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Product Assurance Plan

(Your Product Description)

(mo/yr)

Revisions		Rev:	Orig
Letter	E.O. Number - Description	Date	

Used On	Contract#:	**Your Company Name**	
Prepared By:			
QA:	Signature on file		

	PRODUCT ASSURANCE PLAN					
	Your Procedure #					
	Size:	**A**	CAGE:		Your Form # (mo-yr)	1 of 20

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1.0 PURPOSE

This plan defines the responsibilities, authority, organizational functions and procedures for the development of a product assurance program that is applicable to (Your Project Description).

2.0 SCOPE

This plan applies to all supplies or services used to produce deliverable hardware.

3.0 REFERENCE DOCUMENTS

3.1 (Your #), Product Assurance Program
3.2 (Your #), Production Control Document

4.0 ADMINISTRATION

Note: The term 'Quality Group' is used to mean quality management staff or the designated QA individual responsible for a specific task. The term 'other Group' is used to designate such functions as accounting, engineering, operations, etc.

4.1 Organization and Function

It is the Quality Group's responsibility to implement, participate in, or audit the following activities:

A. [redacted]
B. [redacted]
C. [redacted]
D. [redacted]
E. [redacted]
F. [redacted]
G. [redacted]
H. [redacted]
I. [redacted]
J. [redacted]
K. [redacted]
L. [redacted]
M. [redacted]
N. [redacted]

4.1.1 ISO 9000

(Your Co) is currently under contract to transition from its existing quality system to [redacted]

5.0 CONTROL OF PURCHASED MATERIAL

5.1 Purchase Order Quality Requirements

The Quality and Products Groups shall determine the purchasing requirements for all procured parts and material and provide this information to the purchasing agent to be incorporated into the purchase orders. The Quality and Production Groups shall review and approve purchase requisitions to ensure [redacted]

5.2 Supplier Survey -- Performance and Quality Rating

The Quality Group shall maintain a list of approved suppliers, and evaluate critical suppliers before placement of any order. Critical supplier evaluations shall be accomplished, as a minimum, through [redacted] Suppliers shall be rated as:

A. [redacted]
B. [redacted]
C. [redacted]

5.3 Source Inspection

The Quality Group has the option of conducting an inspection or test at the supplier's facility. Quality shall initiate inspection instructions for use by the source inspector. Source inspection at a supplier facility does not, in any way, negate the supplier's responsibility to furnish acceptable items. Source inspection records shall be stored in the applicable history file in the inspection department.

5.4 Supplier's Discrepancy Action Request

The Supplier shall be informed in writing about the disposition of discrepant material, parts, assemblies, or services when the items cannot be reworked to the original drawing or specification. The Quality Group is responsible for [redacted]

5.5 Review and Control of Supplier Documentation

The Quality Group is responsible for [redacted]

[redacted] Supplier documentation should include, but is not limited to, the following items:

A. [redacted]
B.
C.
D.
E.
F.

6.0 RECEIVING INSPECTION

The Quality Group shall determine inspection methods and acceptance criteria for all characteristics of material received to ensure an acceptable product. The Quality Group shall initiate or revise receiving inspection instructions as needed, listing all characteristics to be checked, the equipment to be used, and the sampling plan for each characteristic. Items shall be statistically sampled or 100% inspected or tested according to the receiving inspection instructions. Material with restrictions such as limited life shall be identified with labels specifying the restrictions. [redacted]

7.0 IN-PROCESS INSPECTION AND CONFIGURATION CONTROL

The Quality and Products Groups shall determine inspection methods and acceptance criteria for all characteristics of the product to be inspected during the production process.
The Quality and Production Groups shall coordinate [redacted] The Quality Group shall ensure [redacted] Discrepant parts that cannot be reworked shall be placed on hold until their disposition is determined.

7.1 Standard Repairs

A standard repair provides a pre-determined approved method of repair for specific categories of defects. The Quality Group, in coordination with Products and Production personnel, shall [redacted]

8.0 TEST

All functional testing of deliverable products shall be performed in conformance with approved test procedure documents.

8.1 Test Data

The test technician shall document test data on appropriate records. The test technician is responsible for [redacted]

8.2 Acceptance Testing

Acceptance testing shall be performed after the product is completed and the final production test or examination has been performed. Acceptance test procedures shall be configuration controlled.

8.3 Qualification Testing

Qualification testing shall be performed before production of a new product according to [redacted]

9.0 FINAL INSPECTION AND CONFIGURATION REPORTING

The Quality and Products Groups shall determine inspection methods and acceptance criteria for all characteristics of the product to be inspected. Quality shall ensure [redacted] The final inspection shall be 100% inspection and include [redacted]

9.1 Accepted Items and Data Management

The end items may be imprinted with an acceptance stamp when directed by the inspection instructions. Production history documentation shall be filed in the quality department. Accepted items shall be sent to stock control when applicable. The Product Assurance Group shall produce [redacted] DCC shall prepare a suspense file to contain the control number and a copy of the contents list, and then forward the pack(s) to a professional storage facility following their requirements for documentation. DCC shall retain records for [redacted]

9.2 Nonconforming Items

A rework report shall be initiated for reworkable items. The Quality Group shall coordinate disposition of non-reworkable items according to contract specifications.

10.0 SHIPPING INSPECTION

The Quality and Products Groups shall determine (from the contract) what documentation shall be shipped with a product. Quality shall inspect shipments according to [redacted] Items that are not reworkable shall be disposed of according to the contractual procedures. The Quality Group shall determine which of the following categories are applicable:

A. [redacted]
B.
C.
D.

11.0 PROCESS CONTROL AND CERTIFICATION

Control and certification procedures apply to special processes used at (Your Co), which include [redacted] The Configuration Control Board shall be responsible for [redacted] The Training Group shall train operators to perform the various tasks associated with the processes used within (Your Co). The Training Group shall issue certification cards and maintain records for certified operators. The Quality Group shall be responsible for [redacted]

12.0 CALIBRATION

Calibration shall be performed according to MIL-STD-45662 and transition to ANSI-NCSL Z 540-1 or ISO 10012.

13.0 NONCONFORMING MATERIAL

Nonconforming material shall be segregated from the usual material flow and be examined by the Material Review Board. Items that can be reworked shall be returned to production with a rework report. Purchased nonconforming material with unacceptable conditions caused by the supplier shall [redacted]

[redacted]

14.0 CORRECTIVE ACTION

14.1 Supplier Corrective Action

The Corrective Action Board shall determine when corrective action is required. Techniques include:

A. [redacted]

B. [redacted]

C. [redacted]

The Quality Group shall be responsible for [redacted] The Quality Group shall maintain a file of supplier corrective action correspondence.

14.2 In-house Corrective Action

The Quality Group shall review and analyze inspection and test records on a timely basis for adverse quality trends. An appropriate corrective action request shall be initiated when [redacted]

The Quality Group shall maintain a log of corrective action activity. Corrective action shall be considered when the following conditions exist:

A. [redacted]

B. [redacted]

C. [redacted]

D. [redacted]

14.3 Customer-Requested Corrective Action

All Customer-Requested Corrective Actions shall be forwarded to the Quality Group. Quality shall set up a Customer corrective action request log and a Customer corrective action request file. The Quality Group shall coordinate with appropriate departments to determine [redacted]

[redacted]

15.0 CUSTOMER RETURNS

The receiving department shall initiate a Customer return report for all parts or materials returned by Customers. One Customer-return report shall be generated per part number. When packages contain known Customer-owned equipment, the receiving department shall [redacted] The Quality Group shall visually inspect the parts or materials, and the findings shall be recorded on the Customer return report. Damage to parts or materials not cited by the Customer documentation shall be documented on the report. Photographs shall be taken when damage is significant. Quality shall conduct [redacted]

The organization conducting the evaluation shall note its findings on the Customer return report and return the report and the items to Quality for final disposition. The Quality Group shall determine [redacted]

16.0 FAILURE ANALYSIS

Failure analysis shall be conducted on equipment as a result of:

A. [redacted]
B.
C.

A formal failure analysis report shall be prepared when repetitive discrepancies are noted and corrective action is required. All requests for failure analysis shall be entered in a failure analysis report log along with the reports. The discrepant products shall be evaluated, and [redacted]

The Quality Group shall perform the following:

A. [redacted]
B.

C. [redacted]

D. [redacted]

E. [redacted]

Completed failure analysis reports shall be filed by the Quality Group. Copies of Customer requested reports shall be forwarded to the Customer. Copies of internally requested reports shall be forwarded to the personnel who requested the analysis and to departments affected by the analysis.

17.0 CUSTOMER FURNISHED MATERIAL AND EQUIPMENT

Customer furnished material or property shall be examined on receipt to detect damage in transit. Property shall be inspected for [redacted] Precautions shall be taken to ensure adequate storage conditions and to guard against damage from handling and deterioration during storage. Periodic inspection shall be performed. (Your Co) shall report to the Customer representative any property that has been found damaged, malfunctioning, or otherwise unsuitable for use on receipt or during subsequent use. In the event of damage or malfunctions during or after installation, [redacted]

18.0 HANDLING, STORAGE, PACKING, AND SHIPPING

Handling, shipping, and storage methods and procedures shall be determined and documented. Methods and procedures shall be implemented to prevent handling damage during all phases of [redacted]

The use of clean bags, racks, containers, trays, tote boxes, and similar protective materials shall be defined with special attention to [redacted] Specific Customer requirements shall be implemented. Methods and procedures shall be implemented to define [redacted]

Material may be stored in the same containers used for handling. Items shall not be accepted

into the stockrooms or finished goods stores without [redacted] Finished products may be re-inspected or tested randomly to verify identification and to detect any damage or changes.

18.1 Finished Goods Control

The Quality Group shall inspect finished products (i.e., end items) according to the final inspection instructions. All end items deliverable to a Customer shall be transferred to a controlled location. End items shall not be accepted into stock control without a completed acceptance tag. Products stored in stock control shall [redacted] Products placed on hold by the Quality Group shall be identified with a hold tag and shall not be issued.

The Quality Group shall analyze the problem initiating the hold condition in a timely manner. Subsequently, the products may be moved to final inspection for re-inspection. Items that have been in stock control for an extended time shall be retested before they are shipped to a Customer. The time period shall be determined by the following criteria:

A. [redacted]

B. [redacted]

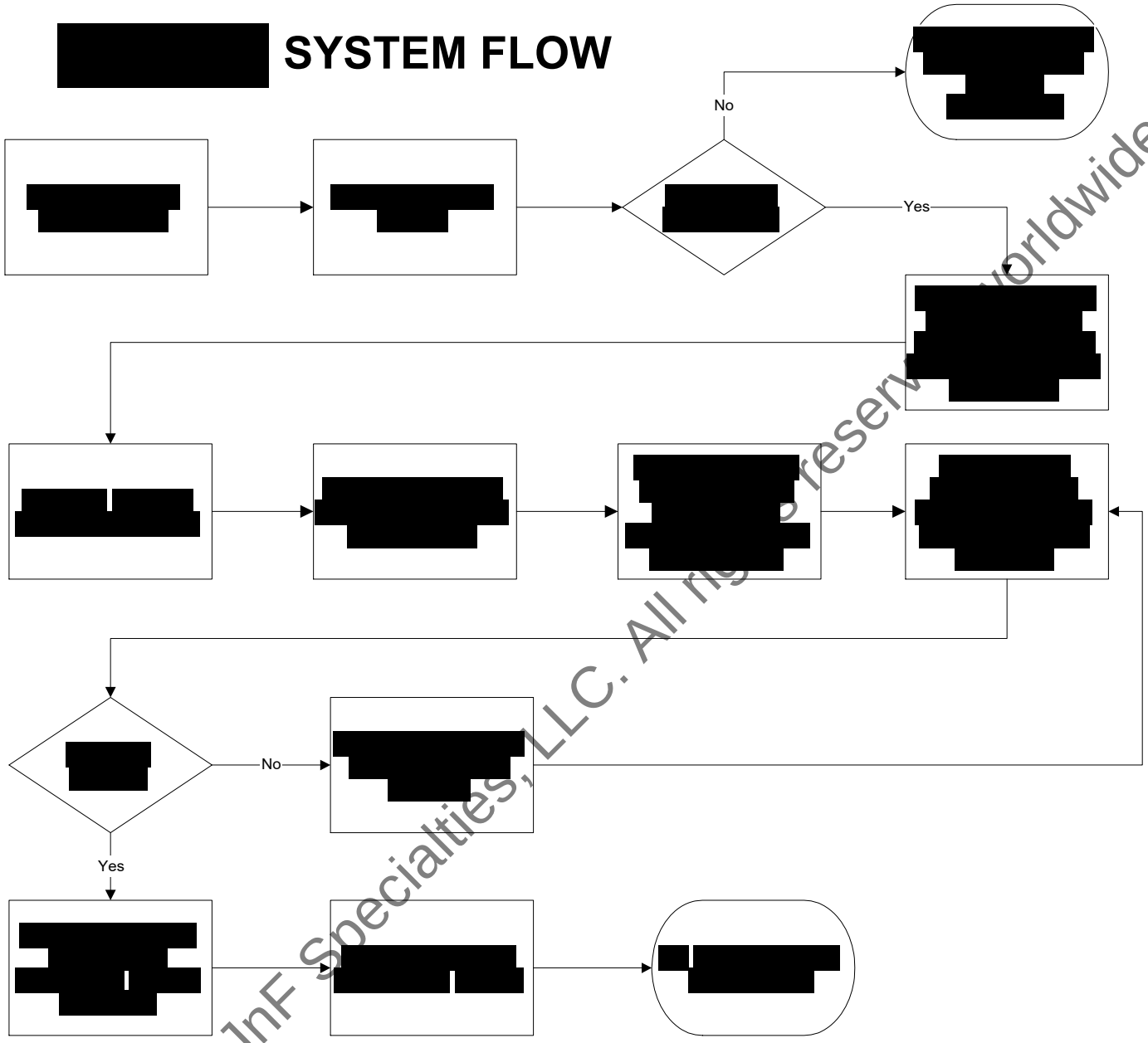
18.2 Packing/Packaging Requirements

Specific or special engineering packing and packaging requirements shall be included in the engineering documentation and subsequent operation's documentation. Packaging, packing, marking, and shipping instructions shall be prepared for use by production personnel.

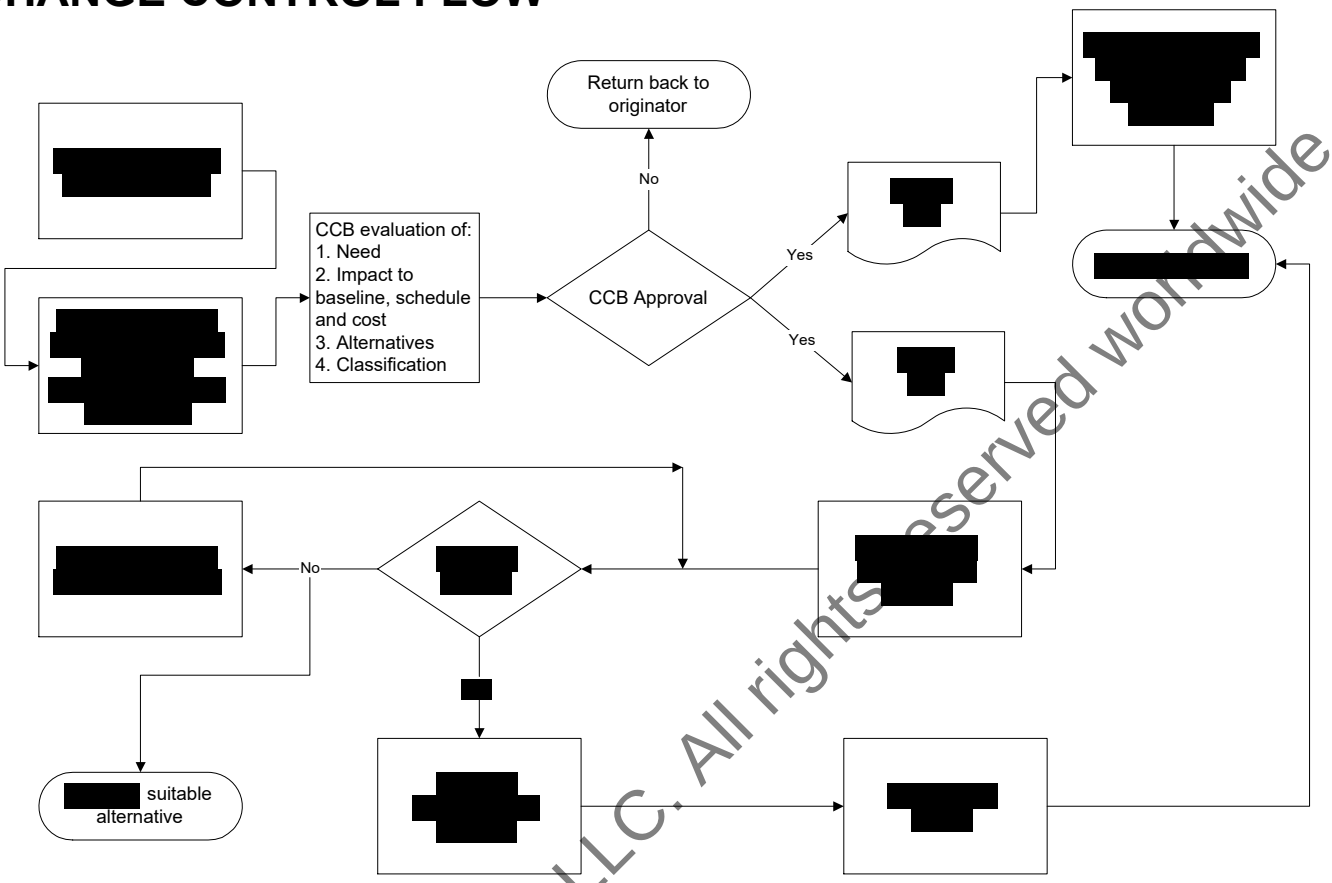
End items requiring special packing or packaging may [redacted]

19.0 Exhibits

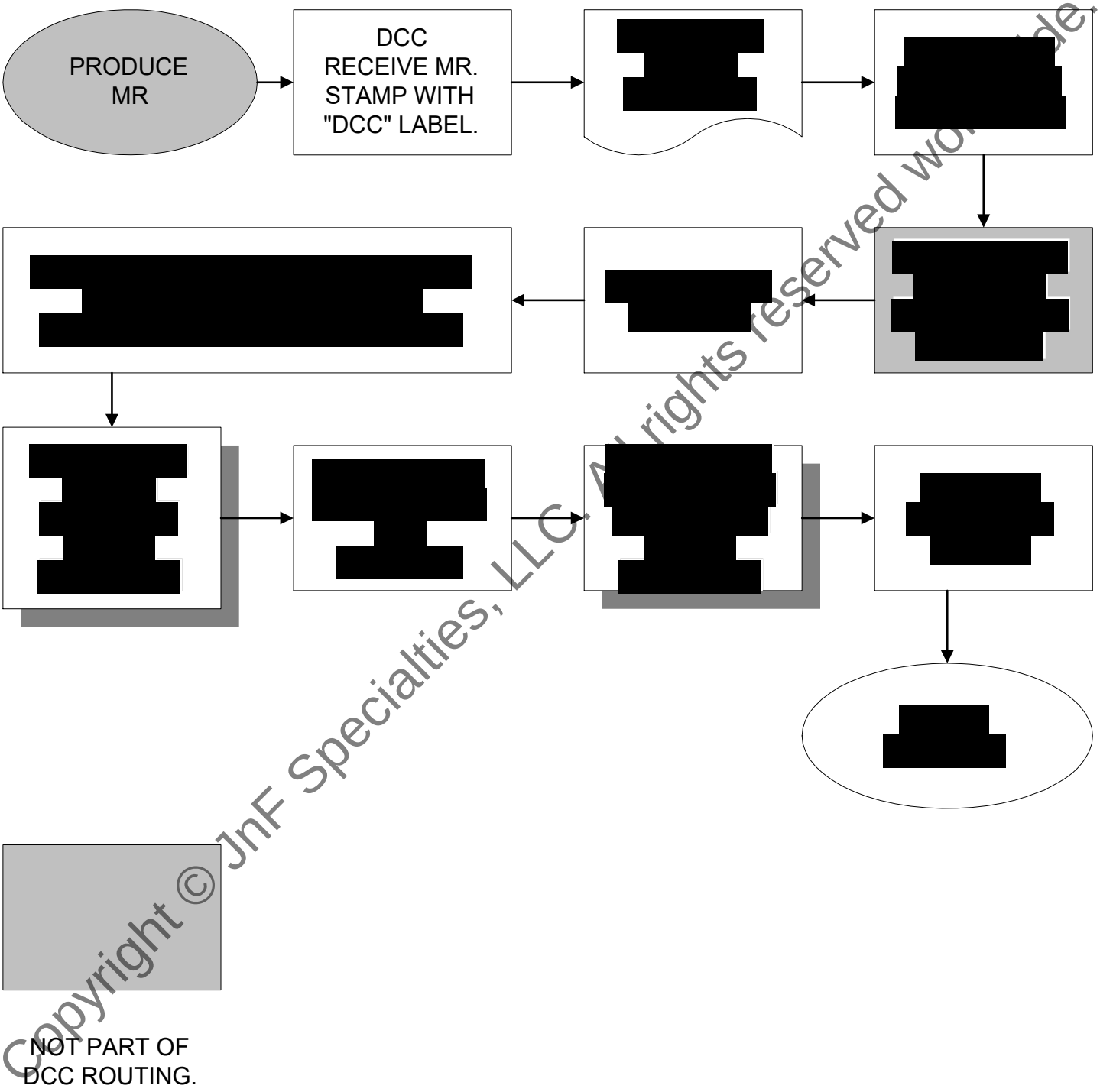
Configuration Routing Overview
Configuration Control Overview
Material Report Routing
Product Assurance Overview
Product Assurance Program Table of Contents, (Your #)
Production/QA Traveler
Contract Inspection Instruction Sheet
Work Breakdown Structure
Compliance Matrices



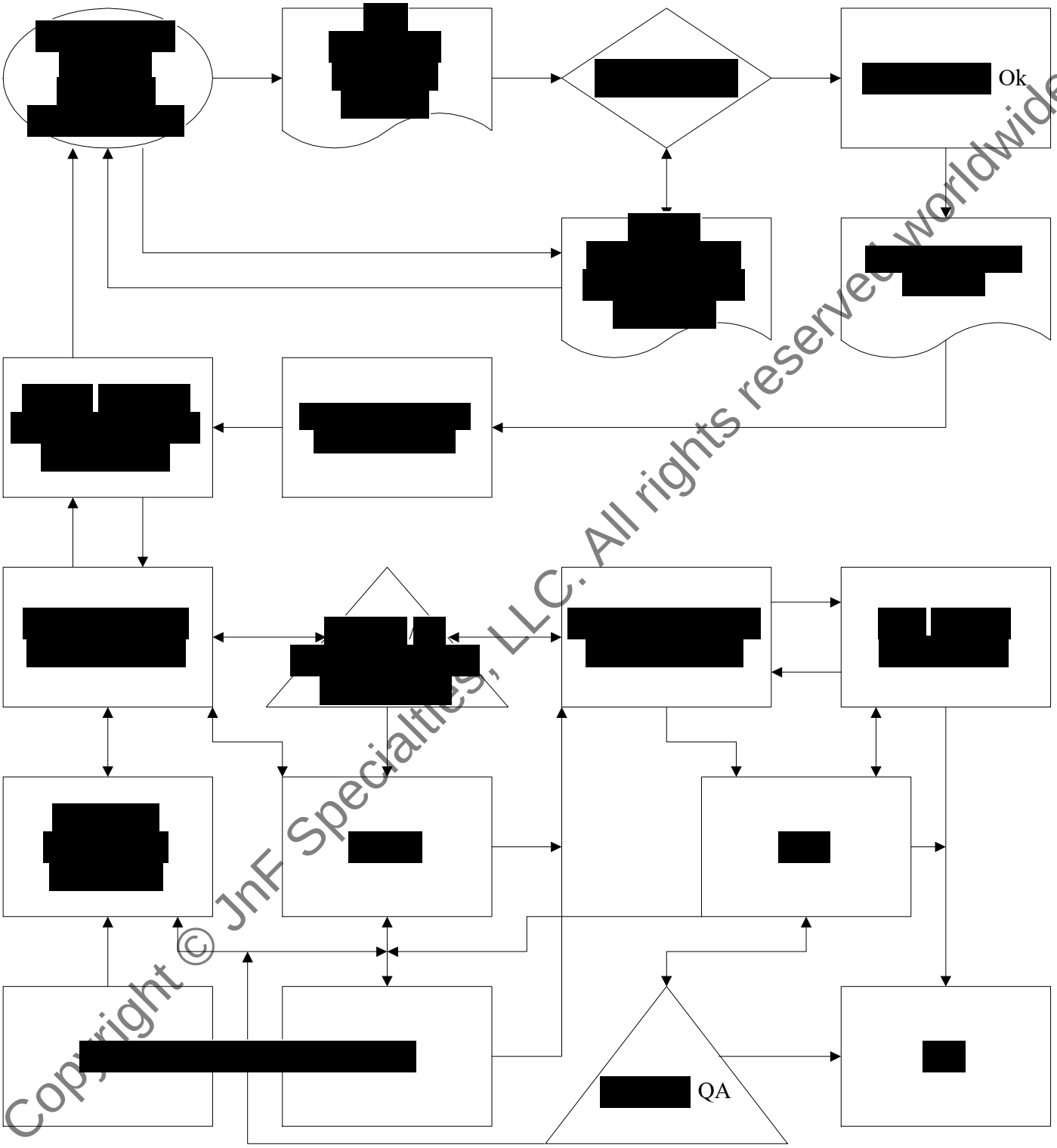
CHANGE CONTROL FLOW



MATERIAL REPORT (MR) ROUTING FLOW-CHART



Product Assurance Overview



PRODUCT ASSURANCE PROGRAM
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This Program contains the following procedures:

Procedure Number	Description	Revision
[redacted]	[redacted]	

Supporting documents are formulated as required, such as, but not limited to:
As-Shipped Configuration Report (ASCR)
Configuration Definition Data Package, (Your #)
Cross Reference Matrices
Drawings
Inspection Instructions
Production/QA Travelers, Operation Sheets (OS), Production Records
Material Notes (Purchasing Requirements)
Material Usage Agreement (MUA)
Policies and Procedures
Rework Procedures
Supporting Inspection and Test Procedures
Training Procedures
Welding Procedures
Work Instructions
Workmanship Standards

WORKMANSHIP

Adherence to applicable federal, state, local, and (Your Co) environmental, health, and safety requirements is mandatory.

NOTE:
This Quality Assurance Program (QAP) provides policies and procedures for Product Assurance activities that generate the body of objective evidence that confirms compliance to contract requirements. Policies and Procedures that are not currently contained within the QAP have been targeted for inclusion according to (Your Co)'s standard Work Breakdown Structure.

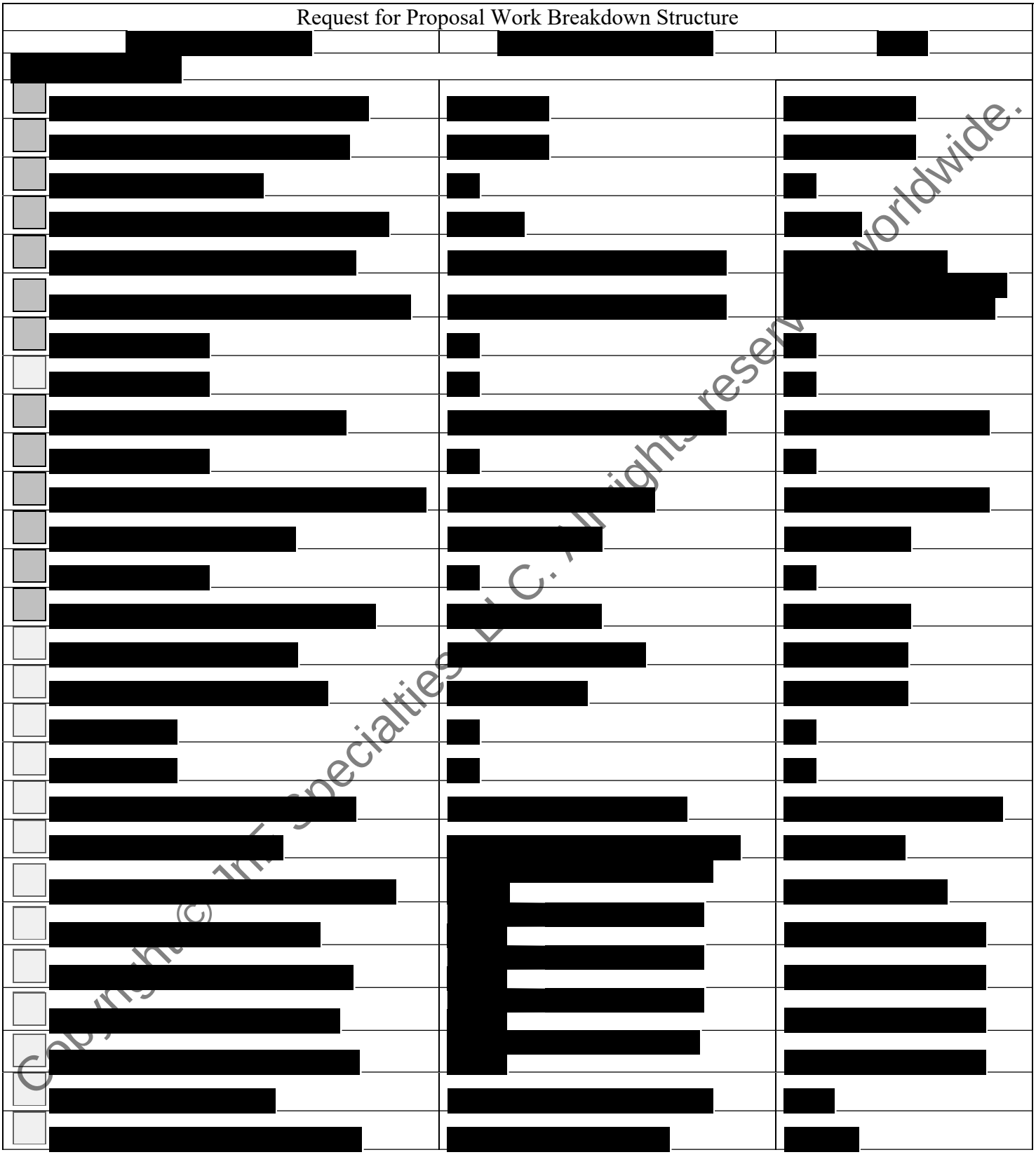
Mfg/QA Traveler (less Header info)

195	QC			(Your #)	
					N/A

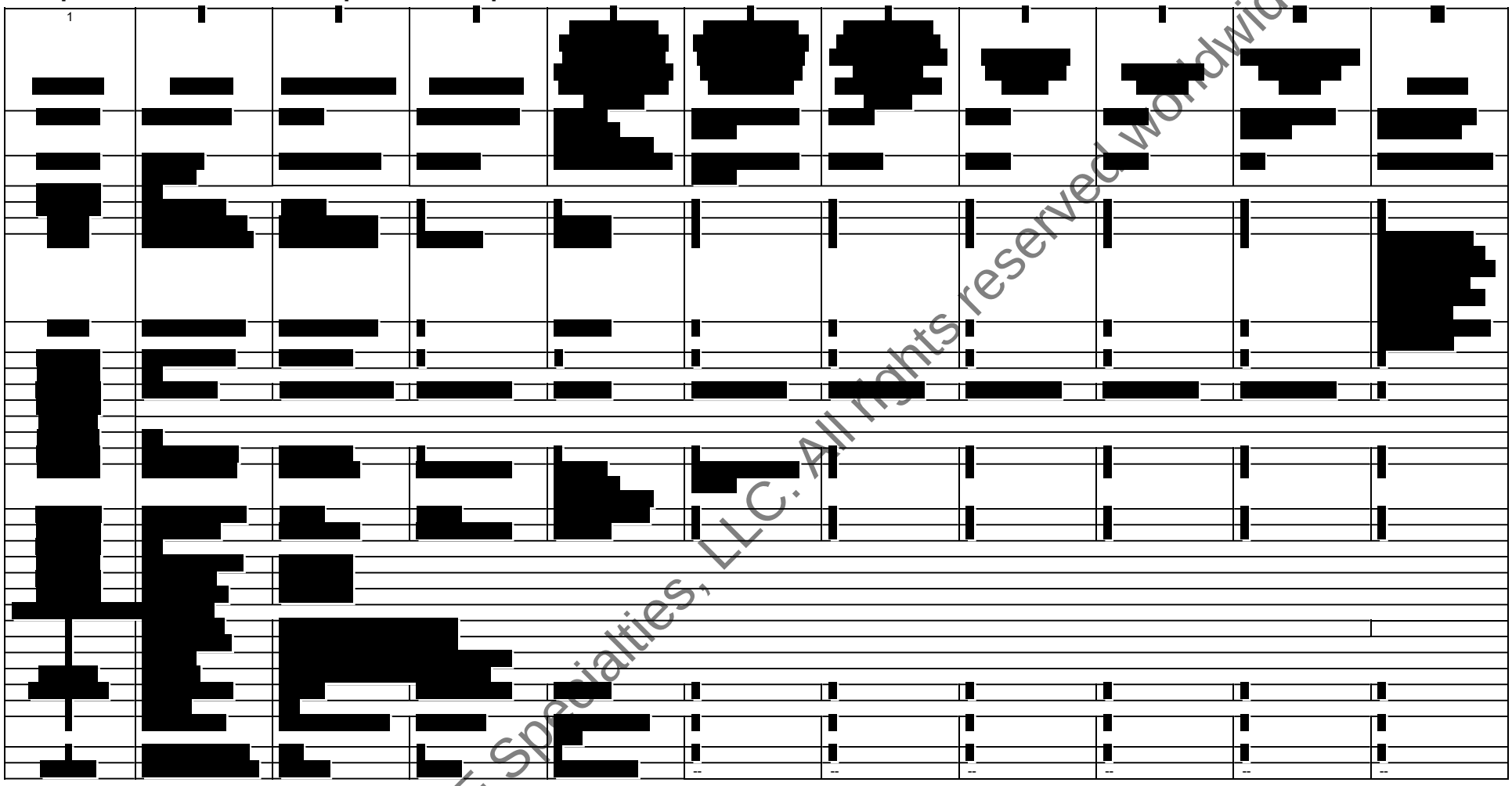
Contract Inspection Instructions

(Your Co)	(Your Contract#) Inspection Instruction Sheet	Your Form # (mo/yr) PAGE of

Work Breakdown Structure



Compliance Matrices for Request for Proposal



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