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Commercial Quality Manual Style 3

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Your Company Logo

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1.0 Scope

The Company shall maintain a documented quality system.

2.0 General

The Quality Assurance Program shall be planned and organized to ensure that defects or other unsatisfactory conditions are discovered and corrected at the earliest practical point. The quality system shall provide [REDACTED]

3.0 Requirements

3.1 Government and Buyer Surveillance

The quality system shall be subject to surveillance by the Customer. The Customer QA Representative shall notify the Company of such visits and determine mutually agreed upon dates of each visit. Actions by the Customer may determine [REDACTED]

[REDACTED] The Company shall notify the Customer at least three (3) business days in advance of the start of environmental and final functional testing.

3.2 Control of Procurement Sources

The Company is responsible for adequate and effective control over procurement sources to ensure [REDACTED]

[REDACTED] The requirements of this document shall be imposed on sub-tier vendors as necessary to ensure [REDACTED]

3.3 Identification, Handling and Storage

Adequate methods and facilities shall be established for controlling the identification, handling and storage of deliverable supplies. These controls shall prevent [REDACTED]

[REDACTED] All deliverable supplies shall be properly marked or labeled to identify [REDACTED]

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3.4 Configuration Control

A configuration control program shall be established to control the configuration of supplies. Technical documentation, such as drawings, parts list, specifications and procedures used to manufacture deliverable supplies shall

Deliverable supplies shall be fabricated, inspected and tested to the latest applicable drawing, specification or procedure.

3.4.1 Drawing and Change Control

The Company shall ensure that deliverable supplies are

Engineering changes shall be classified as Class I or Class II.

Class I changes shall be submitted to the Customer for approval. Class I and Class II changes are defined as:

a. Class I

b. Class II

3.5 Process Control

The Company shall establish those inspections and controls over processes as necessary to ensure compliance with quality requirements. Controlled processes include

Operators and inspectors shall be trained and certified to special processes, procedures and specifications. Recertification shall

3.5.1 Workmanship and Soldering

Workmanship shall be of the highest standards according to written procedures. Particular attention shall be paid to

Soldered electrical connections shall be produced

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according to [REDACTED] and/or [REDACTED] with the following exceptions:

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]
- e. [REDACTED]
- f. [REDACTED]

Conformal coating and staking shall be performed according to [REDACTED] or equivalent standard. Crimping, cable, harness and wire interconnections shall be performed according to [REDACTED] or equivalent standard.

3.5.2 Control of Static Sensitive Parts, Assemblies and Components

All electronic parts and assemblies containing parts that are susceptible to damage or degradation from application of static electricity shall be identified, protected and handled to protect them from static electricity (or Electrostatic Discharge (ESD) charges). ESD control shall be performed according to [REDACTED] or equivalent standard. ESD sensitive electronic parts, subassemblies and assemblies shall [REDACTED]

3.6 Contamination Control

The Company shall control contamination of manufacturing operations to eliminate possible particulate matter that could be detrimental to a part or component. Assemblies and components shall [REDACTED]

Delivered supplies shall be visibly clean under 4X magnification.

3.7 Inspections and Tests

Sufficient inspections and tests shall be performed to ensure that all deliverable supplies conform to applicable drawings and specifications with respect to all details such as

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[REDACTED]

When tests and inspections so require, the actual measurements and observations obtained shall be indicated, including [REDACTED]

[REDACTED]

3.7.1 Calibration

Suitable inspection, measuring and test equipment of the range, accuracy and type necessary shall [REDACTED]

[REDACTED] Inspection and test equipment used for acceptance of end items shall be calibrated according to [REDACTED] or equivalent standard.

3.7.2 Test Plans and Procedures

Test plans and procedures shall be prepared for testing deliverable supplies and shall be [REDACTED]

[REDACTED] Acceptance test data shall be recorded and traceable to the configured item. QA shall ensure [REDACTED]

3.7.3 Indication of Inspection Status

The Company shall maintain a system for indicating the inspection status of articles and shall be accomplished by [REDACTED]

[REDACTED] Indications shall not be applied in any way that may damage or compromise the function or quality of the articles.

3.7.4 Records

Adequate records of all operations, inspections and tests performed shall be maintained and kept on file for a period of five (5) years after shipment. Records shall be made available upon request.

3.7.5 Retest

Non-conformances discovered during or after test operations shall be resolved prior to QA acceptance of the product for delivery. Modifications, repairs or rework to be performed after acceptance are [REDACTED]

[REDACTED] If a discrepancy occurs as a result of test set-up, test software or a failure of the test equipment, retest may not [REDACTED]
[REDACTED]

3.8 Failure Reporting, Failure Analysis, and Corrective Action

The Company shall have a formal closed-loop problem/failure reporting system. Anomalies and failures occurring during qualification, protoflight and acceptance testing shall be reported to the Customer within 24 hours of occurrence, including [REDACTED]
[REDACTED]

[REDACTED] The Company shall document each anomaly or failure encountered (including returned items) in a failure report. Upon completion, the failure report shall [REDACTED] The failure report shall describe (as a minimum):

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]
- e. [REDACTED]
- f. [REDACTED]

3.8.1 Parts Failure Analysis

Part failures that occur during or after qualification, protoflight or acceptance testing shall [REDACTED]
[REDACTED]

3.9 Nonconforming Material Control and Corrective Action

The Company shall control nonconforming items to prevent their use as articles offered for delivery. Nonconforming items shall be identified and separated from normal work operations. When the Company believes that a nonconformance will affect form, fit or function of the end item and wishes to offer the nonconforming item for delivery, the Company shall [REDACTED]
[REDACTED]

Nonconformance documentation shall indicate [REDACTED]
[REDACTED]

This action shall include [REDACTED]

[REDACTED] Inspection and test results and detailed examination of deficient or failed articles shall [REDACTED]
[REDACTED]

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3.10 Preservation, Packaging, Packing and Shipping

The Company shall maintain adequate control of packaging, packing and shipping to ensure that the quality of the fabricated items is maintained and that [REDACTED]

[REDACTED] The Company shall ensure that all requirements of the contract have been met and the deliverable items are complete prior to packaging for shipping. The Company shall ensure [REDACTED]

3.11 Acceptance Data Package

When required, an Acceptance Data Package (ADP) shall be prepared and delivered for each end item delivered to the Customer. The ADP shall contain the following items, as a minimum:

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]
- e. [REDACTED]
- f. [REDACTED]
- g. Test summary for the end item, including such items as:
 - 1. [REDACTED]
 - 2. [REDACTED]
 - 3. [REDACTED]
 - h. [REDACTED]
 - i. [REDACTED]
 - j. [REDACTED]

4.0 Safety

4.1 General

The Company shall maintain a safe and healthy work environment and have a safety program that establishes [REDACTED]

[REDACTED] The Company shall ensure, to the extent practical, [REDACTED]

[REDACTED] Safety issues shall be addressed prior to acceptance testing.

4.2 Hazard Identification

The Company shall provide a systematic approach to identify, eliminate and control hazards associated with the design in order to protect the life, health and physical well being of personnel. Hazardous operations shall [REDACTED]

[REDACTED] Safety warning devices or warning and caution notes shall be provided in the operating instructions and distinctive markings should [REDACTED]

[REDACTED] Hazard analysis shall be performed at the interface level for all items determined to be hazardous. The analysis shall consider the following (as a minimum):

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]

Identified hazards that could cause [REDACTED]

4.3 Hazardous Materials

Personnel handling hazardous materials shall be instructed as to the hazard associated with their use and in the proper use of the materials. A Safety Data Sheet (SDS) shall accompany hazardous materials delivered to the Customer.