes all inspection personnel and is responsible for [redacted]

3.11 Production Operators

Production operators include all production personnel and manufacturing equipment operators. Operators are responsible for [redacted]

3.12 Internal Auditors

Internal Auditors are responsible for [redacted]

3.13 Shipping Personnel

Shipping personnel are responsible for [redacted]

3.14 Human Resources Staff

Human Resource staff is responsible for [redacted]

3.15 Purchasing Staff

Purchasing staff is responsible for [redacted]

Your Logo

Your Company Name

TRAINING PROGRAM

Origination Date: XXXX

Document Identifier:	Training
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes training program and requirements.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This document provides details on the Company's training program and requirements.

2.0 THEORY

Employees can only perform their duties adequately when properly trained. The Company intends to ensure adequate employee performance through a robust training program that includes initial orientation, assessment of abilities and on-the-job training to enhance those abilities.

3.0 TRAINING PROCEDURE

3.1 Hiring

Employees are hired on their basis to best meet the requirements for the position.

To accomplish this, potential candidates are [redacted]

3.2 Initial Indoctrination and Orientation

Once hired, new employees are assigned to their position and undergo initial indoctrination and orientation. This introduces the employee to [redacted]

3.3 On the Job Training

Once an employee has completed initial indoctrination they undergo on-the-job training relative to their position. This training is specific to the area and equipment on which they work and [redacted]

3.4 Additional Training

At the discretion of management, additional training may be conducted at any time.

This may be necessitated by [redacted]

Your Logo

Your Company Name

PROPOSAL DEVELOPMENT AND CONTRACT REVIEW

Origination Date: XXXX

Document Identifier:	Proposal Development and Contract Review
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the procedures used to review contracts and develop proposals.

[redacted]

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This document defines the Proposal Development and Contract Review process including or making reference to procedures for the various activities within the process.

2.0 THEORY

The Company can only meet Customer requirements by ensuring that all such requirements are obtained from the Customer, then reviewed and understood. This process ensures the suitable capture of contractual and special requirements and ensures that the Company's understanding of those requirements is communicated to the Customer prior to and through contract acceptance.

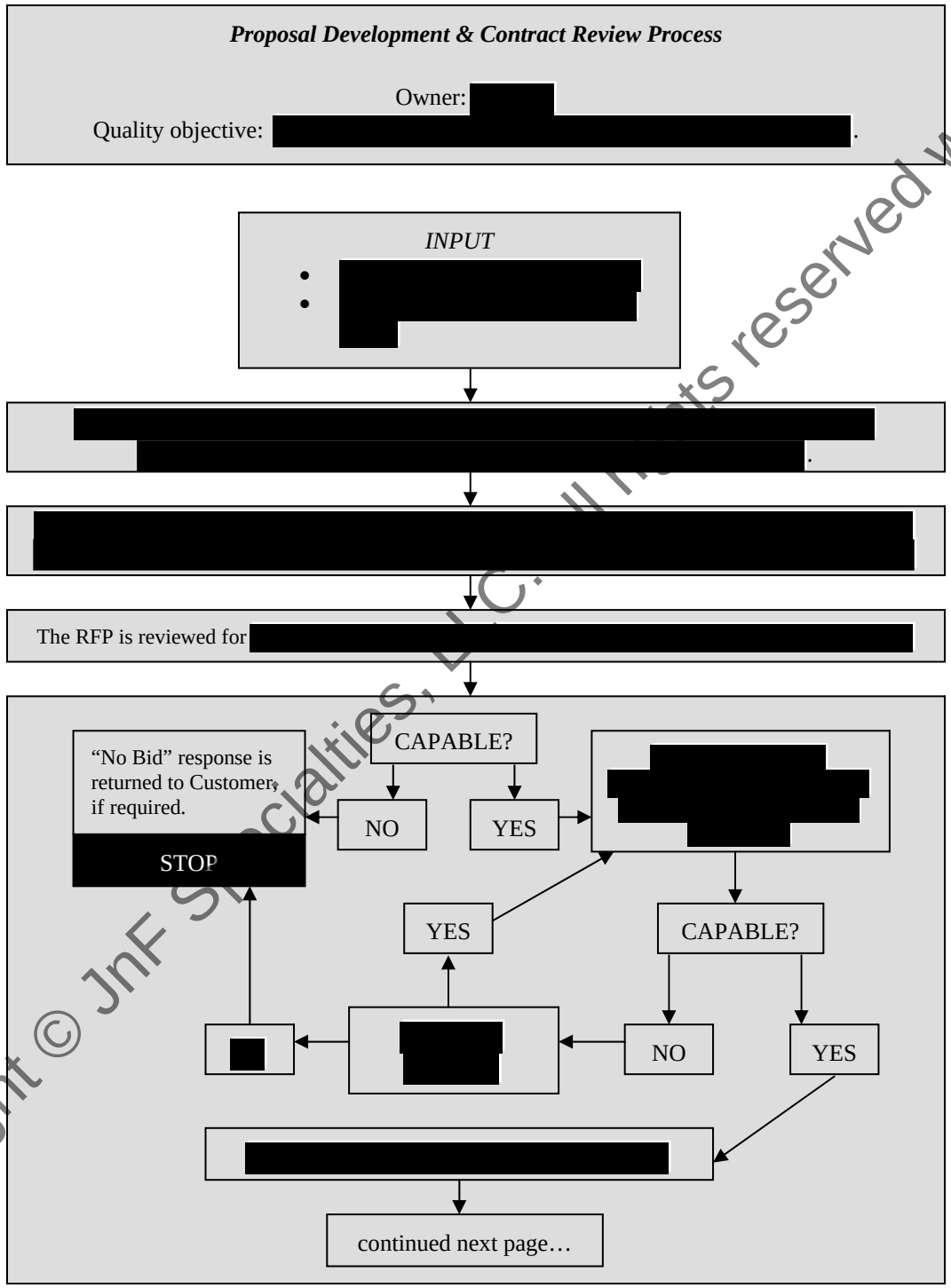
3.0 PROCEDURE

Documentation is not required for contract review and proposal development for Customers that purchase [redacted]

See Process Map.

[redacted]

4.0 PROCESS MAP



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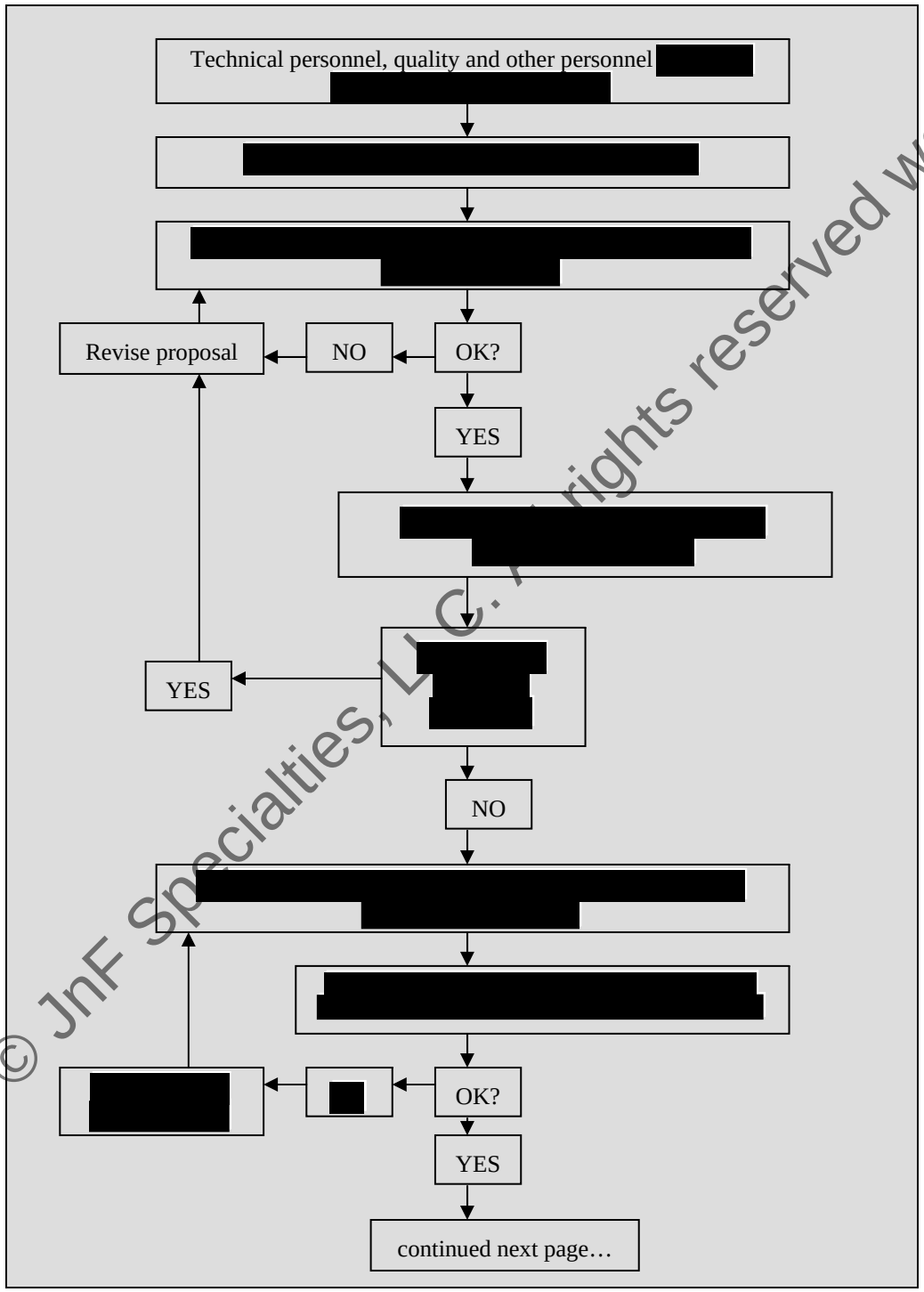

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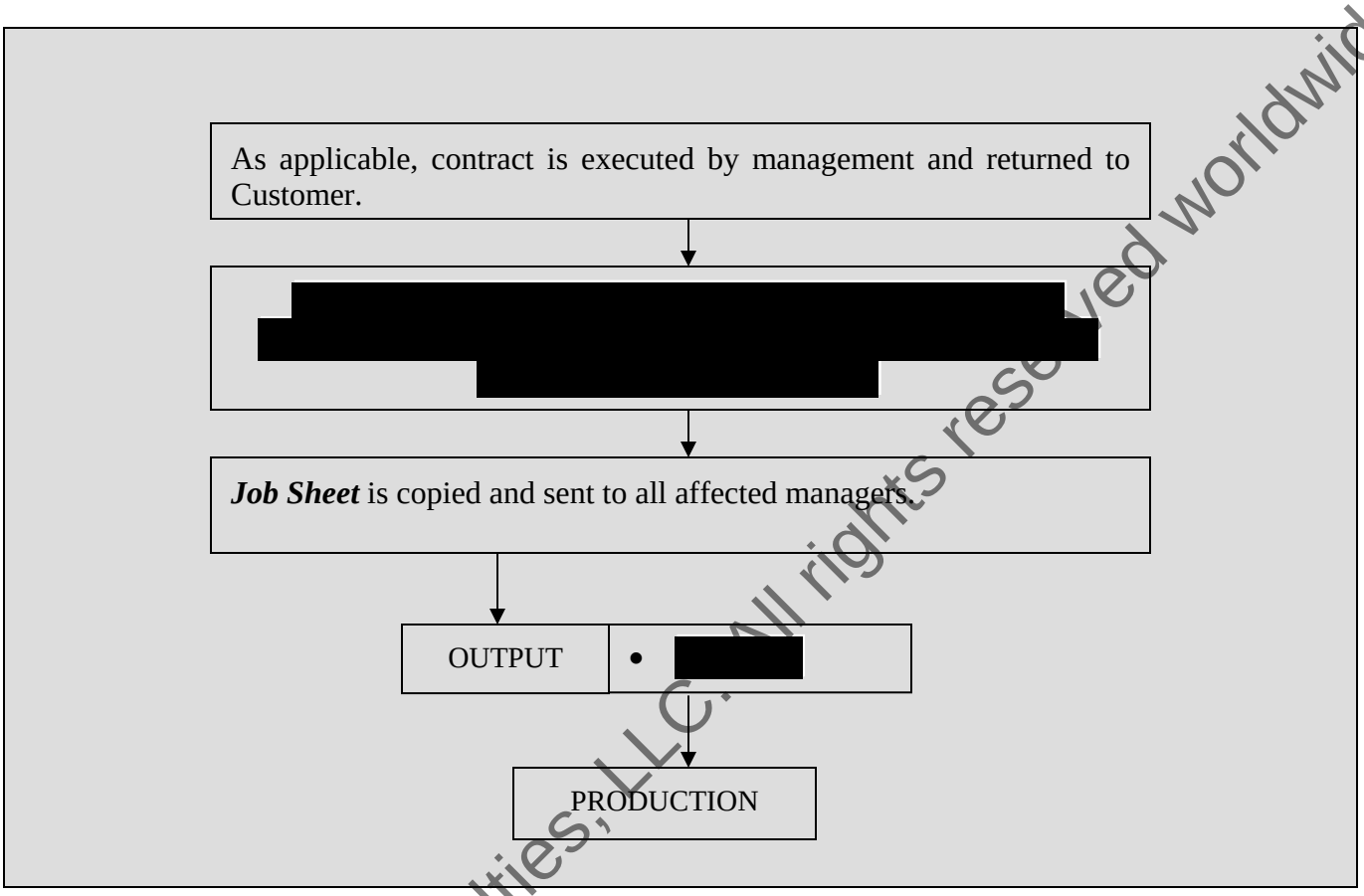

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Your Logo

Your Company Name

PURCHASE ORDER REVIEW

Origination Date: XXXX

Document Identifier:	Purchase Order Review
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the work instruction for reviewing purchase order content.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

1	Quality Group	-- Check-off [redacted] -- Complete the Used-On and Contract# sections on the cover page of the PO Used-On = J/N or Program Acronym; Contract# = P.O.# -- The reviewer determines the need for, and if justified, [redacted]
2	Quality Group	-- [redacted] *may not be expired for epoxy products* -- [redacted] *may not be expired for rubber products;* -- Add known QA requirements to the requisition for entry on the PO; -- Check mark the appropriate field in the "Type of Certs" section; multiple types of Certs may be required. -- Determine if a Supplier has been designated by the Customer - notify Purchasing when a sole-source Supplier is designated by the Customer -- Forward Requisition to Document Control for [redacted] -- Initial and date (should be Mo/Day) the Requisition in the "Approved By" field and forward it to the Purchasing Group. -- Suppliers should be evaluated according to the Supplier Evaluation -- Verify Raw Material Requirements are recorded on Requisitions, *except for* [redacted]
	IF	THEN
2.1	Older Revision Supply Required	-- Contact the applicable Project Engineer and process the Requisition
2.2	Requisition is marked "Under Revision"	-- It [redacted] -- [redacted]
2.3	A Raw Material Requirement **is not** Specified	-- A Material Note Number is not [redacted] -- Specify a Raw Material Requirement on the Requisition.
2.4	*Deviation to drawing is noted on Requisition such as "Less Note"* *Deviation to drawing is noted on Requisition such as "Less Note"*	*Validate each exception by examination of* [redacted]

2.5	*Order is for production activity without reference to engineering drawing*	*Copy the PO to Drafting with comment to produce drawing A/R; This provision is not applicable to* [redacted]
3	Quality Group	When justified, add provisions for any one or combination of the following to the Requisition or P.O. in addition to Supplier quality requirements: -- [redacted]
4	Quality Group	Relative to the procurement of software, the reviewer determines the need for, and if justified, adds to the procurement document provisions for any one or combination of the following: -- [redacted] -- [redacted]

		-- [redacted]
5	Discrepancy in Requisition or P.O.	-- Return to Purchasing Group for correction(s)
5.1	Supplier Quality Requirements applies	-- Attach prepared original to Requisition or P.O. -- Copy to R&I
5.2	P.O. requires additional conditions related to Supplier	-- Record Supplier related add-on text to Requisition or P.O. -- [redacted]
	IF	THEN
5.2.1	P.O. requires additional conditions related to in-house processing	Record add-on text to Requisition or P.O. and forward to User
5.2.2	Requisition or P.O. Ok	-- [redacted]
6	Quality Group	Forward Supplier Evaluation to the Supplier; perform required follow-up routines.

[redacted]

Your Logo

Your Company Name

PURCHASING

Origination Date: XXXX

Document Identifier:	Purchasing
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the purchasing process.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This document defines the Purchasing process including or making reference to procedures for the various activities within the process.

Note: this procedure applies to suppliers of products or providers of services that directly affects the quality of our products or services. Suppliers that provide office and maintenance supplies, furniture, grounds keeping services, etc. are not subject to the controls of this procedure.

2.0 THEORY

The purchase of materials that go into our products or services that help us produce products affects everything we make. As a result, it is important to monitor and control the quality of both products and services that we receive as well as the suppliers of such products and services.

3.0 PROCEDURE: SUPPLIER EVALUATION AND SELECTION

3.1 All suppliers of product related materials or services must be evaluated unless these Suppliers are: [redacted]

3.2 Supplier evaluation is conducted by following the format on the Supplier Evaluation Form.

3.3 The Supplier Evaluation Form ensures that all new suppliers are [redacted]

3.4 Once approved through the Supplier Evaluation Form, the Quality Manager will update the Approved Supplier List.

3.5 The following ratings apply to suppliers:

- RESTRICTED: [redacted]
- CONDITIONAL: [redacted]
- UNRESTRICTED: [redacted]
- DOCK-TO-STOCK: [redacted]

3.6 Once entered into the Approved Supplier List, suppliers are rated [redacted]

3.7 Using incoming (receiving) inspection results for product suppliers and employee feedback on service providers, the Quality Manager will determine if the Supplier should be increased in rating to [redacted]

3.8 Using the results from combination of the following functions for product suppliers, the Quality Manager will determine if the Supplier should be increased in rating to [redacted]

3.9 For suppliers providing product, incoming inspection results are recorded on the Subcontractor Performance Rating Spreadsheet, which [redacted]

3.10 If a new Supplier rates [redacted]

3.11 If any Supplier rates [redacted]

3.12 If items are returned to any Supplier using a Material Shipper, the Quality Manager will [redacted]

3.13 Any Supplier may be de-rated to [redacted]

3.14 Management may override [redacted]

3.15 During management review, the entire Approved Supplier List is subject to [redacted]

4.0 PROCESSING REQUISITIONS AND PURCHASE ORDERS

4.1 During review of each requisition, the Quality Group will determine if a Supplier or special process has [redacted]

4.2 When appropriate, the purchase order defines acceptance criteria for [redacted]

4.3 As applicable, purchase order information includes:

a) [redacted]

b) [redacted]

c) [redacted]

d) requirements relative to:

-
-
-
-

e)

f)

4.4 The requirements for delegation are defined when the Company delegates inspection verification to a Supplier. The Approved Supplier List is used to

4.5 When the Company or its Customer needs to perform verification activities at a Supplier facility, the Purchase Order

4.6 See the process map herein.

4.7 Emergency Purchasing Authority: The Company will authorize the shift foreman and/or the maintenance foreman emergency purchase authority for the procurement of supplies, parts and materials outside the normal plant operating schedule. In such cases, the Purchasing department will

5.0 OTHER PURCHASING RULES

5.1 In all instances, the Purchasing Department will strive for

5.2 Any employee of the Purchasing Department that has any financial or other interest in a supplier company, either directly or through any member of his/her immediate family, shall

5.3 The acceptance by purchasing personnel of gifts or gratuities from suppliers is

5.4 The acceptance of items intended for the purpose of advertisement and bearing the name of the Supplier is

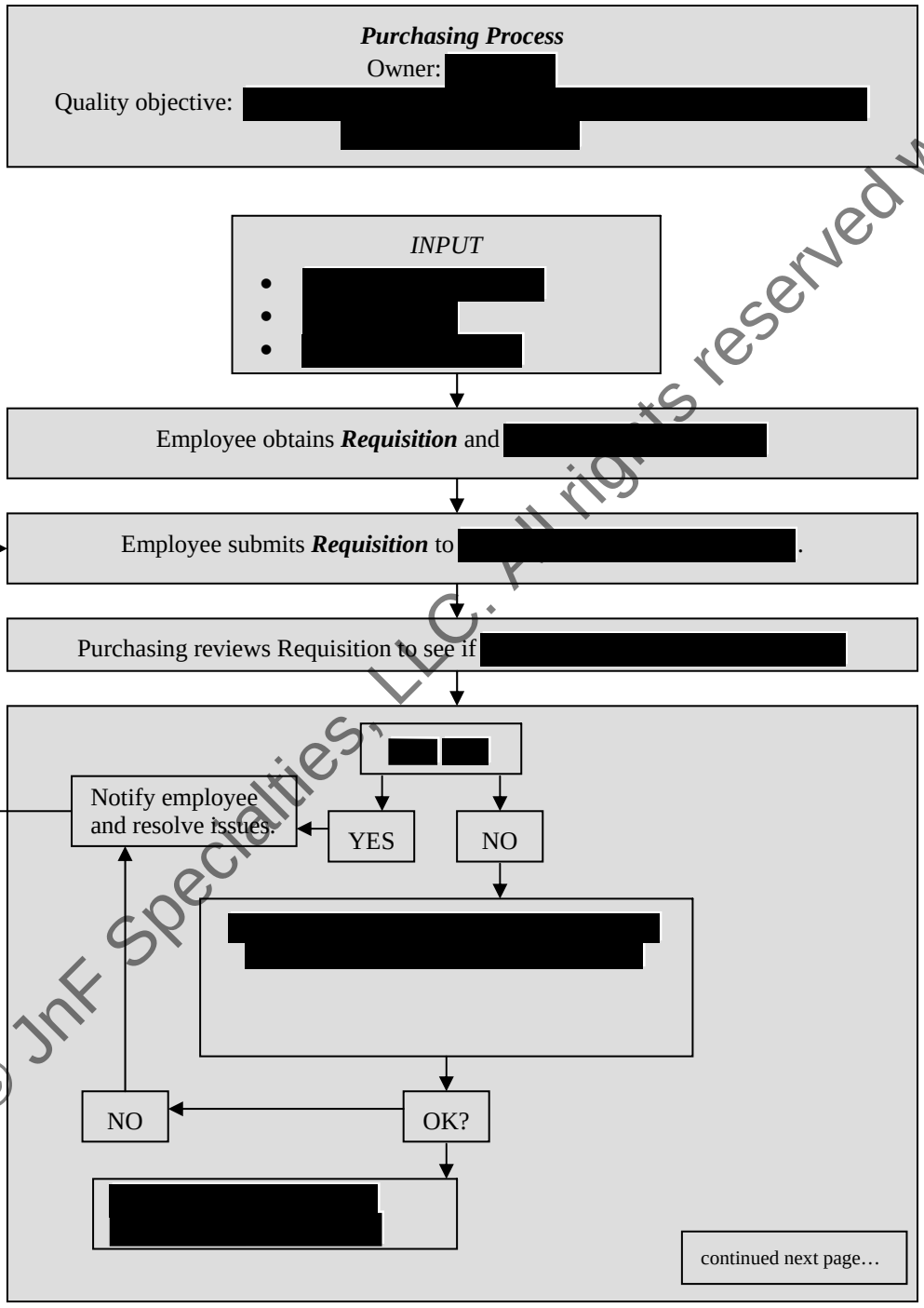
5.5 The Purchasing department will cooperate with Customer-related activities and [redacted]

5.6 The Purchasing department will not, in any way, [redacted]

5.7 The Company will abide by all Government clauses or other statutory or regulatory requirements as referenced by the order, contract or other requirements document.

[redacted]

6.0 PROCESS MAP



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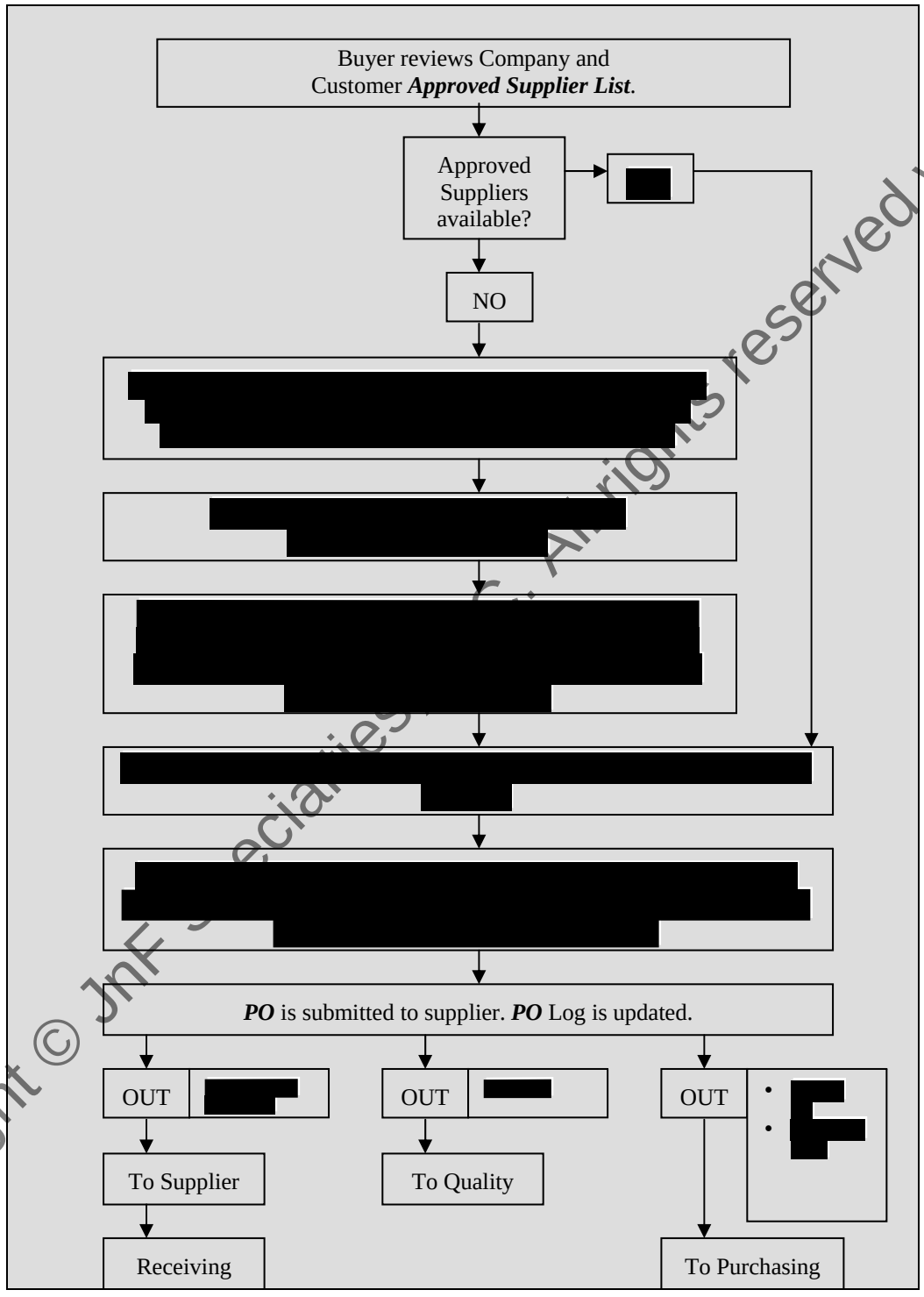


Your Logo

Your Company Name

RECEIVING INSPECTION

Origination Date: XXXX

Document Identifier:	Receiving Inspection
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the receiving and inspection process.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This document defines the Receiving process including receiving inspection activities and includes or makes reference to procedures for the various activities within the process.

2.0 THEORY

Receiving is the first line of defense to prevent sub-standard supplies from affecting the Company's process or product quality; however, sampling and 100% incoming inspection is only a part of the collection of applications that are necessary to assure the release of conforming supplies to stock. Receiving inspection cannot provide 100% assurance of product or process quality because the affect that the supplies have on production-level activities cannot be assessed or verified - only by 100% use of supplies will defects be detected in product or process quality.

As a result of teaming and intelligent design, the Company ensures that deliverable supplies meet Customer requirements prior to packaging and shipping.

3.0 PROCEDURE: RECEIVING

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

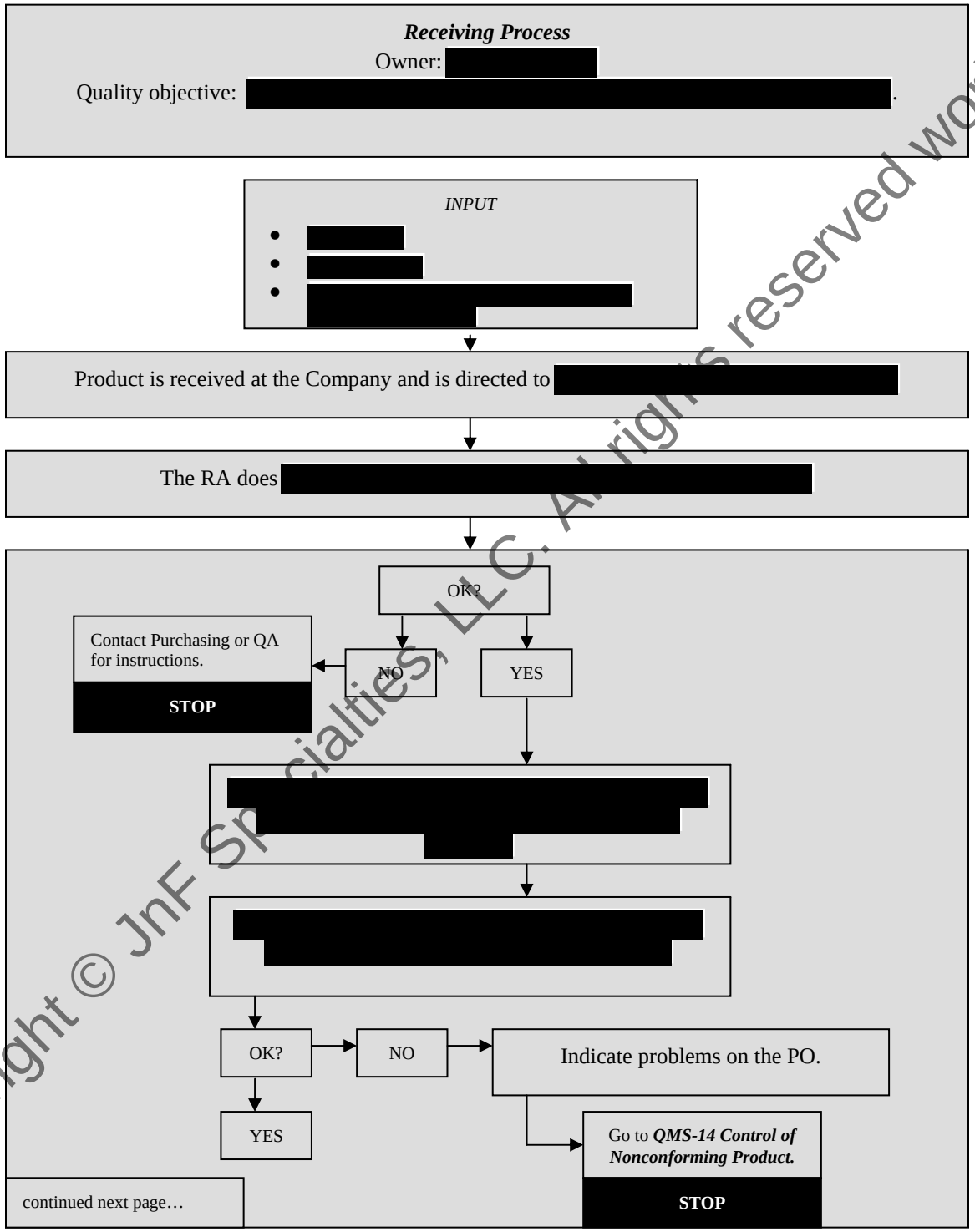
4.0 PROCEDURE: RECEIVING INSPECTION

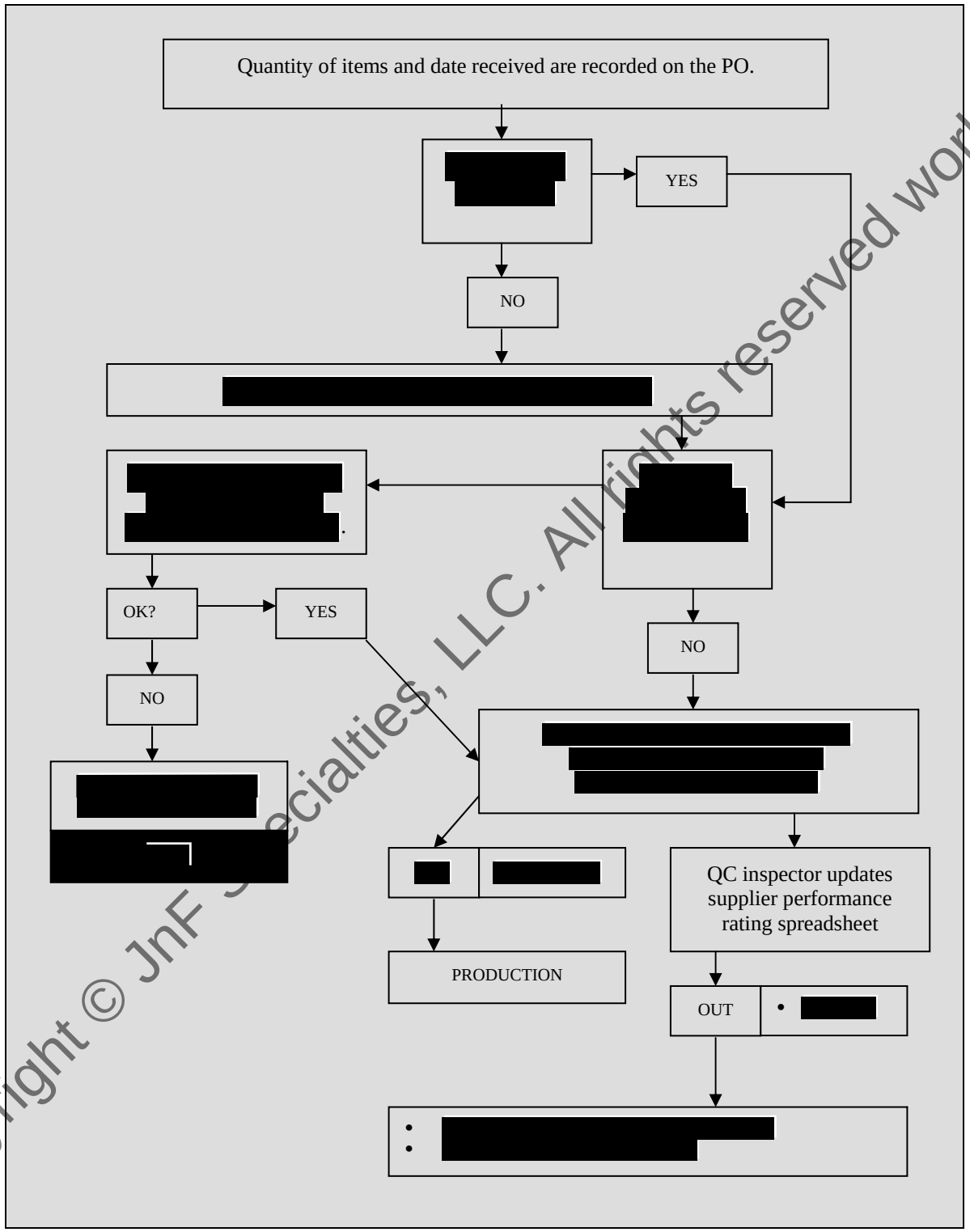
4.1 The inspector will receive the items and original paperwork from the RA and acquire the applicable PO. (see the Purchasing Procedure)

4.2 Inspections are performed according to Appendix A or [redacted]

[redacted]

PROCESS MAP





[redacted]

APPENDIX A - RECEIVING INSPECTION WORK INSTRUCTIONS

Op 1: Acquire copy of purchase order. Perform [redacted]

Op 2: Verify supply [redacted]

Op 3: Count [redacted]

Op 4: Verify the Supplier is approved according to the current Approved Supplier List - if Supplier is not listed [redacted]

If Supplier provides a non-chemical item [redacted]

If Supplier provides a chemical [redacted]

Op 5: If the supply is a <Catalog/Commercial> item, [redacted]

Op 6: Perform First Piece Mechanical/Visual inspection on a new production part number to determine conformance to all PO requirements and dimensions and notes from the applicable drawing - record findings and observations on a First Piece Inspection or FAI form

Op 7: SAMPLING PLAN: [redacted]

Op 8: Verify dimensional conformance [redacted] then

Op 9: Verify conformance of supplies according [redacted] then

Op 10: Verify conformance to the required chemical composition according to [redacted]

Op 11: When raw material is accepted only by review of Supplier certificate of analysis, [redacted]

For critical item: [redacted]

For non-critical item: [redacted]

Op 12: Verify lot traceability [redacted]

Op 13: If the Supplier is a distributor of the supplies, verify [redacted]

Op 14: Affix a Good Material Tag to accepted supplies. [redacted]

Op 15: If supplies are nonconforming or their conformance cannot be determined within 30 days of receipt, [redacted]

Op 16: Complete the inspection record following its format (record applicable M&TE, lot traceability, etc)

Op 17: Complete shelf life expiration log for supplies that have an expiration date

Op 18: Record the quantity and date received on the PO then initial PO next to each item to indicate acceptance. Process the Purchase Order according to *Appendix B*

Op 19: If the Supplier's packaging [redacted]

Op 20: Inspect Customer/Government furnished property upon receipt to [redacted]

[redacted]

APPENDIX B - PURCHASE ORDER PROCESSING

Step	IF	THEN
1	Supply is not the Last Item on PO	[redacted]
2	Supply is the last Item on PO	[redacted]
2.1	Supply is the last Item on PO	Optional: [redacted]

[redacted]

Your Logo

Your Company Name

MANUFACTURING PROCESS

Origination Date: XXXX

Document Identifier:	Manufacturing
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the manufacturing process.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This document defines the overall Manufacturing process and includes or makes reference to the procedures necessary for the process.

NOTE: The Manufacturing process includes all QC inspections and tests within it. Quality is not a separate process.

2.0 THEORY

Manufacturing operations or tasks must be conducted under controlled conditions to ensure product quality. By this we mean:

- [redacted]

3.0 PROBLEM RESOLUTION

All employees are instructed to immediately notify a Responsible Authority (RA) whenever a process or product related problem occurs that cannot be corrected according to established process controls and could affect or actually affects the quality of a production process or business operation.

It is understood that the appropriate responsible authority will occasionally not be available for support; in that event, [redacted]

- [redacted]

4.0 PROCEDURE: PRODUCTION DOCUMENTATION

4.1 All revision controlled production documents are available at the point of use and display the part number and revision of the item being produced.

4.2 In addition to this process procedure, additional production documentation may be required for a given order or production operation. Where required, [redacted]

4.3 Such documentation includes [redacted]

4.4 Records that are created for temporary retention of miscellaneous information are not required to [redacted]

5.0 PRODUCT IDENTIFICATION

5.1 Product is identified in shop areas by any of the following methods:

[redacted]

5.2 Lot traceability or individual serialization of parts is to be maintained on the paperwork (travelers, routers, etc.) as required. Supervisory staff will [redacted]

5.3 Bad (nonconforming) product that has failed an inspection or test and cannot be reworked to comply with requirements is [redacted]

5.4 Any parts or product not marked with a tag are to be considered [redacted]

5.5 IDENTIFICATION OF TRANSFER CONTAINERS

5.5.1 Whenever a portion of chemical is transferred from its original container to a smaller temporary container, [redacted]

5.5.2 Whenever a portion of chemical is transferred from its original container to a smaller permanent container, [redacted]

6.0 PROCEDURE: PRODUCT HANDLING

6.1 Work instructions and/or training will [redacted]

6.2 In all cases, Operators are [redacted]

6.3 The Company provides suitable safety and personal protection equipment for handling hazardous or toxic materials. Operators are [redacted]

7.0 PROCEDURE: PRESERVATION

7.1 Operators will [redacted]

7.2 Operators will [redacted]

7.3 Operators will [redacted]

7.4 Operators will [redacted]

7.5 FOD: Foreign Object Damage and Detection: Work instructions and training methods ensure that handling and preservation practices reduce the introduction of foreign objects (FOD) into products.

7.6 Marking and labeling including safety warnings

7.7 [redacted]

8.0 PROCEDURE: CUSTOMER AND GOVERNMENT PROPERTY CONTROL

8.1 Customer and Government Property (C&G Property) means [redacted]

This includes:

8.1.1 [redacted]

8.1.2 [redacted]

8.1.3 [redacted]

8.1.4 [redacted]

8.2 All Customer and Government furnished property shall be inspected by Receiving Inspection upon receipt according to the ***QMS-09 Receiving Procedure***. Any nonconformities or shortages will be communicated to the Customer for action.

8.3 C&G Property shall be identified [redacted]

8.4 Sensitive material, as defined by the Customer or Government, shall [redacted]

8.5 C&G Property will [redacted]

8.6 C&G provided equipment shall [redacted]

8.7 Quality shall investigate and report to the Customer or Government any cases of [redacted]

8.8 Requirements for the control of C&G property shall [redacted]

9.0 PROCEDURE: VALIDATION OF PROCESSES

9.1 Unless otherwise specified by engineering requirements, the form named Design Validation-Verification is used to record results of validation and verification activities.

9.2 Provisions for validation and verification includes:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

10.0 PROCEDURE: INSPECTION AND TEST OF PRODUCT

10.1 Receiving inspection is performed according to the ***QMS-09 Receiving Procedure***.

10.2 First Article Inspection

10.2.1 First article inspections are detailed inspections of every dimension and characteristic of the first completed part or of a semi-completed part and are performed when required by the Customer or management decision.

10.2.2 The Company will utilize the Customer or Government provided First Article Inspection Report to record First Article inspection results when provided.

10.2.3 Where not provided, the Company will utilize [redacted]

10.2.4 Complete the first article inspection form according to its format and submit to CCB.

10.2.5 Calibrated tools shall be used for first article inspection; however, [redacted] under the following conditions:

1) [redacted]

2) [redacted]

10.2.6 [redacted]

10.2.7 Any item failing first article inspection must be processed according to the ***QMS-14 Control of Nonconforming Product Procedure***.

10.3 In Process Inspections

10.3.1 In-process inspection is performed by [redacted]

10.3.2 In-process inspections are performed [redacted]

10.3.3 Calibrated tools shall be used for in-process inspection; however, [redacted] under the following conditions:

1) [redacted]

2) [redacted]

10.3.4 When applicable, complete the production inspection form according to its format.

10.3.5 [redacted]

10.3.6 Any item failing in-process inspection must be processed according to the ***QMS-14 Control of Nonconforming Product Procedure***.

10.4 Final Inspection

10.4.1 Final inspection is performed by [redacted]

10.4.2 100% sampling is required for final inspection unless otherwise specified by Customer contract. When sampling is permitted by Customer contract then Zero Acceptance Number Sampling Plan C=0 or ANSI Z1.4 may be used, or as specified by Customer contract.

10.4.3 Calibrated tools shall be used for final inspection; however, [redacted] under the following conditions:

1) [redacted]

2) [redacted]

10.4.4 Complete the production inspection form according to its format.

10.4.5 [redacted]

10.4.6 Any item failing final inspection must be processed according to the ***QMS-14 Control of Nonconforming Product Procedure***.

11.0 PROCEDURE: SHELF LIFE EXTENSION - Subject to Customer Review and/or Approval

11.1 Items that are subject to expiration may [redacted] for instance:

[redacted]

11.1.1 [redacted]

11.1.2 [redacted]

11.1.3 [redacted]

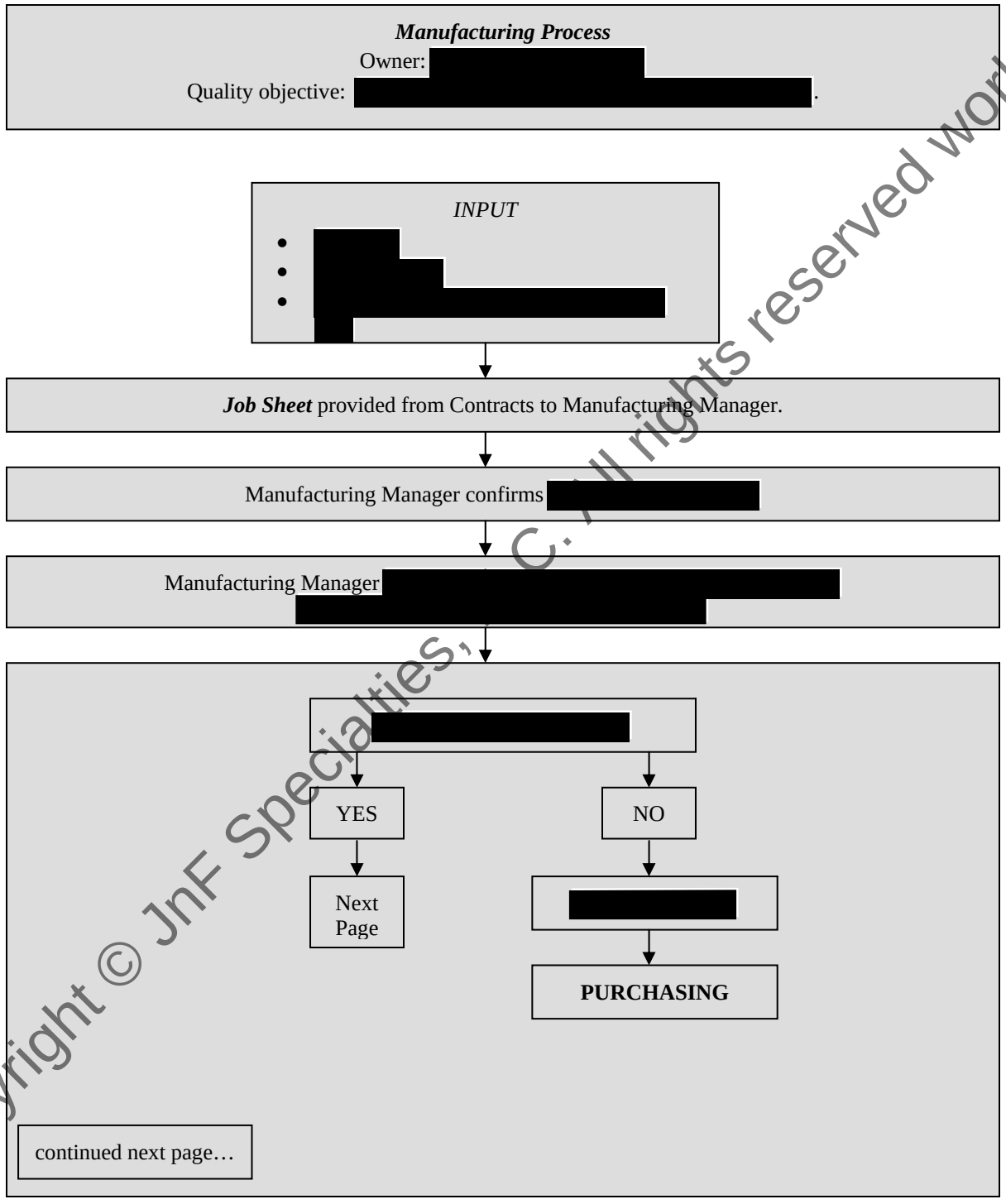
11.1.4 [redacted]

11.2 Chemicals that are purchased or prepared by the chem-lab are [redacted]

11.3 Raw material components whose shelf life [redacted]

[redacted]

12.0 PROCESS MAP



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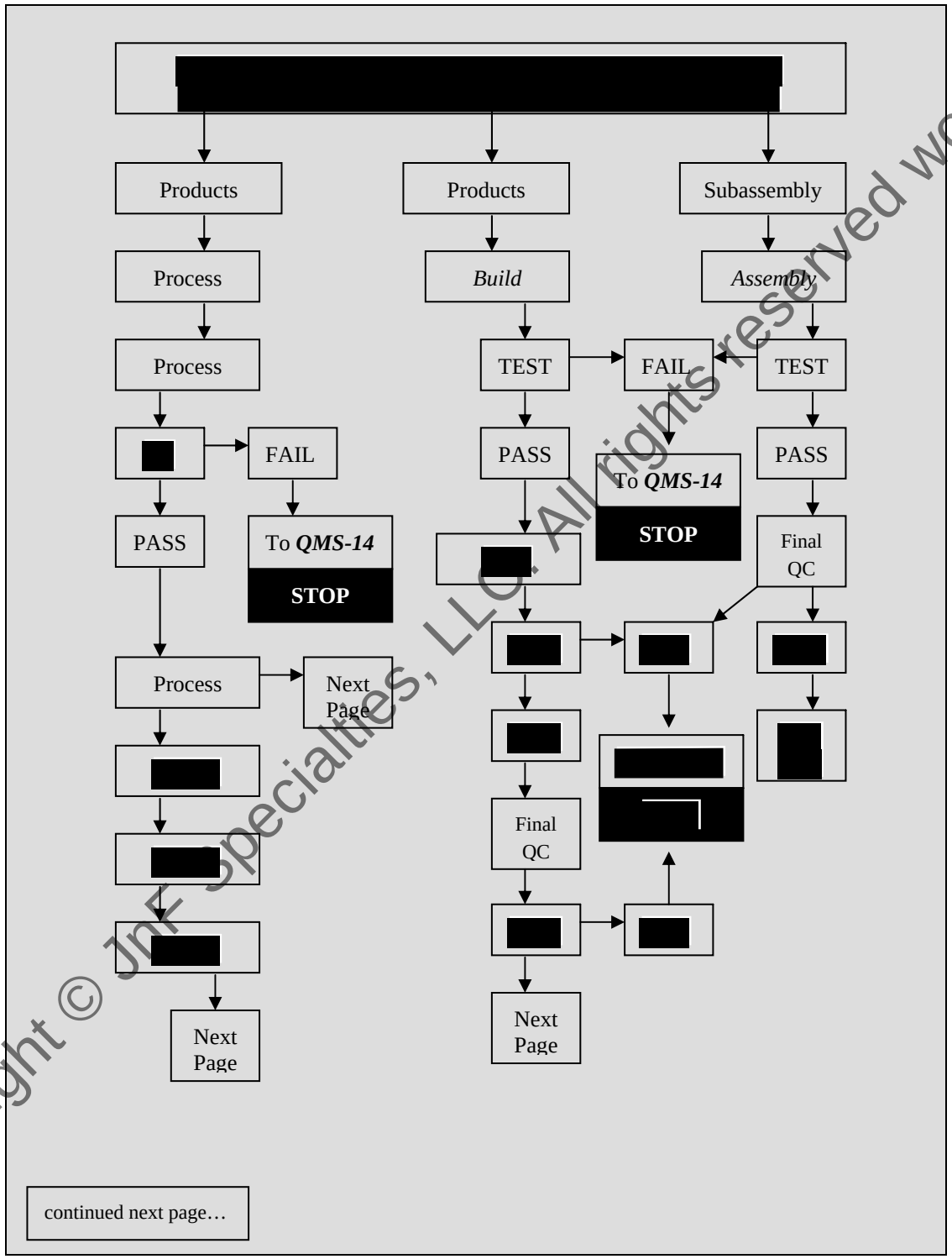

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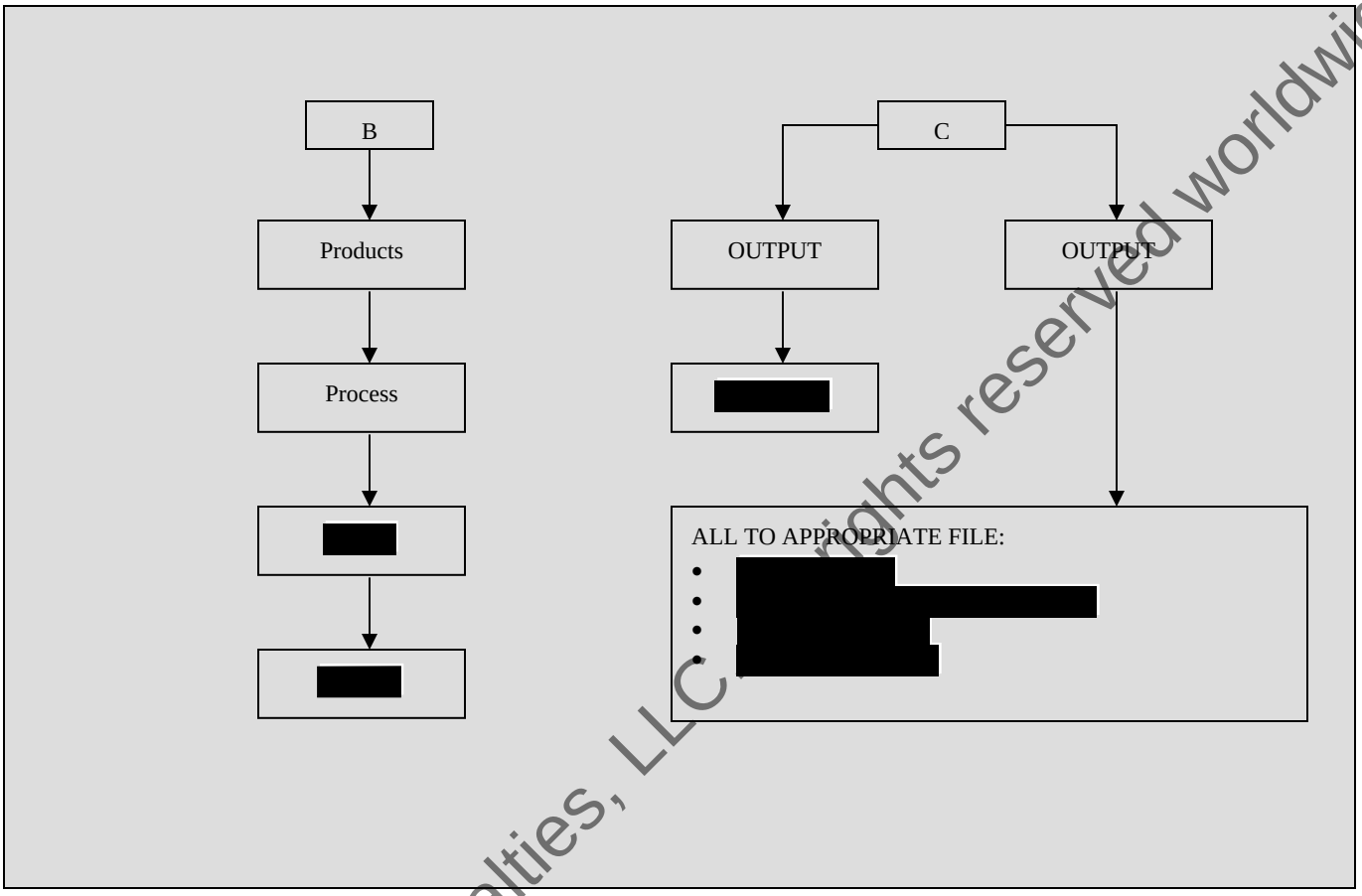

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Your Logo

Your Company Name

SHIPPING PROCESS

Origination Date: XXXX

Document Identifier:	Shipping
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the shipping process.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This document defines the Shipping process including product packaging activities.

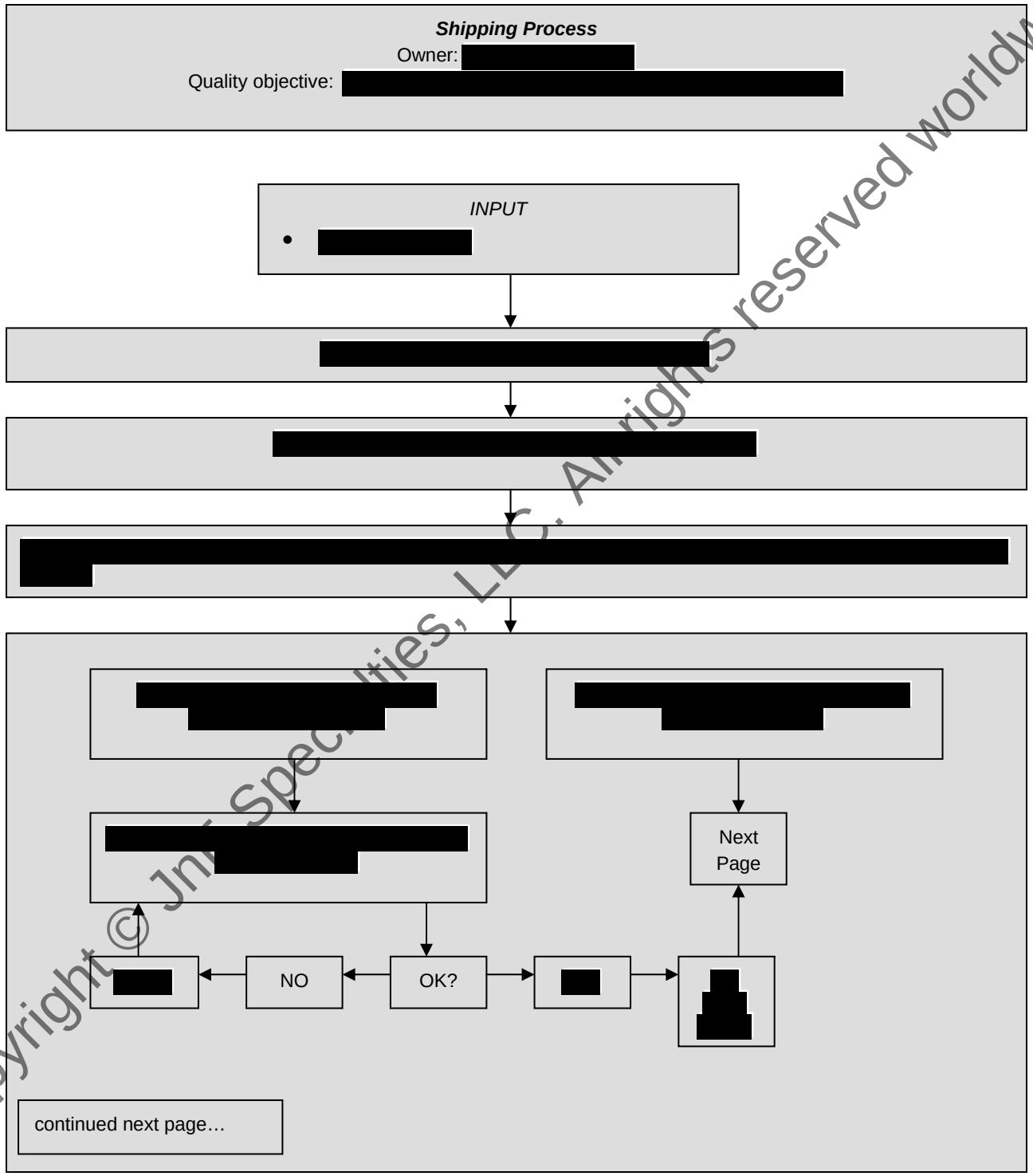
2.0 THEORY

The final packaging and arrangement of shipping is critical to the quality of product as received by the Customer; as a result, the Company controls the methods of packaging and shipping to ensure product quality is not compromised during delivery.

3.0 PROCEDURE: PACKAGING AND SHIPPING

See process map.

4.0 PROCESS MAP



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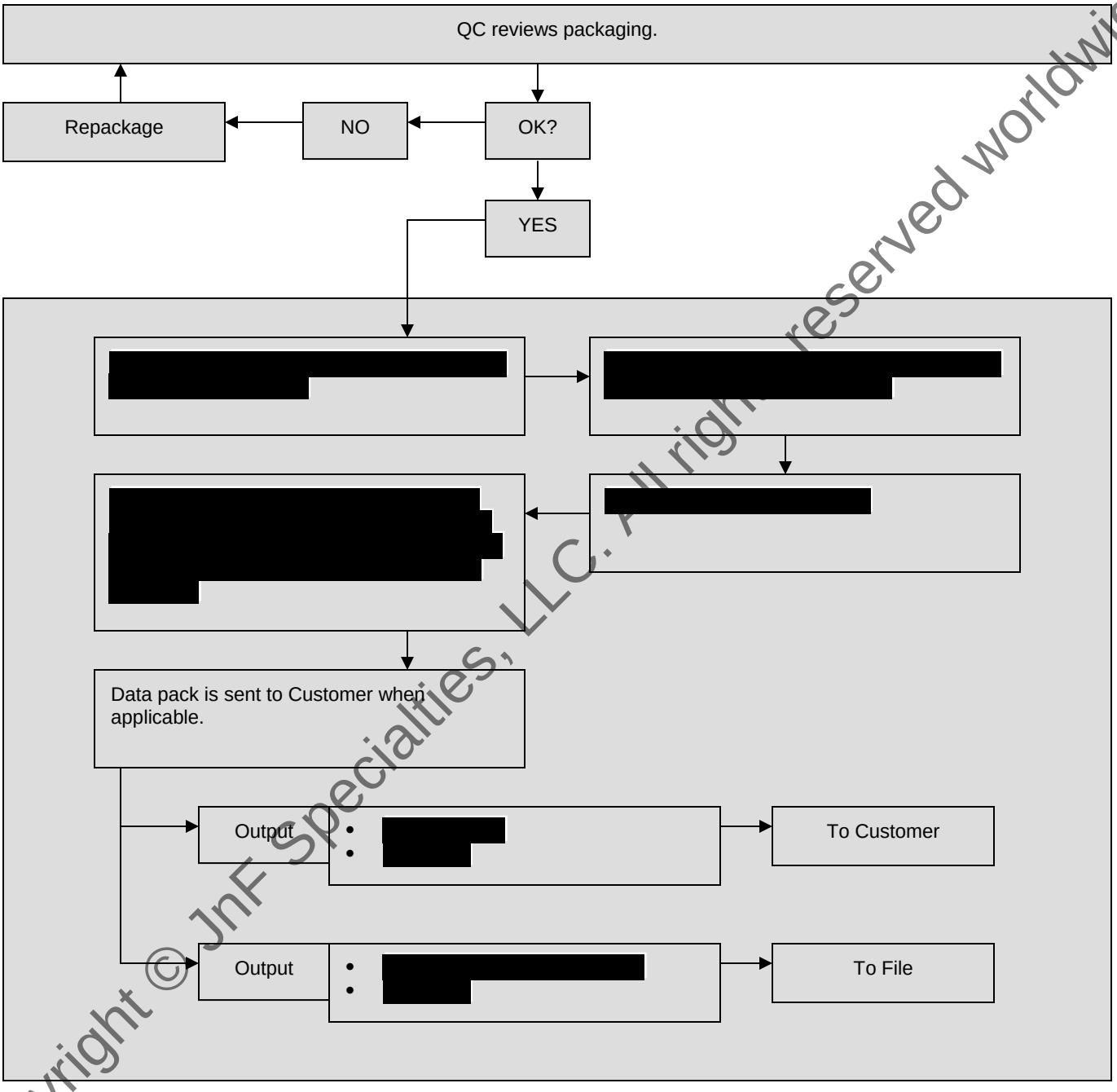

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INTERNAL AUDITING

Origination Date: XXXX

Document Identifier:	Internal Auditing
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the procedure used to audit the quality management system.

[redacted]

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This document provides details and procedures for the internal auditing process.

NOTE: At this time, only quality system audits are conducted. When environmental system or other audits are implemented, this procedure will be amended to include rules for additional audits.

2.0 THEORY

Internal auditing of a Company's quality system is critical for maintaining good processes and documentation and for identifying areas for improvement opportunity.

3.0 INTERNAL AUDITING PROCEDURE

3.1 Internal quality audits are conducted [redacted]

3.2 Audit requirements include those of ISO 9001, AS9100, the Company's quality system documents as well as [redacted]

3.3 Auditors may [redacted]

3.4 Minimum auditor training requirements are as follows:

- [redacted]
- [redacted]

3.5 The Quality Manager plans audits according to [redacted]

3.6 The Quality Manager maintains the Internal Audit Schedule that records this information.

3.7 Using the Internal Audit Report, the Lead Auditor [redacted]

3.8 An audit [redacted]

3.9 The internal audit [redacted]

3.10 During the corrective action effectiveness review, the results of actions taken to address audit findings are evaluated.

3.11 The completed Internal Audit Report is then returned to the Quality Manager for logging and the Internal Audit Schedule is updated.

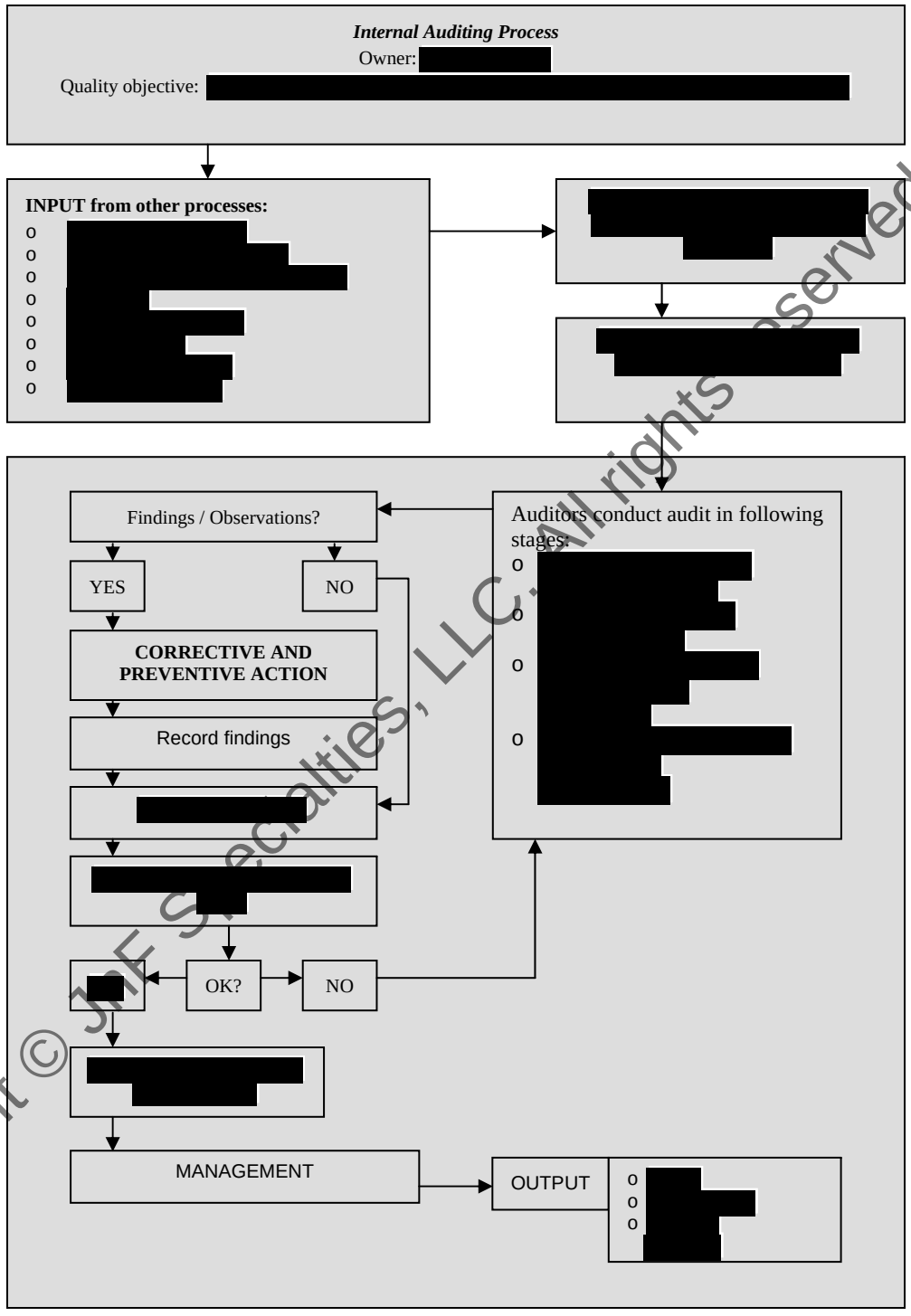
3.12 Copies of the completed audit report are sent to the appropriate managers of the areas audited to report the findings and results. In this way, [redacted]

3.13 The results of internal audits are [redacted]

3.14 In all cases, auditees are expected to cooperate fully with the audit team.

[redacted]

4.0 PROCESS MAP



Your Logo

Your Company Name

CORRECTIVE AND PREVENTIVE ACTION

Origination Date: XXXX

Document Identifier:	Corrective and Preventive Action
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the procedures used to correct and prevent nonconformities.

[redacted]

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This document provides details and procedures for the process governing the discovery, reporting, resolution and recording of actions taken to correct or prevent nonconformities.

2.0 THEORY

Corrective action is taken to correct nonconformities, which could be product defects found during production, errors found in documents, equipment problems or problems related to how the Company performs functions in its processes. "Corrective action" is simply the "fix" that corrects the problem.

Whenever we take corrective action we also attempt to prevent the problem from recurring, which is known as "preventive action". There are times when preventive action is a standalone activity, specifically when reporting a problem that does not exist at the moment but could exist if something isn't done. Sources for preventive action opportunities include risk management, error proofing, failure mode and effects analysis and reports of product problems by external sources. Having a formal system to record and resolve both existing and potential problems ensures that these problems do not occur or reoccur, thereby improving our products, processes and work environment.

3.0 PROCEDURE: INTERNAL REPORTS

3.1 The Company utilizes a Request for Support (RFS) form to record both nonconformances related to its products, process and quality system as well as compliments or positive feedback. The form and system are used for [redacted]

3.2 ALL employees are empowered with the ability to report sources of problems and nonconformances.

3.3 No disciplinary action may be attached to the submission of RFS's.

3.4 The Quality Manager has been assigned the role of RFS Administrator.

3.5 For the processing and routing of RFS's see Process Map.

3.6 If the responsible manager determines they are not responsible for the issue involved, they [redacted]

3.7 Actions taken shall [redacted]

3.8 The Quality Manager shall monitor the RFS Log to determine overdue RFS's and take appropriate action to see that such RFS's are resolved.

[redacted]

3.9 In addition to corrective action efforts, management shall utilize [redacted]

3.10 The management review process shall [redacted]

3.11 Where product is suspected of a nonconformance, the Company shall take preventive action that includes [redacted]

4.0 PROCEDURE: INVESTIGATION & CORRECTIVE ACTION REQUESTS (ICAR's)

4.1 Any purchasing agent may submit an Investigation and Corrective Action Request (ICAR) to a Supplier that has shown delivery issues, quality problems or the potential for nonconformity.

4.2 ICAR's are processed through the same steps as the RFS but are routed to the Supplier for root cause analysis and action planning. ICAR's are logged separately.

4.3 Failure of a Supplier to respond to an ICAR or to respond with an insufficient action plan may [redacted]

[redacted]

5.0 PROCESS MAP

Your Logo

Your Company Name

CONTROL OF NONCONFORMANCES

Origination Date: XXXX

Document Identifier:	Control of Nonconformances
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes procedures for control of nonconformances.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This document defines and makes reference to the procedures necessary for the control of nonconforming items.

2.0 THEORY

Items that have failed inspections or tests or that in any way does not meet requirements is considered nonconforming. Such items must be controlled to ensure it is not accidentally delivered or used. The Company's system ensures that nonconforming items are identified when found and segregated, investigated and dispositioned. Corrective and/or preventive actions are taken to ensure nonconformances do not reoccur.

3.0 GENERAL PROCEDURE

3.1 Nonconformances are any deliverable items made by the Company or raw material used by the Company or returned from the Customer that does not meet:

- [redacted]

3.2 Nonconforming items must be withheld pending [redacted]

3.3 All employees are empowered to engage this procedure when [redacted]

3.4 Upon discovery of nonconforming items, an employee may make an attempt to perform immediate rework if such rework is within that employee's ability. For example, [redacted]

3.5 When an employee cannot bring the item into conformance through immediate rework, the employee shall [redacted]

3.6 [redacted]

3.7 The employee shall complete the top portion of the RFS form, filling in all pertinent spaces. The employee shall then submit the RFS to the Quality Group.

[redacted]

3.8 The employee shall [redacted]

3.9 Upon receipt of the RFS, the Quality representative will review the form for [redacted]

3.10 Quality will then assign the RFS to an appropriate manager or authority for resolution. This includes [redacted]

3.11 If the nonconforming item is ascertained or estimated to be the fault of a Supplier, Quality may elect to submit an Investigation and Corrective Action Request (ICAR) to the supplier. In such cases, the ICAR number shall be referenced on the RFS. For more on the ICAR system see the Corrective and Preventive Action Procedure.

3.12 Quality will also indicate on the RFS form [redacted]

3.13 The RFS shall then be submitted to the Material Review Board (MRB) for review and disposition. Necessary actions are taken to contain the effect of the nonconformity on other items or processes. MRB actions that affect configuration may [redacted]

3.14 The MRB consists of the following managers, at a minimum:

- [redacted]
- [redacted]
- [redacted]

3.14.1 MRB Qualification

A Material Review Board member must:

1) [redacted]
2) [redacted]

3.15 In the event of a non-unanimous decision, [redacted]

3.16 The Company shall provide timely reporting of delivered nonconforming items that may affect reliability or safety. Notification shall include [redacted]

4.0 DISPOSITIONS

4.1 Dispositions are classified as Major, Minor or None.

4.1.1 Major: [redacted]

4.1.2 Minor: [redacted]

4.1.3 None: [redacted]

4.2 MRB dispositions may include, but are not limited to:

4.2.1 Clarification [redacted]

4.2.2 Conditional Acceptance [redacted]

4.2.3 Non-Flight [redacted]

4.2.4 Notification [redacted]

4.2.5 Precautionary [redacted]

4.2.6 Repair (Non-Standard and Standard)

[redacted]

4.2.7 Request for Waiver/Deviation

[redacted]

4.2.8 Return to Supplier (Receiving Inspection)

[redacted]

4.2.9 Rework (Non-Standard and Standard)

[redacted]

4.2.10 Scrap

[redacted]

5.0 CUSTOMER DISPOSITION AUTHORITY

5.1 Major: [redacted]

5.2 RTV and Scrap dispositions [redacted]

5.3 Minor: [redacted]

5.4 Scrap, RTV or Standard Rework dispositions are [redacted]

5.5 None: [redacted]

6.0 PROCESSING SCRAP

6.1 Nonconforming items dispositioned as scrap are physically segregated into an appropriate scrap area.

6.2 Such scrap is [redacted]

6.3 Identifying scrap with markings is [redacted]

6.4 Scrap is controlled internally so as not to be made available for possible theft, which precludes the use of outdoor scrap bins or other storage areas generally accessible to non-employees.

[redacted]

Your Logo

Your Company Name

CALIBRATION

Origination Date: XXXX

Document Identifier:	Calibration Procedure
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes calibration procedures.

[redacted]

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 PURPOSE

This document defines the procedures necessary for calibration of measuring equipment.

2.0 THEORY

Measurement results are only valid when M&TE of known accuracy is used. This calibration procedure ensures M&TE is properly verified for accuracy against known standards. Measurement devices that are used to indicate process feedback are not subject to calibration, such as short-circuit or open-circuit, hot or cold, off or on, etc; however, when a measurement device is used to determine conformance to a Customer requirement, then the device should be properly verified for accuracy.

3.0 DEFINITIONS

- Accuracy Ratio –
- Adequacy -
- Calibration:
- Gages –
- Inspection Aid –
- M&TE -
- Procurement of M&TE -
- Recall –
- Significantly out-of-tolerance -
- Special Equipment -
- Standards -

4.0 GENERAL CALIBRATION PROCEDURE

4.1 Calibration is performed by trained employees or approved calibration service providers.

4.2 Measuring instruments are to be calibrated at a temperature of and relative humidity. Sufficient temperature stabilization time is allowed before calibration. For cases where calibration must be conducted in the production area, calibration equipment is

4.3 A number is issued when a gage does not provide its own serial number. The numbers run [redacted]

4.4 All M&TE are kept clean and when not in use are [redacted]

4.5 A recall log is maintained on all M&TE and standards. The log provides [redacted]

4.6 The number of items scheduled for monthly recertification is periodically determined and their schedule is adjusted [redacted]

4.7 In addition to the recall log, a Calibration Report is kept on each Company-owned gage/standard. The purpose of this report is [redacted] Calibration instructions are prepared to provide the calibration technician with instructions to perform the recertification. These instructions contain [redacted]

4.8 Calibration intervals may be established based on one or more of the following criteria: [redacted]

4.9 Adjustable M&TE is periodically recalibrated based upon [redacted]

TABLE I, Calibration Intervals

Calibration Cycle	Recalibration Cycles to Qualify for New Calibration Cycle	New Calibration Cycle
Annual	[redacted]	[redacted]
Bi-Annual	[redacted]	[redacted]
3 - 4 Years	[redacted]	[redacted]
5 Years	[redacted]	[redacted]

4.10 Interval Adjustment: M&TE whose calibration error is recorded as being greater than the last recorded calibration error but not significantly out of tolerance [redacted]

4.11 M&TE calibration intervals may be extended or adjusted by [redacted]

4.12 Overdue items should be identified with an appropriate tag and are prevented from use as practicable. A calibration overdue notice in the form of an inter-office memo or other format may be used to facilitate recall of portable gages.

4.13 A calibration sticker is used to identify individual items of M&TE. The sticker displays [redacted]

4.14 Calibration Standards/Special Equipment

The following is the position of the National Conference of Standards Laboratories (NCSL):

[redacted]

Calibration of standards/special equipment is conducted by checking against laboratory standards available at outside laboratories. Approved calibration laboratories are listed in the Approved Supplier's List.

When calibrations are made for standards/special equipment, the calibration lab is required to submit a report that contains, as appropriate:

- [redacted]
- [redacted]
- [redacted].
- [redacted]
- [redacted]
- [redacted]
- [redacted]

4.15 A calibration record and recall log is maintained on all Transfer Standards, indicating [redacted]

4.16 The calibration department places all Customer furnished inspection gages in the calibration system unless otherwise directed by the Customer. Records are kept showing [redacted]

4.17 Traceability: Inspection work instructions and manufacturing travelers specify measurement and test equipment utilized for product conformance inspection.

When specified, the M&TE number is [redacted]

4.18 Non-Calibrated M&TE: Upon request, non-calibrated M&TE may be submitted for calibration. Non-calibrated measurement devices may [redacted] under the following conditions: 1) [redacted] 2) accuracy is verified using current, calibrated M&TE or standards traceable to NIST or by inspection of the product(s) using calibrated M&TE. A non-calibrated measurement device that is verified accurate [redacted]

4.19 Calibration Not Required M&TE

4.19.1 Chemical laboratory glassware is exempt from calibration, such as [redacted]

4.19.2 Chemical analysis equipment that is checked for accuracy prior to use by chemical standards or prepared solutions are exempt from calibration, such as [redacted]

4.19.3 Titration tools and solutions are exempt from calibration, such as [redacted]

4.19.4 Prepared chemical solutions and chemical standards are [redacted]

4.19.5 Software programs that are used for operation of test equipment are [redacted]

4.19.6 Power supplies that are used in process control and test equipment are exempt from calibration; however, [redacted]

4.20 Employee Owned Tools: Personal tooling or gages owned by employees are calibrated prior to use and [redacted]

4.21 Storage and Handling of M&TE: M&TE is handled during movement using the manufacturer's recommendations or handling practices that prevent [redacted]

4.22 M&TE requiring transportation to a calibration laboratory is packaged as required to prevent damage in transit.

4.23 M&TE storage areas are monitored to preclude deterioration of equipment at intervals consistent with internal quality audits. Recalibration of M&TE is required when [redacted]

4.24 Archive / Long-Term Storage: M&TE does not require accuracy verification prior to archive / long-term storage if it was not:

- [redacted]
- [redacted]
- [redacted]

M&TE that has been calibrated and stored must [redacted]

5.0 OUT-OF-TOLERANCE EQUIPMENT AND TOOLING

5.1 Equipment and tooling found to be significantly out of tolerance, damaged, inoperative, erratic or exhibiting some other form of anomalous condition should be immediately tagged by the operator or responsible authority. The degree of error should be recorded on the tag and the item should be removed directly to the calibration department or a notice should be posted on equipment that identifies its condition until the deficiency is evaluated. All pertinent information is entered on the calibration record.

5.2 M&TE found significantly out of tolerance at recalibration for 2 interval cycles is prevented from use by physical removal (except as otherwise provided), labeling or by other effective methods. All out of tolerance data [redacted]

5.3 An instrument whose calibration error is significantly out-of-tolerance over a short portion of a specified range may be returned to service only when [redacted]

5.4 Any product certified with M&TE subsequently found to be out-of-tolerance is reported to the Customer. The impact on the quality of products examined or tested by M&TE found to be out-of-tolerance during calibration will [redacted].

6.0 LOST EQUIPMENT

6.1 Measurement and test equipment that cannot be located shall [redacted]

7.0 MANAGEMENT REVIEW

7.1 Management Review meetings are conducted according to the Management Process Procedure. During Management Review, process resources are discussed and [redacted]

APPENDIX 1

Setting and/or selecting a reference standard to calibrate a measurement device.

Requirement:

The measurement range of a device being checked for accuracy must be less than [redacted]

VOLTMETER:

A voltmeter shall be verified for accuracy within an equivalent range on the reference standard:

A voltmeter reference standard may have scales that range from 2-20V, 20-200V, etc.

The voltmeter being checked for accuracy must be set to bracket within a range of the reference standard - or - the reference standard must be set to a range that brackets the range on the voltmeter being checked for accuracy. For instance, if the voltmeter being checked is set to 2-20V then the standard must be set to the same range – do not use the 20-200V range on the reference standard to check the 2-20V range on the voltmeter.

OTHER MEASUREMENT DEVICES:

Any reference standard whose maximum measurement range is the same as the device being checked for accuracy must be at least [redacted].

For instance, [redacted]

APPENDIX 2

Nonadjustable M&TE is inherently stable and includes [redacted]

The Operator is only required to check inherently stable M&TE for damage prior to each use because [redacted]

For instance, [redacted]

To control the inventory of inherently stable M&TE, determine [redacted]

Operators are required to ONLY use [redacted]

With this method, as long as [redacted]

[redacted]

Your Logo

Your Company Name

DEFINITIONS AND ABBREVIATIONS

Origination Date: XXXX

Document Identifier:	Definitions and Abbreviations
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes definitions and abbreviations used by the Company.

[redacted]

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This document provides the accepted definitions and abbreviations for terms used by the Company.

2.0 ABBREVIATIONS

- ATP: Acceptance Test Procedure
- CCB: Configuration Control Board
- DR: Data Review
- IHS: Inherently Stable
- IS: “is” or “as found”
- ISO: International Organization for Standardization
- M&TE: Measurement and Test Equipment
- MCD: Manufacturing Control Document
- MRB: Material Review Board
- NCP: Nonconforming Product
- NCR: Nonconformance Report
- QA: Quality Assurance
- QC: Quality Control
- QTP: Qualification Test Procedure
- QTR: Qualification Test Report
- R&D: Research and Development
- RA: Responsible Authority
- REA: Responsible Engineering Authority
- RFCA: Request for Corrective Action
- RFP: Request for Price/Proposal
- RFS: Request for Support
- RQA: Responsible Quality Authority
- RTV: Return to Vendor
- SAE: Society of Automotive Engineers
- SB (also S/B): “should be”

3.0 DEFINITIONS (GLOSSARY)

ACCEPTANCE

[redacted]

ACCESSIBILITY

[redacted]

TRAINING

[redacted]

UNIT (SOFTWARE)

[redacted]

UNIT (HARDWARE)

[redacted]

UNSCHEDULED MAINTENANCE

See corrective maintenance.

VALIDATION TESTING

[redacted]

VALIDATION OF A PROCESS

[redacted]

VERIFICATION

[redacted]

VERSION

[redacted]

WAIVER

[redacted]s.

WORK

[redacted]

WORKMANSHIP

[redacted]

Your Logo	BULLETIN	NUMBER: PAGE: 1 of 1

PROGRAM NAME:		DOCUMENTS AFFECTED:	
PROCESS AFFECTED:		PROJECT ENGINEER AFFECTED:	
PROCESS OPERATOR AFFECTED:		SUPERVISOR AFFECTED:	
QUALITY OPERATOR AFFECTED:		PREPARED BY:	Date:

[redacted]

☐ **RETAIN** ☐ **DISCARD AFTER** (DATE) ☐ [redacted]

☐ [redacted]

☐ [redacted]

Additional Distribution:

[redacted]

PAGE 2 TEXT BLOCK: Insert page 2 text here

ORIGINATOR: _____ RESPONSIBLE AUTHORITY: _____

CCB Approval:

_____	_____	_____	_____
Manager	Manager	Manager	Manager

DISTRIBUTION:

Form Rev: Orig

Ref Only
NOTEPAD Rev: Orig

Calibration Seal
NOTEPAD Rev: Orig

Metrology Recall Card

Description:						Calib Frequency:			
Type:				Model:			S/N:		
Property ID#:									
Location:									
[redacted]		[redacted]							
[redacted]									
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Form Rev: Orig

[redacted]

Instrument and Case Identification Tag (shrink to fit)

Tool #:		Tech:	
Calib. Accuracy:			
[redacted]			
			Form Rev: Orig

Instrument Deviation Tag (shrink to fit)

Tool#:	
[redacted]	[redacted]
Tech:	
Date:	
	Form Rev: Orig

Measuring and Test Equipment Calibration Report

☐ In Tolerance as Received	☐ Out-of-Tolerance as Recv'd	PO# for M&TE:
Department:	Date:	
Equipment:	Location:	
Size-Range:	Mfg-Model:	
Serial #:	M&TE Accuracy:	

[redacted]

Remarks:

Calib. Manual#:	Rev:	Temp:	% RH:
NIST #:		Calib Due Date:	

[redacted]

Form Rev: Orig

[redacted]

IMPACT ANALYSIS REPORT

Number of parts that may be out-of-spec – List Model # and projected quantities for each type that may be affected if [redacted]

± tolerance range [redacted]

Estimate of time [redacted]

[redacted]

[redacted]

Your Procedure # Rev: Orig	[Title] Calibration Instruction Sheet		Form Rev: Orig Page 1 of 1
Special Instructions:		Specification:	
		Specification:	
[redacted]		[redacted]	

[redacted]	[redacted]	[redacted]	[redacted]

[redacted]

Inherently Stable Measurement Equipment Log

Approved Brands:		Type:	(ruler, shunt, vernier, etc)
[redacted]		[redacted]	[redacted]
[redacted]	[redacted]		

Form Rev: Orig

[redacted]

Contract Review

Program Name:					
Program Source:	Internal Customer ☐	External Customer ☐			
RFP#:	Contract Type: Commercial ☐	Gov ☐	R&D ☐		
Customer:					
Contract#:	Contract Type:				
[redacted]		[redacted]			
[redacted]		[redacted]			
[redacted]					
[redacted]		[redacted]			
[redacted]					
[redacted]					
[redacted]					
[redacted] ☐	[redacted] ☐	[redacted] ☐	[redacted] ☐	[redacted] ☐	[redacted] ☐
[redacted]	[redacted]	[redacted]	[redacted]		
[redacted]		[redacted]			
[redacted]	[redacted] ☐	[redacted] ☐			
[redacted]					
[redacted] ☐	[redacted] ☐	[redacted] ☐			
[redacted]					
Understanding of Quality Terms and Conditions					
Requirements are Clear ☐	Req's Difficult to Interpret ☐	Requirements are Unclear ☐			
[redacted]					
[redacted] ☐	[redacted] ☐	[redacted] ☐			
[redacted]					
Analysis Made By:		Reviewed By:			
	Date:		Date:		

Form Rev: Orig

[redacted]

Compliance Matrix-1

(Program Name - Contract - Revision)

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]				
			x	x
Specification Name – Number – Revision				

Form Rev: Orig

[redacted]

Compliance Matrix-2

(Program Name - Contract - Revision)

[redacted]	[redacted]	[redacted]

Form Rev: Orig

[redacted]

Work Breakdown Structure

Program Name – Contract - Revision		
[redacted]	[redacted]	[redacted]
[redacted]		
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Form Rev: Orig

Check-off each item that is completed

[redacted]

Your Logo	**INVESTIGATION AND CORRECTIVE ACTION REQUEST**

ICAR Responsible Supplier: _____

Customer: _____ Part# _____ Applicable Customer P.O or Job # _____

Customer CA or corresponding documentation received? Y ☐ N ☐ Number: _____

Date Opened:_____ Step 3. Due: _____ Date ICAR closed: _____ Closed By: _____

[redacted]

5. [redacted]

Your Company Name and Logo

Date

(Your Co name) has made a commitment to our Customers to become [redacted] certified and we have been working very hard to upgrade our procedures and process control in pursuit of continuous improvement. [redacted]

Thank you for your support,

_____
(Your Signature)
(Your printed name)

[redacted]

CUSTOMER PERCEPTION SURVEY

(Your Co name)

	Customer Name:	
	Completed By:	Date:
Please rate the following items from 0 to 10 (0 = Bad and 10 = Excellent)		
1)	Score	**Satisfaction**
a)		Cooperation
		[redacted]
2)	Score	**Performance**
a)		Accessibility (personnel / facility / suppliers)
		[redacted]
3)	Score	**Competitiveness**
a)		Cooperation
		[redacted]
4)	Score	**Prediction**
		[redacted]
Comments:		

Thanks again for your support

Please Fax the completed survey to: (Your Name and Fax#)

Form Rev: Orig

[redacted]

CUSTOMER SATISFACTION SURVEY Your Logo

Date: (input date)

To: Customer Contact Name
Customer Company Name
Customer Address
Customer City, State, Postal Code

From: Your Name
Your Company Name
Your Address
Your City, State, Zip

Greetings,

We are asking you to spend a few minutes out of your busy day to respond to our survey. The information you provide will [redacted] please circle the number representing our performance:

[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
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[redacted]									
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[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
[redacted]									
[redacted]									

Thank you for your participation in our survey - please fax your response to:
Your Name - Phone: Your# - Fax: Your#
Email: Your email

[redacted]

(Your Company Name)
Dimensional Analysis Record

Item Name:		**Customer:**	
Drawing Number:		**Inspector:**	
[redacted]			
[redacted]			
[redacted]	[redacted]	[redacted]	[redacted]
Key Parameter		**Key Parameter**	
[redacted]		[redacted]	
[redacted]		[redacted]	

[redacted]

EO NUMBER:	DATE:	RFS#:

ENGINEERING ORDER

Page of

HOLD PO'S PENDING APPROVAL
YES☐ NO☐

CLASS
I☐ II☐

CUSTOMER APPROVAL or CONCURRENCE
YES☐ NO☐

PERSON REQUESTING ENGINEERING ORDER:

PERSON WRITING ENGINEERING ORDER:

DESIGN STAGES or ELEMENTS
YES☐ NO☐

TITLE:

CURRENT REV:

[redacted]

Change Orientation Completed By:

Effectivity/Release Date:

CUSTOMER APPROVAL/CONCURRENCE:

ITEMS AFFECTED	YES	NO	TITLE	SIGNATURES
[redacted]	☐	☐	[redacted]	[redacted]
[redacted]	☐	☐	[redacted]	[redacted]
[redacted]	☐	☐		
[redacted]	☐	☐		

Form Rev: Orig

[redacted]

Your Logo

Your Logo	Inspection Instructions		Form Rev: Orig Page 1 of 1
	Special Instructions: [redacted]	Specification:	
		Specification:	
		Approval:	

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

[redacted]

Drawing No:		INSPECTION RECORD	Form Rev: Orig
Item Name:		(Your Company Name)	Front
[redacted]		(Description of Your Inspection Process)	

	[redacted]																				
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Form Rev: Orig Back

(Description of Your Inspection Operation) continued...

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[redacted]

Your Company Name

Page of

First Article ☐	Other ☐	**INSPECTION REPORT**	Date:

Item #:	Item Revision	Previous Report #	RW:	
Item Name:		Date:	Repair:	
J/N:	Lot# - S/N:	Item#:	NCR#:	

[redacted]

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17			☐	☐		35			☐	☐	
18			☐	☐		36			☐	☐	

Notes		Date	Insp
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4			
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Remarks:

Form Rev: Orig

[redacted]

INSPECTION SUMMARY

#	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1										
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Form Rev: Orig

[redacted]

Your Logo

Your Logo

INTERNAL AUDIT REPORT

PLAN - STEP ONE: Audit Preparation & Planning

Process to Audit (Audit Scope):	
[redacted]	[redacted]
[redacted]	[redacted]
Applicable Clauses of AS9003 Standard:	
	List Inputs to the process:
Applicable Sections of the Quality Manual:	
[redacted]	
[redacted]	

[redacted]	
[redacted]	[redacted]

[redacted]

DO - STEP TWO: Compare Documentation vs. Requirements

Read the applicable sections of the Company documents, including the Quality Manual. Compare with the applicable clauses of AS9003.		
Question	**Y/N**	**Evidence or Notes Sheet Ref. #**
[redacted]		
[redacted]		
[redacted]		

Indicate any suggestions for improvement related to the documentation:

[redacted]

CHECK - STEP THREE: Compare Actual Practice vs. Requirements

Compare the requirements of AS9003, the Quality Manual and other documentation against what employees are actually doing in everyday practice.			
[redacted]	[redacted]	[redacted]	[redacted]

[redacted]			
Requirement Reference	**Question**	**Y/N**	**Evidence or Notes Sheet Ref. #**

ACT - STEP FOUR: Verify the Effectiveness of the Process

Review the applicable process map for this process.		
Question	**Y/N**	**Evidence or Notes Sheet Ref. #**
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
[redacted]		
Who supports this process and how does this process support other processes.		
Indicate any problems uncovered with the process:		
[redacted]		
[redacted]		

STEP FIVE: Summarize Your Findings for RFS System

NONCONFORMITIES	
RFS #	**Describe finding as it should appear in the RFS system**
[redacted]	
[redacted]	
[redacted]	
[redacted]	
[redacted]	
[redacted]	

[redacted]

STEP FIVE: Summarize Your Findings for RFS System

OPPORTUNITIES FOR IMPROVEMENT	
[redacted]	
[redacted]	
[redacted]	
[redacted]	

STEP SIX: Review Audit Report and Submit

All auditors on the audit team must submit their audit reports for summary and review by the Lead Auditor.
Lead Auditor: [redacted]

Audit report reviewed and ready for submission:

_____
Signature of Lead Auditor

_____
Date

[redacted]

STEP SEVEN: Submit Audit Report to Appropriate Managers

The completed audit report must be submitted to the managers responsible for the areas audited, as well as any other appropriate persons.

Audit report sent to:

☒ **Quality Manager (for logging)**	☐ **Operations Manager**	☐ **HR**
☐ **Business Manager**	☐ **Admin. Asst.**	☐ **Product Manager**
☐ **Production Manager**	☐ **Accounting Manager**	☐ **Purchasing**
☐ **Facilities Manager**	☐ **EH&S Manager**	☐ **Contracts**
☐ **Other:** _____		

[redacted]

NOTES PAGE

[redacted]	[redacted]

[redacted]

Your Logo MANAGEMENT REVIEW REPORT

Form Rev: Orig

Please complete each section - this form may used as the final report or used as a template to type and publish more formal Management Review Meeting records. At all stages, management must consider proper, proactive measures to take to improve the Company and determine where it is necessary to apply preventive action. Record corrective or preventive actions (RFS's) filed in last section of this template.

Date of Review: **Recorded by:**

In Attendance:

NAME	TITLE

Absent:

NAME	TITLE

ITEM 1: Review of the Quality Policy for current adequacy and the need for changes to it. [redacted]

☐ [redacted]

☐ [redacted]

ITEM 2: Internal audit results. [redacted]

ITEM 3: Status of RFS System corrective and preventive actions. [redacted]

[redacted]

ITEM 4: Review of resources needed to maintain and improve the effectiveness of the ISO 9001 / AS9100 quality management system. [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

ITEM 5: Review of the effectiveness of training and training programs in place.
[redacted]

ITEM 6: Review of Suppliers and Subcontractors. [redacted]

[redacted]

ITEM 7: Review of quality objectives, data and goals. *Review the current Quality Objectives as outlined in the Quality Manual and modify goals accordingly.*

Process	Quality Objective	Data Metric	Current Standing	Goal
Management				
Corrective & Preventive Action				
Internal Auditing				
Proposal Development and Contract Review				
Design & Development				
Purchasing				
Receiving				
Production				
Shipping				

ITEM 8: Discuss Customer feedback and complaints not already discussed as part of the RFS system review.

ITEM 9: Discuss the overall performance of the quality system, any changes to the Company that may affect the quality system or vice-versa.

ITEM 10: Note other recommendations for improvement to the quality management system and/or the Company.

ITEM 11. Note follow-up activities from prior Management Review issues.

ITEM 12. Set date for next Management Review:

ITEM 13. RFS's FILED AT THIS MEETING:

Line Item	Corrective or Preventive?	Nature of Issue
1		
2		
3		
4		
5		
6		

ITEM 14. OTHER ACTION ITEMS ASSIGNED:

Action Item	Assigned to:	Required Response Date

ITEM 15. ITEMS FOR FOLLOW-UP AT NEXT MEETING:

REQUEST FOR SUPPORT

☐**Nonconformance** ☐**Continuous Improvement Opportunity** ☐**Calculated Risk Release**

SUBCONTRACTOR: ________________________ DATE RECEIVED: ________________________

RFS#: SHEET _____ OF _____

Traveler#:		Op#:		Quantity Received:		Job Number:	

Item Name:		**Description: ID S/B Spec#, Para# & IS Condition w/Quantity &Dimension Affected**	**# Discrepant**
Dwg/Spec:			
Part#:			
Part# Rev:			
[redacted]			
			[redacted]

[redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted]

[redacted] ☐ [redacted] ☐ [redacted]

[redacted]	
[redacted]	
[redacted]	
[redacted]	
[redacted]	

Trend? ☐NO ☐ YES *provide details:*

[redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted]

[redacted]	[redacted]
[redacted]	☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted]
MINOR	☐ [redacted] ☐ [redacted]
[redacted]	☐ [redacted] ☐ [redacted] ☐ [redacted]

Approvals and Effectivity Verification

[redacted]:			
Responsible Engr. Authority – Date	Responsible Engr. Authority – Date	Quality - Date	Referee - Date
Rework/Repair Operator	Rework/Repair Date	Rework Inspector/Date	Customer/Date
ACN=Advance Change Notice; ICAR=Investigation and Corrective Action Request; EO=Engineering Order			

[redacted]

Your Logo **Shaded Area for Administrative Use** Form Rev: Orig

Your Company Name, etc and logo

Date:

Attention:
Company:
Address:
City, State:
Zip Code:

Subject: Customer/Government Property located at your facility

Dear (insert your appropriate name)

Our records show the Customer/Government property listed below is currently located at your facility. If you have knowledge of other property that should be included, please let us know by including the item(s) on your response. [redacted]

Your Company name requests the return of the property by _____ to enable close-out of our contract.

If we can assist you or if you have any questions, please do not hesitate to contact:
Name: _____ Phone Number: _____

1[redacted]	[redacted]:

Supplier/Subcontractor Certification:
I certify the Customer/Government property listed above is physically controlled by our facility.

Signed: _____ Date: _____

[redacted]

PROPERTY CONTROL		**Your Logo**	
CUSTOMER SUPPLIED / CUSTOMER OWNED			
Customer Name:			
PO#:		Qty:	
ID#:			
Initials:			

NOTEPAD Form Rev: Orig

PROPERTY CONTROL		**Your Logo**	
CUSTOMER SUPPLIED / CUSTOMER OWNED			
Customer Name:			
PO#:		Qty:	
ID#:			
Initials:			

NOTEPAD Form Rev: Orig

PROPERTY CONTROL		**Your Logo**	
CUSTOMER SUPPLIED / CUSTOMER OWNED			
Customer Name:			
PO#:		Qty:	
ID#:			
Initials:			

NOTEPAD Form Rev: Orig

PROPERTY CONTROL		**Your Logo**	
CUSTOMER SUPPLIED / CUSTOMER OWNED			
Customer Name:			
PO#:		Qty:	
ID#:			
Initials:			

NOTEPAD Form Rev: Orig

PROPERTY CONTROL		**Your Logo**	
CUSTOMER SUPPLIED / CUSTOMER OWNED			
Customer Name:			
PO#:		Qty:	
ID#:			
Initials:			

NOTEPAD Form Rev: Orig

PROPERTY CONTROL		**Your Logo**	
CUSTOMER SUPPLIED / CUSTOMER OWNED			
Customer Name:			
PO#:		Qty:	
ID#:			
Initials:			

NOTEPAD Form Rev: Orig

PROPERTY CONTROL		**Your Logo**	
CUSTOMER SUPPLIED / CUSTOMER OWNED			
Customer Name:			
PO#:		Qty:	
ID#:			
Initials:			

NOTEPAD Form Rev: Orig

PROPERTY CONTROL		**Your Logo**	
CUSTOMER SUPPLIED / CUSTOMER OWNED			
Customer Name:			
PO#:		Qty:	
ID#:			
Initials:			

NOTEPAD Form Rev: Orig

PROPERTY CONTROL		**Your Logo**	
CUSTOMER SUPPLIED / CUSTOMER OWNED			
Customer Name:			
PO#:		Qty:	
ID#:			
Initials:			

NOTEPAD Form Rev: Orig

PROPERTY CONTROL		**Your Logo**	
CUSTOMER SUPPLIED / CUSTOMER OWNED			
Customer Name:			
PO#:		Qty:	
ID#:			
Initials:			

NOTEPAD Form Rev: Orig

[redacted]

Property Management Log

	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
1							
2							
3							
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17							
18							
19							
20							
21							
22							
23							
24							
25							

Form Rev: Orig

Your Logo

[redacted]

Property Record

Contract Number:

Customer Name:

[redacted]

Location:

Form Rev: Orig

Your Logo

[redacted]

Inspection Tags
Green = Good, Yellow = Withhold, Red = Bad
Use standard, colored card stock – size approximately 3.5" tall by 5.75" wide or use stock size

GOOD TAG			Your Logo		
P/N:		PO #:		Date:	
[redacted]		[redacted]		[redacted]	
[redacted]		[redacted]		[redacted]	
[redacted]		[redacted]		[redacted]	
[redacted]			[redacted]		
[redacted]					
[redacted]					

Form Rev: Orig

GOOD TAG			Your Logo		
P/N:		PO #:		Date:	
[redacted]		[redacted]		[redacted]	
[redacted]		[redacted]		[redacted]	
[redacted]		[redacted]		[redacted]	
[redacted]		[redacted]		[redacted]	
[redacted]		[redacted]		[redacted]	
[redacted]			[redacted]		
[redacted]					
[redacted]					
[redacted]					
Ready For:					
QC Acceptance:					

Form Rev: Orig

[redacted]

WITHHOLD TAG		Your Logo	
Date:		Item Name:	
[redacted]		[redacted]	
[redacted]		[redacted]	
[redacted]			

Form Rev: Orig

BAD TAG		Your Logo	
Date:		Item Name:	
[redacted]		[redacted]	
[redacted]		[redacted]	
[redacted]			

Form Rev: Orig

[redacted]

GOOD TAG			Your Logo		
P/N:		Rev:		Date:	
PO#:		Lot#:			
MR#:		Qty Ok:			
Ready For:					
Initials:					

Form Rev: Orig

GOOD TAG			Your Logo		
P/N:		Rev:		Date:	
PO#:		Lot#:			
MR#:		Qty Ok:			
Ready For:					
Initials:					

Form Rev: Orig

GOOD TAG			Your Logo		
P/N:		Rev:		Date:	
PO#:		Lot#:			
MR#:		Qty Ok:			
Ready For:					
Initials:					

Form Rev: Orig

GOOD TAG			Your Logo		
P/N:		Rev:		Date:	
PO#:		Lot#:			
MR#:		Qty Ok:			
Ready For:					
Initials:					

Form Rev: Orig

GOOD TAG			Your Logo		
P/N:		Rev:		Date:	
PO#:		Lot#:			
MR#:		Qty Ok:			
Ready For:					
Initials:					

Form Rev: Orig

GOOD TAG			Your Logo		
P/N:		Rev:		Date:	
PO#:		Lot#:			
MR#:		Qty Ok:			
Ready For:					
Initials:					

Form Rev: Orig

GOOD TAG			Your Logo		
P/N:		Rev:		Date:	
PO#:		Lot#:			
MR#:		Qty Ok:			
Ready For:					
Initials:					

Form Rev: Orig

GOOD TAG			Your Logo		
P/N:		Rev:		Date:	
PO#:		Lot#:			
MR#:		Qty Ok:			
Ready For:					
Initials:					

Form Rev: Orig

GOOD TAG			Your Logo		
P/N:		Rev:		Date:	
PO#:		Lot#:			
MR#:		Qty Ok:			
Ready For:					
Initials:					

Form Rev: Orig

GOOD TAG			Your Logo		
P/N:		Rev:		Date:	
PO#:		Lot#:			
MR#:		Qty Ok:			
Ready For:					
Initials:					

Form Rev: Orig

WITHHOLD TAG		Your Logo	
Date:		Item Name:	
PO #:		Item Part Number:	
Lot #:		Material Report #:	
S/N:		Initials:	
Reason for Withholding:			

Form Rev: Orig

WITHHOLD TAG		Your Logo	
Date:		Item Name:	
PO #:		Item Part Number:	
Lot #:		Material Report #:	
S/N:		Initials:	
Reason for Withholding:			

Form Rev: Orig

WITHHOLD TAG		Your Logo	
Date:		Item Name:	
PO #:		Item Part Number:	
Lot #:		Material Report #:	
S/N:		Initials:	
Reason for Withholding:			

Form Rev: Orig

WITHHOLD TAG		Your Logo	
Date:		Item Name:	
PO #:		Item Part Number:	
Lot #:		Material Report #:	
S/N:		Initials:	
Reason for Withholding:			

Form Rev: Orig

WITHHOLD TAG		Your Logo	
Date:		Item Name:	
PO #:		Item Part Number:	
Lot #:		Material Report #:	
S/N:		Initials:	
Reason for Withholding:			

Form Rev: Orig

WITHHOLD TAG		Your Logo	
Date:		Item Name:	
PO #:		Item Part Number:	
Lot #:		Material Report #:	
S/N:		Initials:	
Reason for Withholding:			

Form Rev: Orig

[redacted]

Helpful Hint:
Purchase green "presentation" paper for the Good Material Tag and yellow "presentation" paper for the Withhold Tag, then print and cut whenever you need…

ACCEPTED TAG		Your Logo		
THIS MATERIAL HAS BEEN INSPECTED AND ACCEPTED				
P/N:		Rev:		Date:
PO#:		Lot#:		
MR#:		Qty Ok:		
Initials:				

Form Rev: Orig

ACCEPTED TAG		Your Logo		
THIS MATERIAL HAS BEEN INSPECTED AND ACCEPTED				
P/N:		Rev:		Date:
PO#:		Lot#:		
MR#:		Qty Ok:		
Initials:				

Form Rev: Orig

ACCEPTED TAG		Your Logo		
THIS MATERIAL HAS BEEN INSPECTED AND ACCEPTED				
P/N:		Rev:		Date:
PO#:		Lot#:		
MR#:		Qty Ok:		
Initials:				

Form Rev: Orig

ACCEPTED TAG		Your Logo		
THIS MATERIAL HAS BEEN INSPECTED AND ACCEPTED				
P/N:		Rev:		Date:
PO#:		Lot#:		
MR#:		Qty Ok:		
Initials:				

Form Rev: Orig

ACCEPTED TAG		Your Logo		
THIS MATERIAL HAS BEEN INSPECTED AND ACCEPTED				
P/N:		Rev:		Date:
PO#:		Lot#:		
MR#:		Qty Ok:		
Initials:				

Form Rev: Orig

ACCEPTED TAG		Your Logo		
THIS MATERIAL HAS BEEN INSPECTED AND ACCEPTED				
P/N:		Rev:		Date:
PO#:		Lot#:		
MR#:		Qty Ok:		
Initials:				

Form Rev: Orig

ACCEPTED TAG		Your Logo		
THIS MATERIAL HAS BEEN INSPECTED AND ACCEPTED				
P/N:		Rev:		Date:
PO#:		Lot#:		
MR#:		Qty Ok:		
Initials:				

Form Rev: Orig

ACCEPTED TAG		Your Logo		
THIS MATERIAL HAS BEEN INSPECTED AND ACCEPTED				
P/N:		Rev:		Date:
PO#:		Lot#:		
MR#:		Qty Ok:		
Initials:				

Form Rev: Orig

ACCEPTED TAG		Your Logo		
THIS MATERIAL HAS BEEN INSPECTED AND ACCEPTED				
P/N:		Rev:		Date:
PO#:		Lot#:		
MR#:		Qty Ok:		
Initials:				

Form Rev: Orig

ACCEPTED TAG		Your Logo		
THIS MATERIAL HAS BEEN INSPECTED AND ACCEPTED				
P/N:		Rev:		Date:
PO#:		Lot#:		
MR#:		Qty Ok:		
Initials:				

Form Rev: Orig

FINAL INSPECTION
PERFORMED BY ________________________________
YOUR LOGO

Form Rev: Orig

FINAL INSPECTION
PERFORMED BY ________________________________
YOUR LOGO

Form Rev: Orig

FINAL INSPECTION
PERFORMED BY ________________________________
YOUR LOGO

Form Rev: Orig

FINAL INSPECTION
PERFORMED BY ________________________________
YOUR LOGO

Form Rev: Orig

FINAL INSPECTION
PERFORMED BY ________________________________
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Form Rev: Orig

FINAL INSPECTION
PERFORMED BY ________________________________
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FINAL INSPECTION
PERFORMED BY ________________________________
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PERFORMED BY ________________________________
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Form Rev: Orig

FINAL INSPECTION
PERFORMED BY ________________________________
YOUR LOGO

Form Rev: Orig

FINAL INSPECTION
PERFORMED BY ________________________________
YOUR LOGO

Form Rev: Orig

FINAL INSPECTION
PERFORMED BY ________________________________
YOUR LOGO

Form Rev: Orig

[redacted]

Helpful Hints:

Purchase “presentation” paper in your choice of color and then print and cut labels whenever you need.

Purchase peel-and-stick labels of the correct size and then print whenever you need.

Your Logo	Receiving Inspection Instructions		Form Rev: Orig Page 1 of 1
	Special Instructions: ANSI Z 1.4; Level I reduced, AQL 1.0 Die-controlled = 5/lot Commercial or items >50Lbs = 1/Lot	Specification:	
		Specification:	
		Approval:	

Oper	Qty	Description of Inspection Operation	Gage	Comment
R&I	---	Op 1: [redacted] Op 2: [redacted] Op 3: [redacted] Op 4: [redacted] Op 5: [redacted] Op 6: [redacted] Op 7: [redacted] Op 8: [redacted] Op 9: [redacted] Op 10: [redacted] Op 11: [redacted] Op 12: [redacted] Op 13: [redacted] Op 14: [redacted] Op 15 [redacted] Op 16: [redacted] Op 17: [redacted]		

[redacted]

Drawing No: [redacted]					**RECEIVING INSPECTION RECORD** [redacted]					
[redacted]										
1										
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32										
33										
34										
35										

Form Rev: Orig

[redacted]

Your Logo

Receiving Log

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Form Rev: Orig

[redacted]

Your Logo **Supplier Evaluation**

Supplier: **Commodity:**

If Part I criteria is met, Supplier is approved without further evaluation.

Part I

☐ [redacted] ☐ [redacted]

☐ [redacted] ☐ **Government Approved**

If Part I criteria is NOT met, Supplier must be evaluated under Part II.

Part II

Evaluator: check the boxes below for each criterion evaluated. Attach evidence where indicated.
At least three criteria must be checked in Part II for the Supplier to be qualified.

☐ [redacted]
☐
☐
☐
☐
☐

Part III

☐ **On-Site Survey** Attach completed survey report.
☐ [redacted] _____

RESULTS OF INITIAL EVALUATION
(Ref. Purchasing Procedure)

☐ [redacted] ☐ [redacted] ☐ [redacted]

[redacted] _____ [redacted] _____

RESULTS OF RECEIVING INSPECTION OR SERVICE FEEDBACK

Purchase Order Number **Request for Support Number**

☐**Supplier is RESTRICTED** ☐**Supplier UNRESTRICTED**

[redacted]

NOTES

[redacted]

Form Rev: Orig

Your Production Area
Training Certificate

awarded to

Your Employee Name

Your Specification
Your Details

Your Date

Training Supervisor ***Quality Manager***

TRAINING LOG

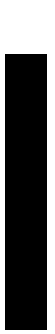
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Form Rev: Orig

[redacted]

Your Logo

QMS Procedure Training Matrix for Your Company

Name																		
B. eQMS			X	X	X	X			X	X			X		X	X		X
Br. eQMS			X	X	X	X			X	X			X		X	X		X
C. eQMS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Ch. eQMS				X		X			X	X			X		X	X		X
Chr. eQMS				X		X			X	X			X		X	X		X
D. eQMS				X		X			X	X			X		X	X		X
Da. eQMS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Dav. eQMS				X		X							X			X		X
E. eQMS				X		X		X					X	X		X		X
F. eQMS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
J. eQMS			X	X		X		X		X		X	X	X	X	X	X	X
Je. eQMS		X	X	X	X	X			X	X	X	X	X		X	X	X	X
Jef. eQMS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Jo. eQMS				X		X			X	X			X		X	X		X
K. eQMS				X	X	X		X	X	X			X			X		X
L. eQMS				X		X							X			X		X
P. eQMS				X		X		X					X			X		X
R. eQMS				X		X							X			X		X
Ri. eQMS		X		X	X	X			X	X		X	X	X		X	X	X
S. eQMS				X		X							X			X		X
Sh. eQMS				X		X			X	X			X		X	X		X
St. eQMS		X	X	X	X	X			X	X	X	X	X		X	X		X
Su. eQMS	X	X	X	X		X			X	X		X	X	X	X	X	X	X
T. eQMS		X	X	X	X	X			X	X	X	X	X		X	X	X	X
W. eQMS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Y. eQMS				X		X			X	X			X		X	X		X
Yo. eQMS				X		X			X	X			X		X	X		X
Z. eQMS		X		X	X	X		X			X		X			X		X

X = Applicable QMS Procedure record of orientation training for each Employee.
The Company must [redacted]

Note - Optional Multi-Purpose Form:
Change title of form to "Work Instruction Training Matrix" and change column headings to applicable title of job-related work instruction to establish a record of orientation for each Employee's work-related activity.

[redacted]

ORIENTATION/TRAINING REQUEST

To:	
Dept:	Date:

You have been scheduled to attend the next orientation

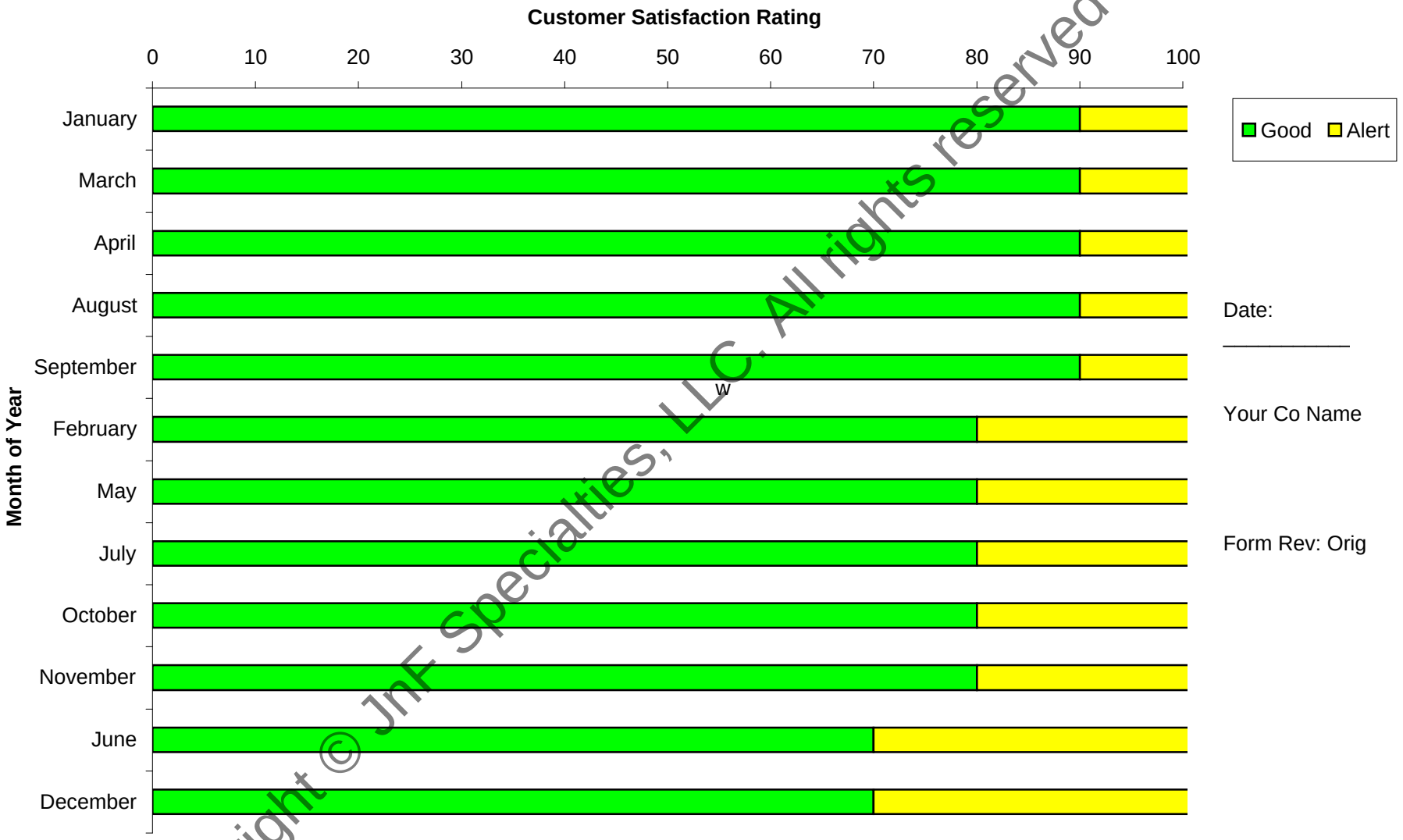
[redacted]

Form Rev: Orig

Your Logo

[redacted]

Pareto Analysis, (year)
Customer Satisfaction Rating



Date: _____

Your Co Name

Form Rev: Orig

Your Logo

Your Company Name

RECEIVING, IN-PROCESS AND FINAL INSPECTION SAMPLING PLAN

Origination Date: XXXX

Document Identifier:	Name, Number, Unique ID
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the C=0 sampling plan.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

[redacted]

TABLE OF CONTENTS

1.0 Scope

The Zero Acceptance Number plan developed by Nicholas L. Squeglia, available at ASQ.org, ISBN 0-87389-305-0, was originally designed and used to provide equal or greater Consumer protection with less inspection than the corresponding MIL-STD-105 sampling plan. In addition to the economic advantages, the plan is simple to use and administer. As a result of these advantages the plan has [redacted]

2.0 Theory

The basic objective of sampling is often overlooked. Why sample? Sampling is employed to provide a degree of quality protection against accepting nonconforming material. If 100% inspection was 100% efficient then the only means to assure 100% good material is to inspect everything 100%. It is impractical (in most cases) to perform 100% inspection; therefore, a sampling plan that economically provides a reasonable amount of protection is desirable to assure 100% quality. This C=0 plan provides an attribute sampling plan for lot-by-lot inspection. The acceptance number in all cases is zero (0). This results in withholding the lot if the sample contains one or more nonconforming items. In this case, withholding the lot does not mean reject the lot. The Inspector accepts the lot if zero (0) nonconformances are found but if one or more nonconforming items are found then the lot must be dispositioned by responsible authorities.

3.0 Alternate Sampling Plans

Continuous Sampling

This plan is used when units of products are submitted for inspection one at a time. If a frequency check discovers a nonconformance then 100% inspection is applied until a specified quantity of material is accepted. Multi-Level and Single-Level Continuous Sampling Plans are defined by MIL-HDBK-H-106 and MIL-HDBK-H-107.

Lot-by-Lot Attribute Inspection

This plan is used when units of product are submitted for inspection in a group, batch or lot instead of one at a time. The characteristics evaluated either conform or do not conform to

acceptance criteria. Go-No/Go type gauges are prevalent in attribute plans – measurement of characteristics is not required. MIL-STD-105 defines the requirements for the number of samples to randomly select for a lot quantity and lot acceptance is based upon a specified number of nonconformances. ANSI Z 1.4 has replaced MIL-STD-105.

Lot-by-Lot Variables Inspection
This plan is used when units of product are submitted for inspection in a group, batch or lot instead of one at a time. The characteristics evaluated are measured and a smaller sample size is used to obtain the same protection provided by an attribute inspection plan. MIL-STD-414 defines the requirements for the number of samples to randomly select for a lot quantity. ANSI Z 1.9 has replaced MIL-STD-414.

4.0 Relationship of C=0 to MIL-STD-105

The MIL-STD-105 sampling plan is based upon the A.Q.L. concept (Acceptance Quality Level), which provides a Producer Risk lot acceptance probability of 90% to 98%, a Consumer Risk lot rejection probability of 2% to 10% and acceptance of a lot based upon a percent defective that is established for major and/or minor characteristics. The C=0 plan is associated with [redacted].

The C=0 plan is used when:
[redacted]

5.0 C=0 Sampling Plan

Use MIL-STD-105/ANSI Z 1.4 to establish an A.Q.L., which is normally 1.0 for critical characteristics and 4.0 for minor characteristics. Using Table I, find a lot size in the left-hand column and read across the columns to the appropriate A.Q.L. then read down the column to find the sample size. For instance, if the lot size is 200 and the A.Q.L. is 1.0, find that 200 lies within the Lot Size range of 151 to 280 then read across the columns to find the associated A.Q.L. of 1.0 to find a sample size of 20. Randomly select 20 samples from the lot for inspection and withhold the lot for disposition if one or more defects are found in the sample.
A random selection of samples is necessary to assure reliable results.

[redacted]

Table I

C=0 Sampling Plan - Associated A.Q.L.'s

Lot Size	0.010	0.015	0.025	0.040	0.065	0.10	0.15	0.25	0.40	0.65	1.0	1.5	2.5	4.0	6.5	10.0
	Sample Size															
2 to 8	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
9 to 15	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
16 to 25	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
26 to 50	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
51 to 90	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
91 to 150	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
151 to 280	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
281 to 500	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
501 to 1200	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
1201 to 3200	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
3201 to 10000	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
10001 to 35000	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
35001 to 150000	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
150001 to 500000	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2
500001 and over	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2

* entire lot must be inspected

Acceptance number is zero (0) in all cases

[redacted]

Add to Cart