Your Logo

Your Company Name

PMA and 14 CFR 21 QUALITY MANUAL

Origination Date: XXXX

Document Identifier:	QMS-00 Quality Manual
Date:	Latest Revision Date
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the quality management system for ***14 CFR 21***.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

Changes to the Quality System are approved by the FAA ***Certificate Management Section (CMS)*** prior to implementation.

The Company immediately notifies the FAA ***CMS***, in writing, of changes that affect inspection, conformity or airworthiness of approved articles.

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1.0 SCOPE

This quality assurance manual is submitted to the Federal Aviation Administration (FAA) for information and conformance according to Regulatory Compliance requirements. This manual includes verification policies and procedures and instructions for the design, development and manufacture of Parts Manufacturer Approval (PMA) articles for various model aircraft under the authority of Title 14 Code of Federal Regulations (14 CFR).

This manual establishes and maintains a quality assurance system to ensure compliance and conformance with FAA-PMA Articles manufactured for use on certified aircraft or as detail components of an aircraft assembly.

Changes that impact inspection, conformity and airworthiness are only implemented into this manual with prior FAA approval.

The Company notifies the FAA in writing, in advance, when the manufacturing facility is relocated or expanded to other locations. Prior to shipping FAA-PMA parts from a new location, the new facility is evaluated and approved by the FAA.

The Company is committed to the ongoing maintenance and improvement of the quality management system; to ensure this, management focuses on deploying practical steps that positively support quality and environmental policies.

- **CUSTOMER FOCUS:** [redacted]
- **EMPOWERMENT:** [redacted]
- **INTELLIGENT MANAGEMENT**: [redacted]
- **WORKPLACE EXCELLENCE**: [redacted]

1.1 Overview of Responsibility and Authority

The organizational chart in Appendix 1 is an overview of the management structure of the Company. See personnel roster for the name of the Responsible Authority (RA) in each branch of management that includes multiple assignments. In all cases, the appropriate person has [redacted]

[redacted]

1.2 Management Representative

The Accountable Manager of the Company has been assigned the role of Quality System Management Representative. The Accountable Manager is responsible for [redacted]

The Accountable Manager is responsible for [redacted]

In addition, the Accountable Manager [redacted]

1.3 Internal Communication

To ensure proper communication between and throughout all levels of employees within the Company, internal communication is [redacted] This system requires management to [redacted]

1.4 Management Review

Management Review meetings are conducted according to the ***QMS-04 Management Process Procedure***. This procedure defines [redacted]

Section A: Design Data Control

A1 Copies of all drawings for FAA Approved articles are [redacted]

A2 Design data is filed by Drawing Number and the latest revision is [redacted]

A3 Minor design changes to the PMA Articles are [redacted]

A4 Major design changes are [redacted]

[redacted] These design changes may require amendments or additions to:

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

A5 Material Review Board (MRB) is [redacted]

Section B: Document Control

Documents are controlled to ensure information is [redacted] The controls for documents are defined in the ***QMS-01 Control of Documented Information Procedure.***

Paper records are controlled to provide evidence of conformity to requirements. The Company has established a documented procedure for control of electronic records. Electronic records are [redacted]

B1 Configuration Management

The configuration of products is controlled through advanced configuration management techniques that have been built upon the requirements of [redacted] Configuration management is conducted according to the ***QMS-02 Configuration Management Procedure.***

Section C: Supplier Control

C1 Materials received are required to [redacted] Supplied items that support manufacturing and or assembly of FAA-PMA articles are inspected for [redacted]

a. Reports of unsatisfactory conditions are [redacted]

b. Review of documented unsatisfactory conditions increases [redacted] An on-site visit may be required that verifies:

- [redacted]
- [redacted]

C2 Material is labeled to [redacted]

C3 Materials are stored [redacted]

C4 Vendors supply [redacted]

Note: As part of the receiving inspection process, a comparison is made between the Supplier's packing sheet and the purchase order then each shipment is inspected for:

- [redacted]

After acceptance of incoming shipments, the Responsible Authority [redacted]

C5 When discrepancies are encountered during inspections, the material or shipment is [redacted] according to the ***QMS-14 Control of Nonconformities Procedure***.

C8 Rejected articles are [redacted]

C9 Requirements

Purchasing is treated as a process within the Company's quality system. [redacted] The Company does not [redacted] The process is fully defined in the ***QMS-08 Purchasing Procedure***.

C9.1 Purchasing Process

The purchasing process [redacted]

C9.2 Purchasing Information

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

C9.3 Verification of Purchased Product

Incoming materials are [redacted] The process is defined in the ***QMS-09 Receiving Procedure***.

C10 Identification and Traceability

All products are identified throughout product life cycle. This is fully defined in ***QMS-10 Production Process***. Other identification and traceability requirements are [redacted]

C11 Preservation of Product

The Accountable Manager [redacted] The instructions are detailed in the applicable job documentation and general rules are defined in the ***QMS-11 Shipping Procedure***.

Section D: Manufacturing Control

The Design and Development process ensures that design activities are conducted in a controlled manner, which is defined in the ***QMS-17 Design and Development Procedure***. ***Instructions for Continued Airworthiness*** (ICA) are kept current with design changes.

D1 Materials received are required to [redacted]

D2 A ***Shop Routing Sheet*** is used to document the number of pieces at each step of the manufacturing process and is used to annotate any losses. A shop routing sheet is used for [redacted]

D3 The Company uses a folder for [redacted]

D4 Parts are inspected to [redacted]

D5 Small parts (sub-assemblies) are marked according to ***FAR 45.15(b)*** with a tag attached to the part or the packaging for the part.

D6 Parts are permanently marked or tagged with:

[redacted]

D7 Requirements:

The Company plans and carries out processes for product realization. In general, this includes assurances that:

- [redacted]

- [redacted]

In-process inspection is conducted according to [redacted]

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

D7.1 Production Documentation

Production operations are performed according to [redacted] In addition, the Company may utilize [redacted] These activities are fully defined in the ***QMS-10 Production Procedure*** and the ***QMS-17 Design and Development Procedure***.

D7.2 Control of Production Process Changes

Only the Configuration Control Board may approve changes to production processes. The Company identifies and obtains Customer and/or regulatory authority approval for changes when [redacted] These activities are fully defined in the ***QMS-10 Production Procedure*** and the ***QMS-17 Design and Development Procedure***.

D7.3 Control of Production Equipment & Tools

Production equipment, tools and programs are [redacted]

D7.4 Control of Work Transferred on a Temporary Basis Outside the Organization's Facilities

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

- [redacted]

D7.5 Control of Service Operations

The Company services supplies returned to it for warranty work or repair - field servicing is**(is not)** performed. For such product work, [redacted]

D8 Customer Property

Where Customer property is provided to the Company for processing or use, it is [redacted] Damaged or missing Customer property is [redacted]

Government and Customer property is controlled according to the ***QMS-10 Production Procedure***, specified contractual requirements and [redacted]

D9 Preservation of Product

The Accountable Manager specifies, where required and according to contractual directives, instructions for [redacted] The instructions are detailed in the applicable job documentation and general rules are defined in the ***QMS-11 Shipping Procedure***.

D10 Identification and Traceability

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

D11 Monitoring and Measurement of Product

To ensure the conformance of product to requirements, monitoring and measurement is conducted [redacted]

The Quality Group is responsible for [redacted]

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

[redacted] The inspection includes verification of compliance to: [redacted]

Inspection by statistical sampling is applied, as appropriate and when specified, in [redacted] Authorized sampling plans for product acceptance are based on ***SAE ARP9013, Statistical Product Acceptance Requirements*** and documented in work instructions. The specified sampling plan for a designated application is [redacted]

In the event supplies are needed prior to receipt of Certified Test Data, Certificate of Compliance or Analysis, approved ***Request for Deviation or Waiver*** or other limited risk condition, at least two applicable MRB members may [redacted]

D11.1 Inspection Documentation

The engineering drawing, FAA-approved design data and/or other technical documentation provide the requirements for all deliverable supplies. In all cases, this includes [redacted]

D11.2 First Article Inspection (FAI)

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

D12 Competence, Training and Awareness

All Company personnel are hired on the basis of their ability to [redacted]

The Company has implemented a training program that:

- [redacted]

Management conducts periodic reviews of employee performance. Appropriate records of education, training, skills and experience are [redacted] The training program is defined in the ***QMS-06 Training Procedure.***

Section E: Inspecting & Testing

E1 Request For Service Inspectors (RFS) determine that each completed part conforms to the design data and is [redacted] Inspectors perform the following:

- [redacted]

E2 RFS Inspectors have access to FAA approved data and specifications when inspecting FAA-PMA articles.
When witnessing acceptance tests, the Inspectors [redacted]

E3 All inspection records described above and the record of disposition are [redacted]

E4 Requirements

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

E4.1 In-Process Inspection

In-process inspections are conducted during production to [redacted]

[redacted]

E4.2 Final Inspection

Once all operations are complete, the lot is submitted to Quality for a final inspection. This is performed according to an accepted sampling plan, The sampling plan is [redacted]

Section F: Inspection, Measuring and Test Equipment Control

F1 Tools, gauges and test equipment are [redacted]

F2 Tools, gauges and test equipment that become inaccurate are [redacted]

F3 Special tools, shop aids, master gauges or molds manufactured by RFS that are contracted with or purchased from a vendor are [redacted]

F4 Inaccuracy of tools, gauges, test equipment and molds identified during periodic inspections are [redacted]

a) The Company notifies CMS of any quality escape.
b) The Company processes actions according to Section N herein.

F5 Scales, shop aids and measuring devices used for inspection are [redacted]

- All inaccuracies are [redacted]
- Serviceable certifications are [redacted]
- Unserviceable tools are [redacted]

F6 Requirements

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

Section G: Inspection and Test Status

G1 The inspector affixes an initial on the ***Inspection Record*** indicating [redacted]

G2 Rejected components are [redacted]

Section H: Nonconforming Product and Article Control

H1 Nonconforming and rejected materials are [redacted]

H2 Nonconforming parts may [redacted]

H4 Major Change incorporation to FAA-PMA articles are first approved by FAA ACO and CMS with PMA addition.

H5 Requirements

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

Procedures are available for receiving and processing feedback for in-service failures, malfunctions and defects. The procedures include [redacted]

Procedures are available that establish a system for receiving, processing and tracking in-service failures. The procedures include provisions to [redacted] Service problems, unairworthy conditions, unsafe features and unsafe characteristics are reported to the FAA according to ***FAR §21.3 (§21.9)*** and are [redacted] See the ***QMS-14 Control of Nonconformities Procedure.***

Section I: Corrective and Preventive Action

I1 Corrective actions review non-conformities of manufactured articles to:

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

I2 Action is taken to:

- [redacted]

I3 Preventive Action is taken to:

- [redacted]

I4 Requirements

I4.1 Corrective Action

The Company has implemented and maintains a robust system for identifying and reporting nonconformities requiring corrective action. These nonconformities can [redacted] This process is defined in ***QMS-13 Corrective Action Procedure***.

I4.2 Preventive Action

In addition to the preventive measures taken for corrective action requests (used to prevent recurrence of an existing problem) the Corrective and Preventive Action process is used to [redacted] This process is defined in the ***QMS-13 Corrective Action Procedure***.

Section J: Handling & Storage

J1 All materials are [redacted]

J2 Acceptable finished products are [redacted]

J3 Parts are [redacted]

J4 Parts are [redacted]

J5 Parts are [redacted]

J6 Requirements: Preservation of Product

The Responsible Authority specifies, where required and according to contractual directives, instructions for [redacted]

[redacted] general rules are defined in the ***QMS-11 Shipping Procedure***.

Section K: Control of Quality Records

K1 The Company controls and distributes [redacted] approved changes are made available to:

- [redacted]

And manage records as:

- [redacted]

K2 The Company retains files for [redacted]

Note: The Company ensures that only FAA approved data is used for manufacturing, instruction and support.

K3 Requirements: Control of Records

Paper records are [redacted] defined in procedure ***QMS-01 Control of Documented Information Procedure***.

Section L: Internal Audits

L1 Request For Service Inspectors conduct Internal Audits according to [redacted]

See Internal Audit control log:

[redacted]

L2 Requirements: 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 fully defined in the ***QMS-12 Internal Auditing Procedure***.

Section M: In-Service Feedback

Service Difficulty Reports (SDRs)

M1 When in service difficulties are discovered, they are reported to the FAA ACO and CMS.

Note: The Company reports ***14 CFR 21.3*** conditions to the FAA ACO and CMS within 24 hours, with the exceptions of weekends and recognized holidays.

Self Disclosure Reporting

M2 When in-service difficulties are found for an article, they are reported to the FAA's geographic CMS.

Airworthiness Directives (ADs)

M3 In the event that an Airworthiness Directive is issued by the FAA, the Company immediately implements applicable changes, if any, to articles affected by the AD.

- When appropriate, changes related to an AD are [redacted]

Section N: Quality Escapes

A quality escape is defined as any article that has been released from the quality system that does not conform to the applicable design data or quality system requirements.

N1 The Company notifies the FAA of any apparent quality escape by contacting the FAA CMS office. Initial notice of a voluntary disclosure may be submitted orally, by electronic means or by written hardcopy.

N2 Notification is made in a timely manner, normally within 24 hours of the discovery of the apparent quality escape, with the exception of weekends and recognized holidays.

N3 Quality escape notifications include the following information:

- [redacted]

Section O: Issuing Authorized Release Documents

The Company may issue authorized release documents for [redacted]

O1 The Company ensures that only qualified personnel issue authorized release documents. Evaluation of persons responsible for authorizing release documents includes [redacted]

O2 FAA Form 8130-3.

The Company's authorized personnel issue release documents using ***FAA Form 8130-3***.

O3 Conditional Requirement.

When applicable, the Company may obtain airworthiness approvals from the FAA.

Section P: PMA Article Part Marking

P1 PMA articles: Responsible Authorities permanently and legibly mark all FAA PMA articles with the following:

- [redacted]

P2 Sample of marking used on all PMA articles:

Your Sample Markings

P3 [redacted]

Section Q: Shipping / Export of Completed Articles

Q1 All required documents are [redacted]

Q2 Before exporting products to other Countries, ***FAA AC21-2*** and ***Bilateral Agreements*** are reviewed for applicable requirements.

Q3 All shipping documents are followed and completed according to [redacted]

Section R: Supplemental Requirements

Supplemental FAA policies are defined in ***QMS-18 Supplemental Policies***.

Appendix 1: Organization

INSERT ORG CHART

Appendix 2: Facility Layout

INSERT FACILITY MAP

Your Logo

Your Company Name

CONTROL OF DOCUMENTED INFORMATION PROCEDURE

Origination Date: XXXX

Document Identifier:	Control of Documented Informationl 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 procedure describes methods for controlling documented information.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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1.0 PURPOSE OF DOCUMENT AND RECORD CONTROL

This procedure defines the requirements for the control of documents and records within the quality management system (QMS). 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]

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. A record is [redacted]

3.0 DOCUMENT TYPES

3.1. Quality [redacted]

3.2. QMS Procedures: [redacted]

3.3. General Work Instructions: [redacted]

3.4. Inspection Instructions: [redacted]

3.5. Forms: [redacted]

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

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 [redacted]

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 [redacted]

5.2. Review and Approval

QMS Procedures are [redacted]

5.3. Distribution

QMS procedures are [redacted]

[redacted] Each employee must [redacted]

5.4. Change Control

Changes to QMS procedures are [redacted]

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 [redacted] Work instructions should include, as applicable: [redacted]

NOTE REGARDING JOB SPECIFIC WORK INSTRUCTIONS:

Engineering may [redacted]

6.2. Review and Approval

Work instructions must be reviewed and approved by [redacted]

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 [redacted] Each employee must [redacted]

6.4. Change Control

Changes to general work instructions are [redacted]

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 [redacted]

NOTE REGARDING JOB SPECIFIC INSPECTION INSTRUCTIONS:
Engineering may [redacted]

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 [redacted] 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 [redacted]

8.0 FORMS

8.1. Creating New Forms
Forms undergo a streamlined creation and control process. Any department manager or area supervisor [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 [redacted]

8.3. Distribution

Forms are made available through the Company's internet server, intranet or Document Control Center. These may be [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 [redacted]

9.0 EXTERNAL DOCUMENTS

9.1. Some external (third party) standards or specifications may be maintained on file without [redacted] Unless otherwise specified, if the revision level is [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, [redacted]

10.0 PERIODIC RE-EVALUATION OF DOCUMENTS

The entire set of quality documentation is subject to [redacted]

11.0 CONTROL OF RECORDS

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

11.2 The listed "controller" must ensure [redacted]

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

11.4 The Document Control Center maintains archive files for records. Records shall be [redacted]

11.5 Records that are discarded after retention shall [redacted]

11.6 Hardcopy records are [redacted]

11.7 Records are [redacted]

11.8 Records are [redacted]

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

11.10 [redacted] electronic records are [redacted]

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

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

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

APPENDIX A: RECORD RETENTION 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 Nonconformances	RFS		Form		[redacted]
Corrective 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]

Your Logo

Your Company Name

CONFIGURATION MANAGEMENT PROCEDURE

Origination Date: XXXX

Document Identifier:	QMS-02 Configuration Management 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 succinct configuration management procedures.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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1.0 PURPOSE

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

- [redacted]
- [redacted]
- [redacted].
- The following are not governed by this control procedure:
  - o [redacted]
  - o [redacted]

2.0 THEORY

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

This procedure has been developed based on [redacted]

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]s
- [redacted]
- [redacted]

3.2. All such technical documents are developed and approved by the Responsible Authority, which are [redacted]

3.3. Configuration documents and Customer intellectual property received by is the Company are [redacted]

4.0 CONFIGURATION CONTROL BOARD (CCB)

4.1. Responsible Authorities (RA) serve as the Configuration Control Board, which has full authority and responsibility for [redacted]

4.2. CCB responsibilities include:

- [redacted]

5.0 CONFIGURATION CHANGE CONTROL

5.1. Evaluation of a change in configuration for a deliverable item takes into consideration [redacted]

5.2. All associated changes and affected hardware items or computer programs are included on [redacted]

5.3 The Company controls and distributes design data and changes. Release and distribution of new (or revised) FAA approved drawings and/or (major) process specifications and latest approved changes are made available to:

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

5.4. Types of Configuration Change

Changes to the configuration are implemented after approval of [redacted] The definition for each is as follows:

5.4.1. Engineering Change: [redacted]

5.4.2. Deviation: [redacted]

5.4.3. Waiver: [redacted]

5.5. Change Classification

Changes in configuration are classified by the CCB as either Class I (major) or Class II (minor). The change classification assigned by the CCB is entered on the Engineering Order, which serves as [redacted]

5.5.1. Class I Changes

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

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

5.5.2. Class II Changes

Any change that does not fall within the Class I definition is a Class II change, which has no appreciable effect on the approval basis of a PMA part. Class II changes are [redacted]

5.6. Change Implementation

5.6.1. The Responsible Authority verifies [redacted]

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

[redacted]

5.6.3. Proposed Class I engineering changes are approved by the CCB and are submitted to the Customer in the form of [redacted]

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

- [redacted]
- [redacted]

6.0 SUBCONTRACTOR AND VENDOR CHANGES

Supplier and vendor requests for change are controlled according to [redacted]

7.0 PRODUCT AND TEST SOFTWARE CONTROL

Revision control is applicable to software programs that are used for [redacted]

Left blank intentionally

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Your Company Name

COUNTERFEIT PARTS PREVENTION PROCEDURE

Origination Date: (your date)

Document Identifier:	QMS-03 Counterfeit Parts Prevention Procedure
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete

Abstract:
This document describes the procedure applied for prevention of counterfeit parts and materials.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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1.0 Purpose

The purpose of this document is to describe the process and due diligence performed to prevent the purchase and/or use of counterfeit parts. The Company pays particular attention to:

- [redacted]

2.0 Scope

This document applies to the procurement activities at the Company to the extent specified herein.

3.0 Applicable Documents

The following publications are applicable to the extent specified herein, or as defined on the contract or purchase order. The latest revision publication shall be applied. Compliance with any other issues of these publications requires prior written approval from the Company. Insofar as any of the publications referred to herein conflict with the requirements of the specification, this specification shall govern.

- [redacted]
- ***ISO 9001 Quality Management System***
- ***QMS-14 Control of Nonconformities Procedure***

4.0 Definitions

Aftermarket Manufacturer - A manufacturer meeting one or more of these criteria:

- [redacted]

Note: The Aftermarket Manufacturer must [redacted]

Approved Supplier - [redacted]

Authorized Supplier - [redacted]

Broker - [redacted]

Certificate of Conformance (C of C) - [redacted]

Certificate of Conformance and Traceability (C of CT) - [redacted]

Counterfeit Part - [redacted]

ERAI - Privately held global trade associates that monitors, investigates, reports and mediates issues affecting the global supply chain of electronics including the supply of counterfeit and substandard parts.

Franchised Distributor - [redacted]

[redacted]

Independent Distributors - [redacted]

Packaging - [redacted]

Refinishing - [redacted]

Refurbished - [redacted]

Suspect Part - [redacted]

Upscreened - [redacted]

Used - [redacted]

Note: Other definitions are available for review in [redacted]

5.0 Responsibility

Personnel training and orientation regarding prevention of counterfeit parts is based upon [redacted]

Responsible Authorities from Purchasing and Engineering are [redacted]

5.1 Purchasing is responsible for [redacted]

5.2 Engineering is responsible for [redacted]

5.3 Receiving Inspection and other appropriate Responsible Authorities are responsible for [redacted]

6.0 Procedure

6.1 The Company maximizes the availability of authentic, originally designed and/or qualified parts throughout the product's life cycle, including management of [redacted]

6.2 Purchasing must [redacted]

6.3 Purchasing must [redacted]

6.4 Purchasing should [redacted]

6.5 [redacted]

Note: Purchasing may [redacted]

In general, product with electronic components destined for Government or military use requires [redacted]

The electronic component requirements for the product may be identified from a review of [redacted]

6.6. Purchasing must specify the flowdown requirements from this Counterfeit Parts Prevention Procedure applicable to the Supplier or Subcontractor. Purchasing must [redacted]

6.7 The purchase document must [redacted]

To minimize the risk of procuring counterfeit parts, the purchasing document should [redacted]

6.8 Responsible Authorities that receive, inspect or process parts shall [redacted]

6.9. All occurrences of counterfeit parts shall be reported, as appropriate, to [redacted]

7.0 Verifications

The Company considers due diligence has been applied when [redacted]

When a part is suspected of being counterfeit, the Company [redacted]

All inspection and testing shall be performed according to [redacted] The following inspection operations should be performed in sequence.

A: Visual Inspection

Each lot to be delivered shall be subjected to [redacted] Visual inspection shall include, but is not limited to:

- [redacted]

B: Authenticity Verification

Each lot to be delivered shall be subjected to a sample inspection at an AQL of 1.0 or tighter. Testing shall include [redacted]

C: [redacted]

Each lot to be delivered shall be subjected to [redacted]

D: [redacted]

[redacted] shall be sampled at an AQL of 1.0 or tighter. [redacted]

E: [redacted]

Each lot to be delivered shall be subjected to [redacted]

F: [redacted]

Each lot shall be verified for [redacted]

See Table 1.

Left blank intentionally.

Table 1: Testing/Analysis Requirements by Component Type

Component Type	[redacted] (A)	[redacted] (B)	[redacted] (C)	[redacted] (D)	[redacted] Analysis (E) (DPA)	[redacted] (F)
[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]	[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]			[redacted]		
[redacted]	[redacted]	[redacted]				
[redacted]	[redacted]	[redacted]		[redacted]		[redacted]
[redacted]	[redacted]			[redacted]		[redacted]

Your Logo

Your Company Name

MANAGEMENT PROCESS PROCEDURE

Origination Date: XXXX

Document Identifier:	Management Process 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 the management review 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 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 [redacted]

3.0 MANAGING AS A PROCESS

The Company recognizes that it has to manage processes identified in the ***Quality Management Policies and Procedures Handbook***; however, management itself must also be treated as a process. This means [redacted]

Management is responsible for implementation and application of the following QMS requirements:

- [redacted]

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]

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]

4.5 Management shall use action items or the corrective action system to take recorded actions as a result of review topics in an effort to [redacted] See the ***QMS-13 Corrective Action Procedure***.

4.6 Management shall determine internal issues that affect its ability to achieve intended results, which may include, but are not limited to:

- [redacted]

- [redacted]

4.7 Management shall determine external issues that affect its ability to achieve intended results, which may include, but are not limited to:

- [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 [redacted]

5.3 Top management will [redacted]

5.4 Throughout the year, assigned managers and staff will [redacted]

5.5 During Management Review [redacted]

5.6 When a process does not meet a goal, [redacted]

5.7 The current metrics, standings, previous goal and revised goals shall be [redacted] (See *Section 4.0*)

5.8 Over time, management shall assess performance of each process against the goals [redacted] according to the ***QMS-13 Corrective Action Procedure***.

6.0 PROCEDURE: INTERNAL and EXTERNAL COMMUNICATION

6.1 Internal communication is an important facet of the way the Company does business. By this we mean that information must be able to flow in all directions, from [redacted]

The following methods are used for internal communications:

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

6.2 External communications that are relevant to the quality management system must [redacted]

6.2.1 Confidential Company Information

Company Employees must not reveal Confidential Company Information to External Parties except to the extent such disclosures are necessary [redacted]

6.2.1.1 Basic Company Information

Company Employees must not communicate Basic Company Information to External Parties except to the extent that such communication is part of their normal responsibilities. For example, [redacted]

Only Authorized Responsible Authorities may communicate about the Company or its business, or communicate as a representative of the Company, with any of the following External Parties:

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

- [redacted]

Only Authorized Responsible Authorities may communicate about the Company or its business or communicate as a representative of the Company on [redacted]

6.2.1.2 Written Company Information

All Written Company Information must conform to guidelines established from time to time.

All Written Company Information must be approved by the appropriate Responsible Authority before it is communicated to any External Party.

With respect to any Written Company Information regarding new business, clients, or other contract counterparties, or other Third Parties with a business relationship with the Company, care must be exercised to [redacted]

Written Company Information regarding [redacted] must also be approved by the appropriate Responsible Authority.

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 includes:

- [redacted]

- [redacted]

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

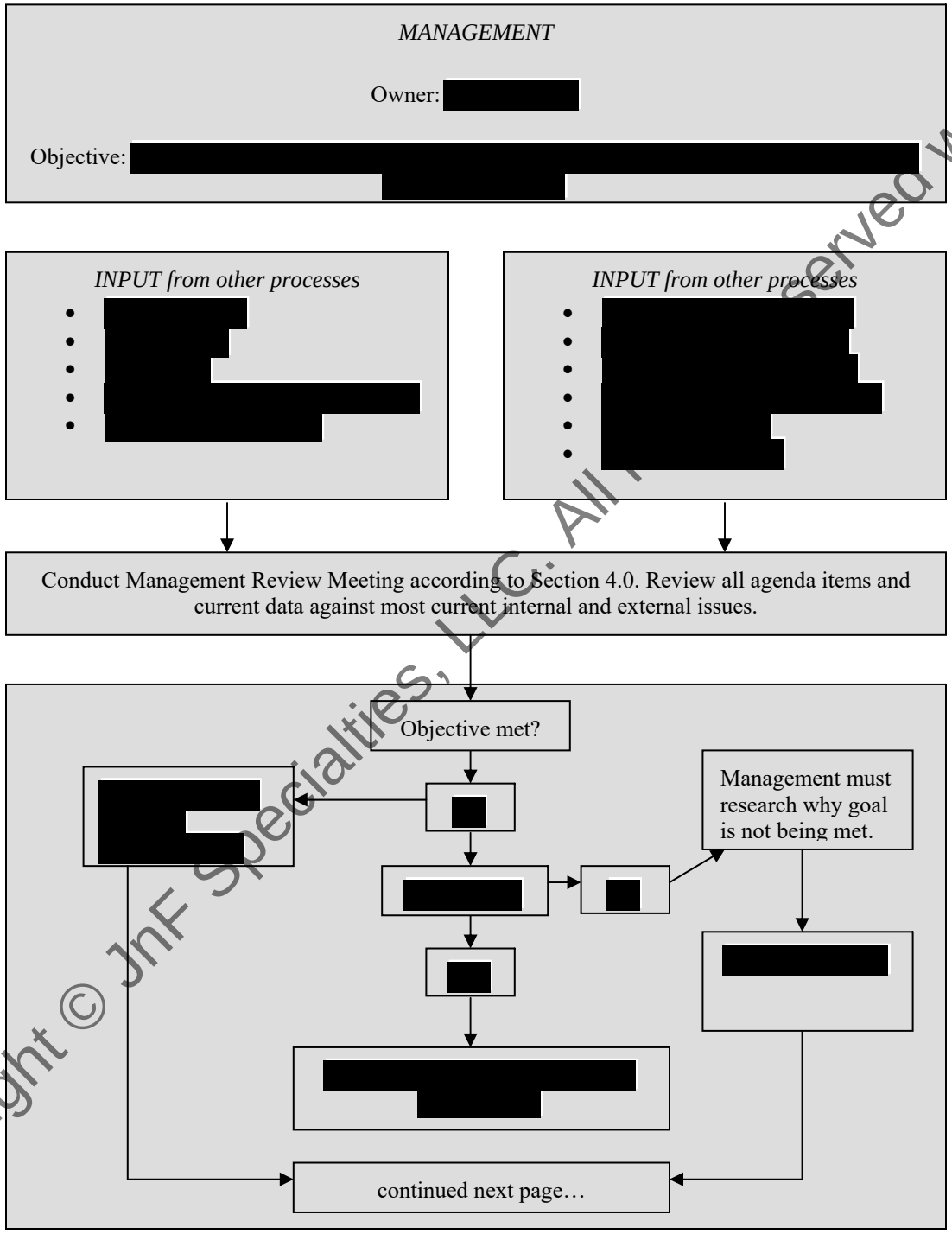
7.3 To manage resources, top management must [redacted]

7.4 During Management Review, managers shall [redacted]

7.5 From that data, top management can [redacted]

Left blank intentionally

Appendix A: PROCESS MAP



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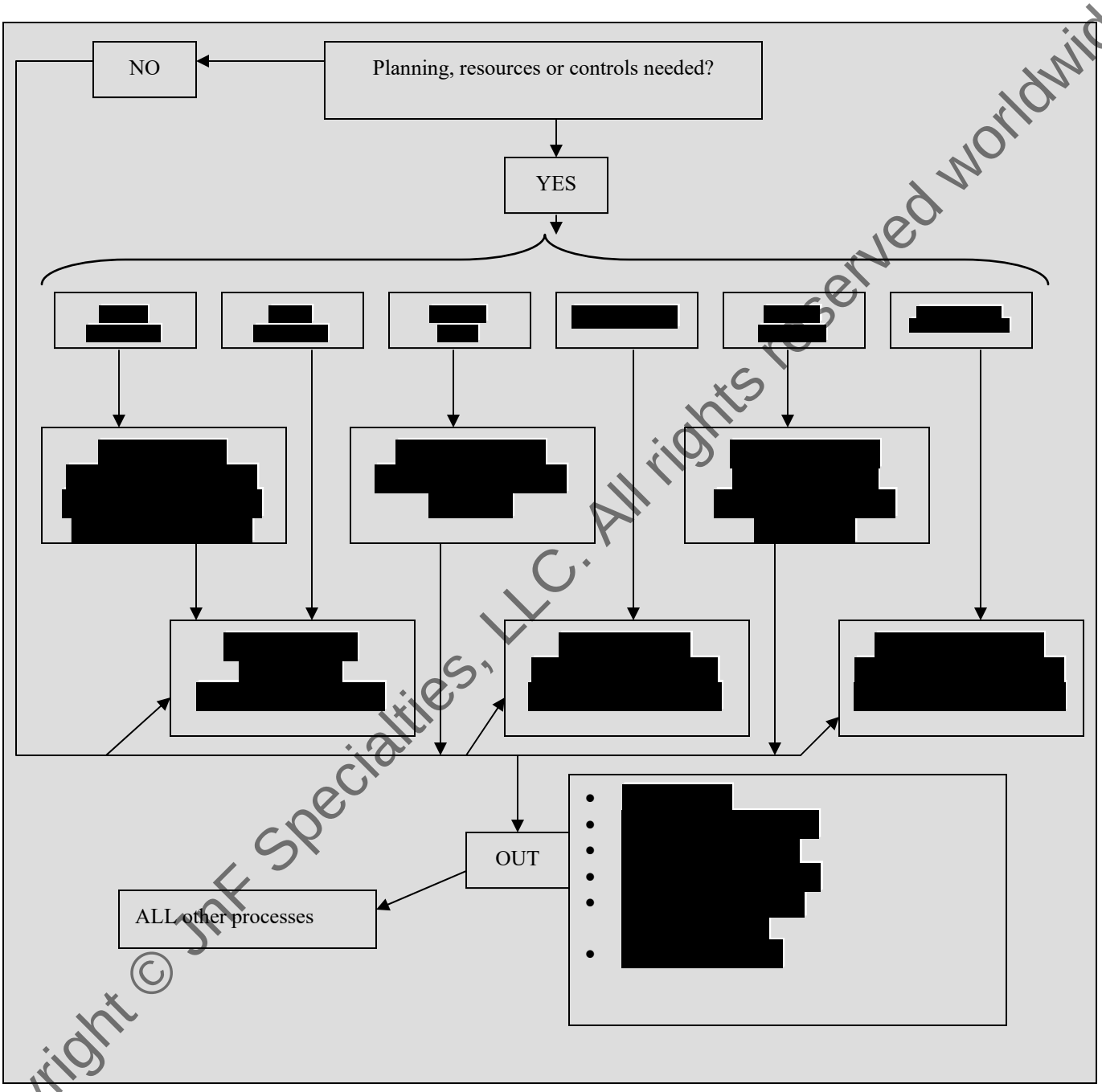

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Footnote:

1 Counterfeit part prevention processes should consider:

- [redacted]

Left blank intentionally

Your Logo

Your Company Name

RESPONSIBILITIES AND AUTHORITIES PROCEDURE

Origination Date: XXXX

Document Identifier:	Responsibilities and Authorities 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 responsibilities and authorities of Company personnel.

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 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]

The Quality Manager [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 [redacted]

Product Managers are responsible for [redacted] which includes consideration for:

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

3.7 Administrative Assistant

The Administrative Assistant is responsible for [redacted]

3.8 Accountable Manager

The Accountable Manager serves as the primary contact with the FAA office responsible for issuance of the production approval or certificate management. The accountable manager is responsible within the Company for, and has the authority over, [redacted]

3.9 Accounting Manager

The Accounting Manager is responsible for [redacted]

3.10 Environmental Health & Safety Manager

The EHS Manager is responsible for [redacted]

3.11 Quality Group Staff & Inspectors (including Receiving)

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

3.12 Production Operators

Production operators include [redacted]

3.13 Internal Auditors

Internal Auditors are responsible for [redacted]

3.14 Shipping Personnel

Shipping personnel are responsible for [redacted]

3.15 Human Resources Staff

Human Resource staff is responsible for [redacted]

3.16 Purchasing Staff

Purchasing staff is responsible for [redacted]

Your Logo

Your Company Name

TRAINING PROCEDURE

Origination Date: XXXX

Document Identifier:	QMS-06 Training 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 training program and requirements.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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 [redacted]

3.0 TRAINING PROCEDURE

3.1 Hiring

Employees are hired on their ability to [redacted]

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, which includes reporting of events that affect product safety and management of safety critical items. This training is [redacted]

3.4 Additional Training

At the discretion of management, additional training may be conducted at any time, which may be necessitated by [redacted]

Left blank intentionally

3.5 Authorized Release of ***FAA Form 8130-3***

3.5.1 Individuals assigned to issue ***FAA Form 8130-3*** shall meet qualification requirements for an ***FAA DMIR*** with function code 03, as described in the latest revision of ***FAA Order 8000.95, Designee Management Policy***.

3.5.2 Individuals assigned to issue ***FAA Form 8130-3*** shall be trained according to [redacted]

3.5.3 The Company shall determine the:

- [redacted]

3.5.3.1 Training topics shall include:

- [redacted]

3.5.3.2 Training records shall contain the following information for each authorized individual:

- [redacted]

- [redacted]

Appendix A: Instructions for completing *FAA Form 8130-3*:

- [redacted]

Requirements for Exports:

- [redacted]

Your Logo

Your Company Name

PROPOSAL DEVELOPMENT AND CONTRACT REVIEW PROCEDURE

Origination Date: XXXX

Document Identifier:	Proposal Development and Contract Review 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 the procedures used to review contracts and develop proposals.

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 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 [redacted]

3.0 PROCEDURE

When addressing Customer needs and industry trends, the Company considers [redacted]

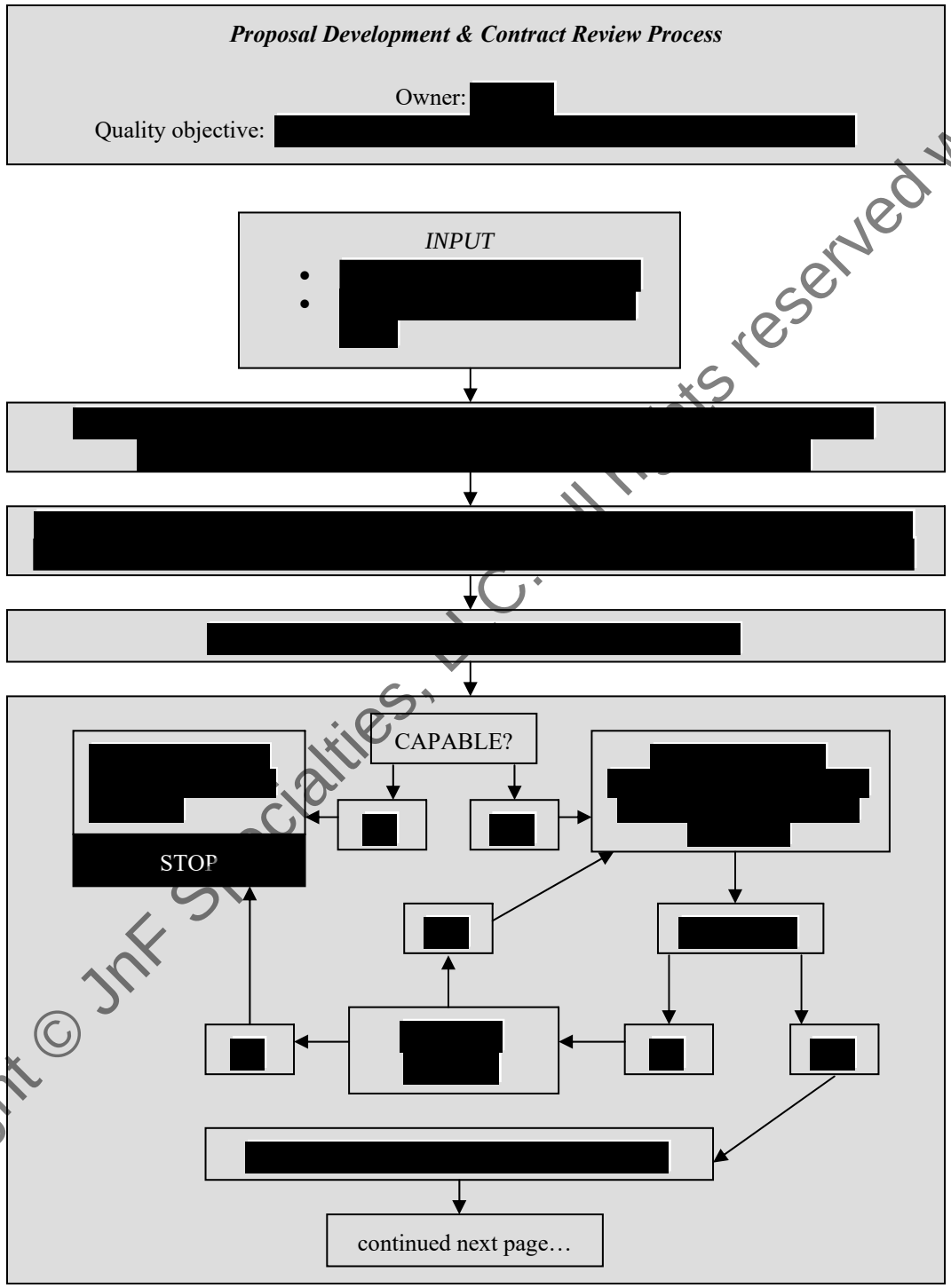
Documentation is not required for [redacted]

The Company determines its capability to meet Customer requirements by:

a) [redacted]
b) establishing the criteria for:
   1) [redacted]
   2) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
   1) [redacted]
   2) [redacted]

See Process Map.

4.0 PROCESS MAP



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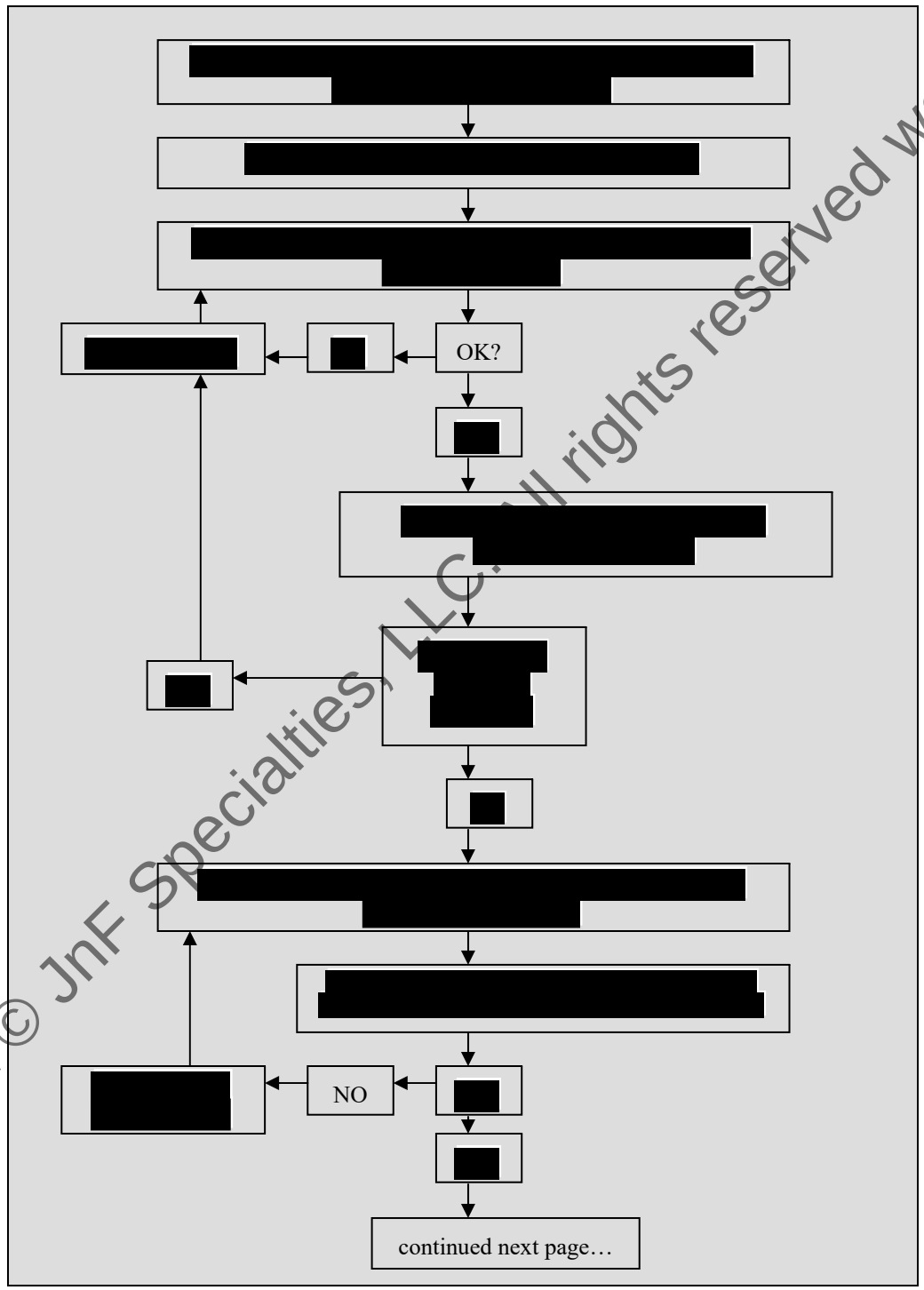

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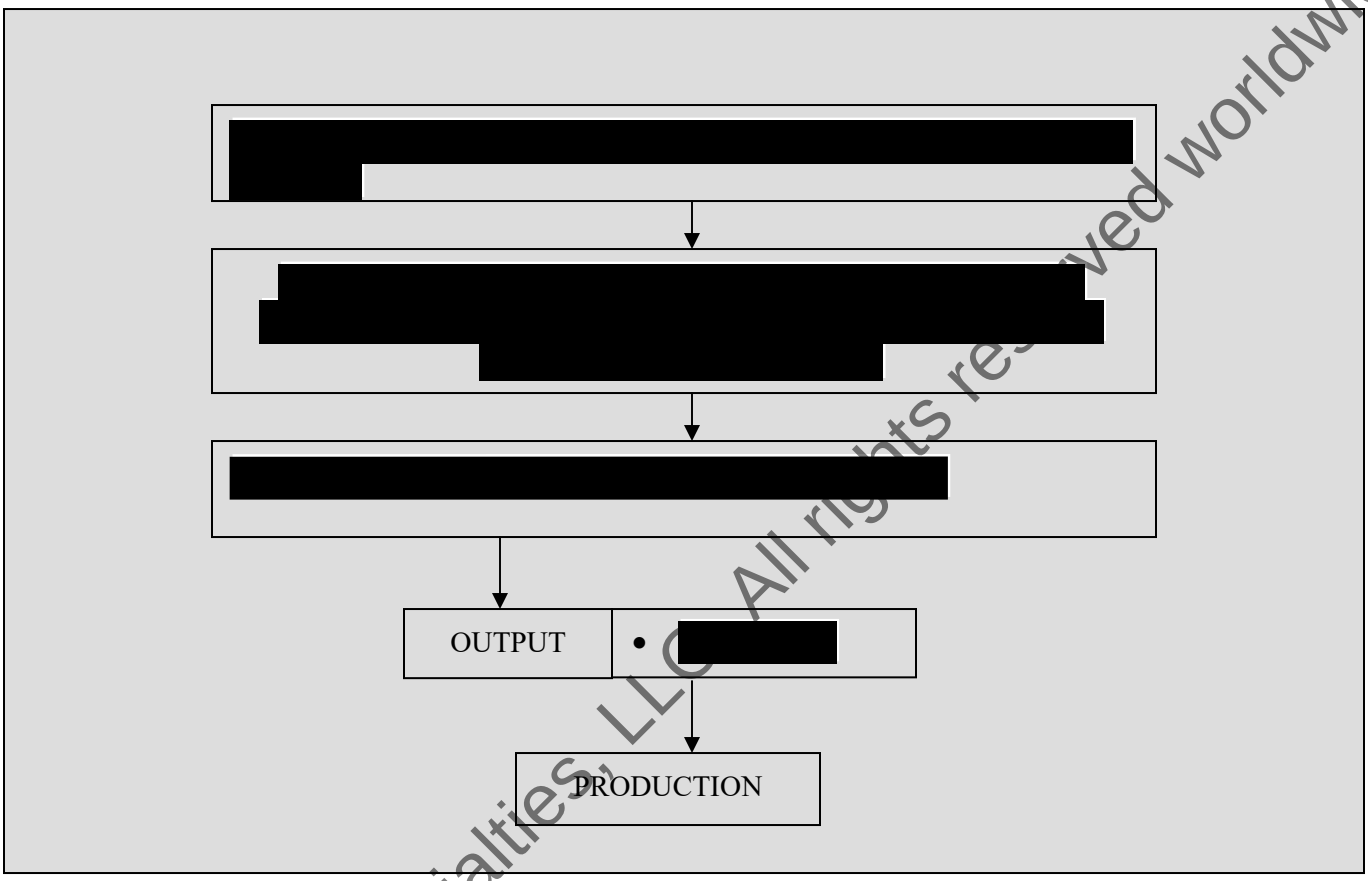


Your Logo

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

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

	activity without reference to engineering drawing	*This provision is not applicable to* [redacted]
3	Quality Group	Add provisions for any one or combination of the following to the Requisition or P.O. when justified: -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted] -- [redacted]tion -- [redacted] -- [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]

		-- [redacted] -- [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	-- [redacted] -- [redacted]
	IF	THEN
5.2.1	P.O. requires additional conditions related to in-house processing	[redacted]
5.2.2	Requisition or P.O. Ok	-- [redacted] -- [redacted] -- [redacted]
6	Quality Group	Forward Supplier Evaluation to the Supplier; perform required follow-up routines.

Your Logo

Your Company Name

PURCHASING PROCEDURE

Origination Date: XXXX

Document Identifier:	Purchasing 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 the purchasing 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 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 properly evaluated for criteria related to [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 as [redacted]

3.7 [redacted]

3.8 Using the results from combination of the following functions for product suppliers, [redacted]

3.9 For suppliers providing product, incoming inspection results are recorded on the Subcontractor Performance Rating Spreadsheet, which calculates the Supplier's current quality rating based on parts received and parts accepted. A new Supplier that rates [redacted]

3.10 If a new Supplier rates [redacted]

3.11 If any Supplier rates less than [redacted]

3.12 If items are returned [redacted]

3.13 Any Supplier may be [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 [redacted]

4.2 Responsible Authorities take into consideration [redacted]

4.3 Responsible Authorities ensure the adequacy of requirements prior to their communication to a Supplier, which includes:

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

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

4.5 As applicable, purchase order information includes:

a) [redacted]

b) [redacted]

c) [redacted]

d) requirements relative to:

- [redacted]
- [redacted]

e) [redacted]

f) [redacted]

g) [redacted]

4.6 The requirements for delegation are defined when [redacted]

4.7 When the Company or its Customer needs to perform verification activities at a Supplier facility, the Purchase Order will define the methods for the intended verifications and method of product release.

4.8 See the process map herein.

4.9 Emergency Purchasing Authority: The Company will authorize the shift foreman and/or the maintenance foreman emergency purchase authority for [redacted]

5.0 OTHER PURCHASING RULES

5.1 In all instances, the Purchasing Department will [redacted]

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 [redacted]

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

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

5.5 The Purchasing department will [redacted]

5.6 The Purchasing department will [redacted]

5.7 The Company will [redacted]

6.0 FAA GUIDELINES

6.1 Purpose

Establish and maintain a Supplier control program.

6.2 Background

Supports responsibilities under § 21.137, 21.307 and 21.607.

6.3 Supplier Control

a. Contract Requirements

The Company ensures all products or articles furnished by direct Suppliers and those from Supplier's Vendors conform to contract requirements. Contract requirements depend on [redacted]

b. Responsibilities

The Company ensures access by the FAA to all involved facilities in the supply chain. The Company is responsible for [redacted]

6.4 Use of Suppliers in Other Countries

The Company uses Suppliers in other countries only after [redacted]

6.5 FAA Surveillance of Supplier Control Systems

The Company permits the FAA to conduct surveillance of the Supplier control system according to [redacted]

6.6 Elements of a Supplier Control System

The Company is responsible for [redacted] The Company's Supplier control system contains the following elements:

a. Organizational Structure

[redacted]

b. Supplier Arrangement

[redacted]

c. Supplier Evaluation and Selection

[redacted] which include:

(1) [redacted] based on risk factors such as:

(a) [redacted]

(b) [redacted]

(c) [redacted]

(d) [redacted] nd

(e) [redacted]

(2) [redacted]

(3) [redacted]

d. Approved Supplier List

[redacted]

e. Supplier Control Process

[redacted] The Company applies the following controls when applicable:

(1) [redacted]

(2) [redacted]

(3) [redacted]

(4) [redacted]

f. Verification of Supplier Product

[redacted] These methods include:

(1) [redacted] the following methods are considered:

(a) [redacted]

(b) [redacted]

(2) [redacted]

(3) [redacted] which includes:

(a) Major inspections

[redacted]

(b) Material review

[redacted]

(c) Statistical techniques

(4) The Company shall provide Supplier and subtier Supplier information to the FAA upon request. This information includes:

(a) [redacted]

(b) [redacted]

(c) [redacted]

(d) [redacted]

(e) [redacted]

(f) [redacted]

(g) [redacted]

(5) [redacted] These procedures include:

(a) [redacted]

(b) [redacted]

(c) [redacted]

g. Supplier Rating

[redacted]

h. Notification to the FAA

[redacted]

i. Reporting of Supplier Nonconformances

[redacted]

j. Change Control

[redacted] which include:

(1) [redacted]

(2) [redacted]

(3) [redacted]

(4) [redacted]

k. Direct Ship

[redacted]

Direct shipment may only be used when the Company:

(1) [redacted] and the inspection of the article as either:

(a) [redacted]

(b) [redacted]

(2) [redacted]

(3) [redacted]

(4) [redacted]

(5) Obligates the Supplier to:

(a) [redacted]

(b) [redacted]

(c) [redacted]

(d) [redacted]

(e) [redacted]

(f) [redacted]

(g) [redacted]

(h) [redacted]

(i) [redacted]

l. Other-Party Supplier Surveillance

[redacted]

m. Suppliers Holding a Production Approval

[redacted] provided that:

(1) [redacted]

(2) [redacted]

(3) [redacted]

[redacted]

n. Use of Suppliers Located Outside the United States

[redacted] which include provisions for the following:

(1) [redacted]

(2) [redacted]

(3) [redacted]

(4) [redacted]

o. FAA Certificate Management in Other Countries

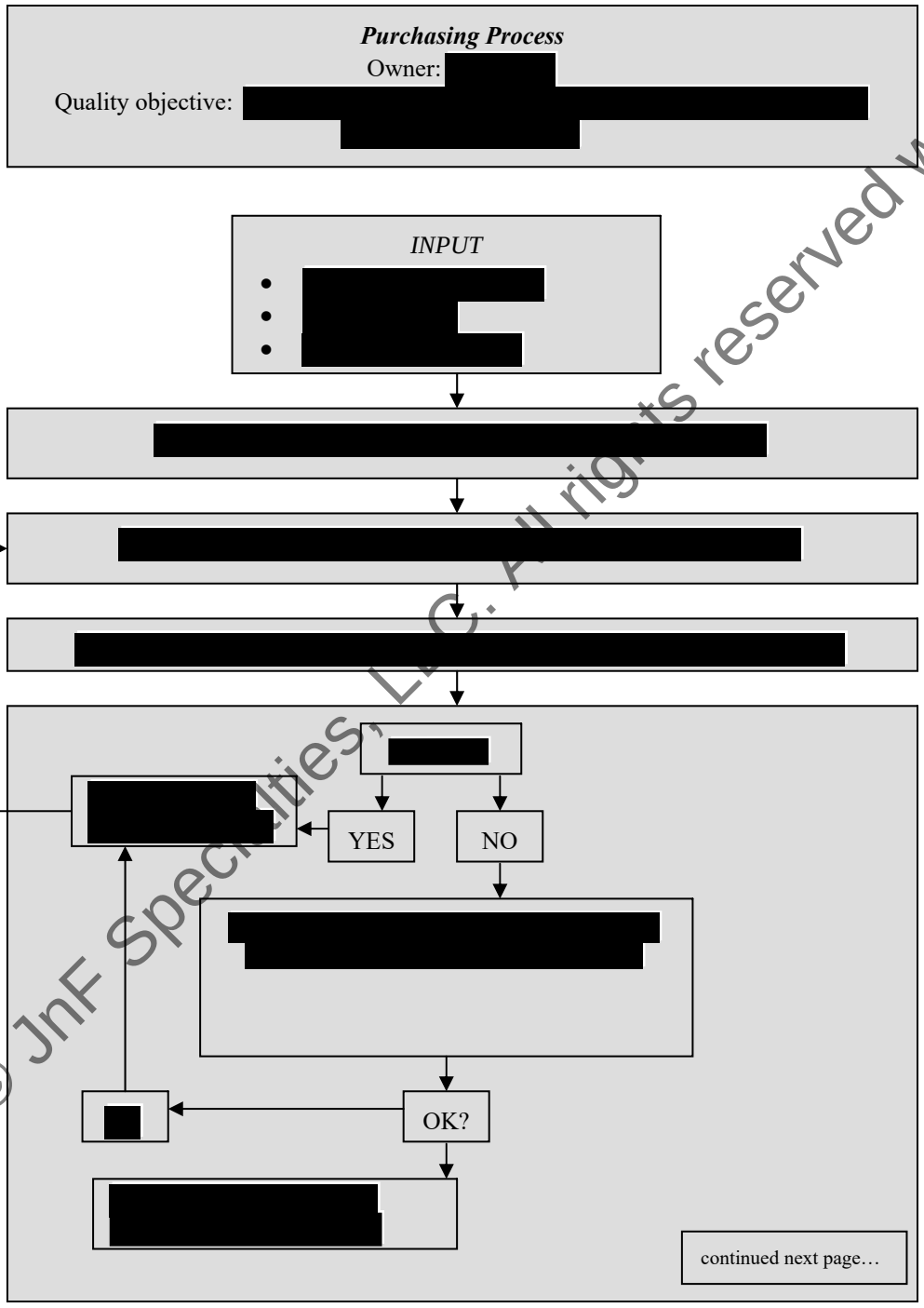
The following procedures are used when [redacted]

(1) [redacted]

(2) [redacted]

NOTE: The Company is responsible for any charges imposed by the FAA to accomplish the request(s).

7.0 PROCESS MAP



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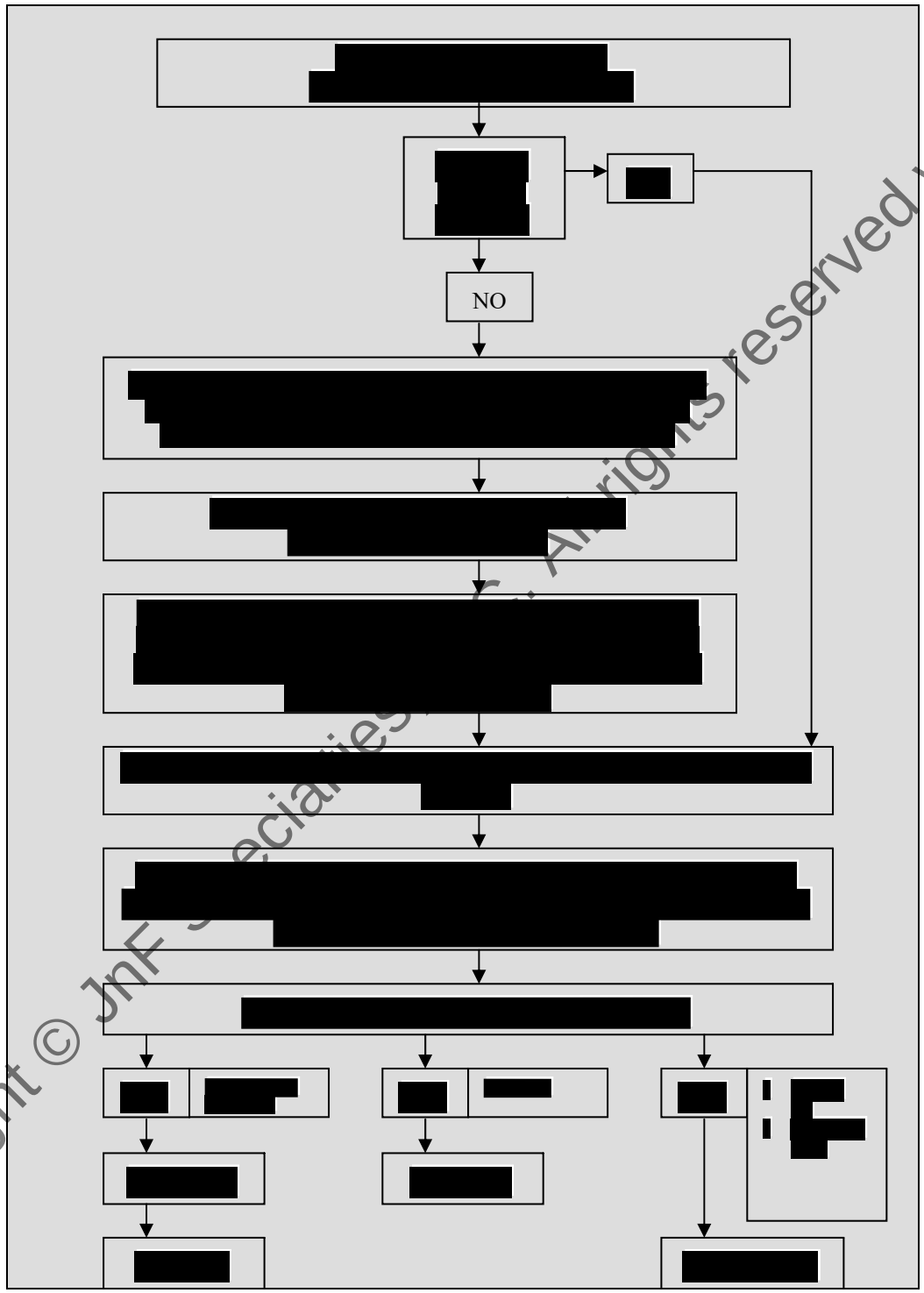


APPENDIX A: SUPPLIER ARRANGEMENTS

The following list comprises elements typically found in the arrangement(s) between the Company and its Supplier(s).

1. Scope

a. [redacted]

b. [redacted]

2. Company Evaluation

Stipulate that the Supplier is acting under the Company quality system and that all of the corrective actions requested by the Company will [redacted]

3. Implementation Procedures

Attach a quality plan or equivalent documentation to the contract.

4. Internal Quality System.

a. Identify methods for the Company to [redacted]

b. Describe the interface between [redacted]

5. Design Data and Configuration Control

a. [redacted]

b. [redacted]

6. Manufacturing Data

Identify the manufacturing data developed by [redacted]

7. Test and Inspections (including incoming).

a. Identify procedures to define the necessary test and inspection processes:

(1) [redacted]

(2) [redacted]

b. The Company may rely on inspections/tests performed by a Supplier, provided:

(1) [redacted]

(2) [redacted]

(3) [redacted]

8. Identification and Traceability
Stipulate that the Company flows-down [redacted]

9. Supplier Personnel Competence
Identify the Company's requirements for [redacted]

10. Calibration
a. Ensure that calibration is [redacted]
b. Ensure that certificates are [redacted]

11. Handling, Storage (Segregation), and Packing
a. [redacted]
b. [redacted]

12. Record Completion and Retention
Identify procedures for document management and [redacted]

13. Nonconformities
Identify procedures for handling and documenting nonconformities between the Company and the Supplier, which address:
a. [redacted]
b. [redacted]
Note: The disposition of nonconformities is generally the responsibility of [redacted]
c. The immediate notification to the Company on nonconforming articles that have left the Supplier's quality system.

14. Conformity Document
Specify the document by which the Supplier certifies [redacted]

15. Provisions for Direct Delivery/Direct Shipment
Identify the authorization and the requirements for [redacted]

16. Assistance for Continued Airworthiness

Identify procedures for Supplier assistance to the Company for [redacted]

17. Subtier Suppliers

a. [redacted]

b. Specify procedures for:

(1) [redacted]

(2) [redacted]

18. Significant change to the Quality System

Require that the Company be notified, as soon as practical, of any changes to the Supplier system (evaluated by the Company) that [redacted]

19. Failures, Malfunctions and Defects

Specify to the Supplier the necessary requirements for [redacted]

20. Access for the Company and FAA

Ensure access to and cooperation of all involved facilities in the supply chain for the Company and FAA, which will enable:

a. [redacted]

b. [redacted]

21. Language

Identify the language to be used for the exchange of information (including all working documents, such as [redacted]

22. Identification of Responsibilities

Identify responsible office/function/positions in charge for [redacted]

23. Duration of the Supplier Arrangement

Identify the duration of the Supplier arrangement in terms of time and/or quantity of supply to be delivered to the Company.

Your Logo

Your Company Name

RECEIVING INSPECTION PROCEDURE

Origination Date: XXXX

Document Identifier:	Receiving Inspection 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 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

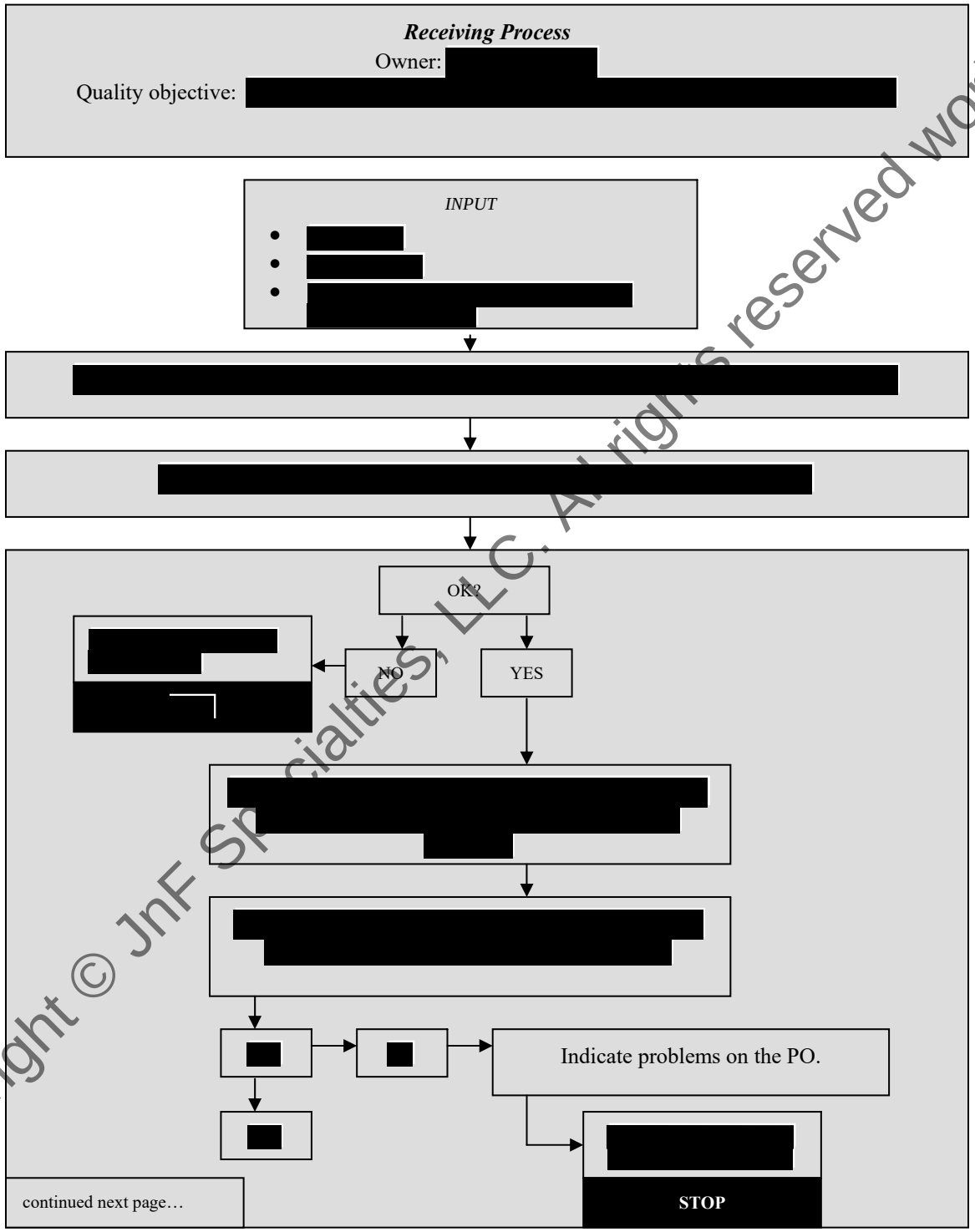
- [redacted]

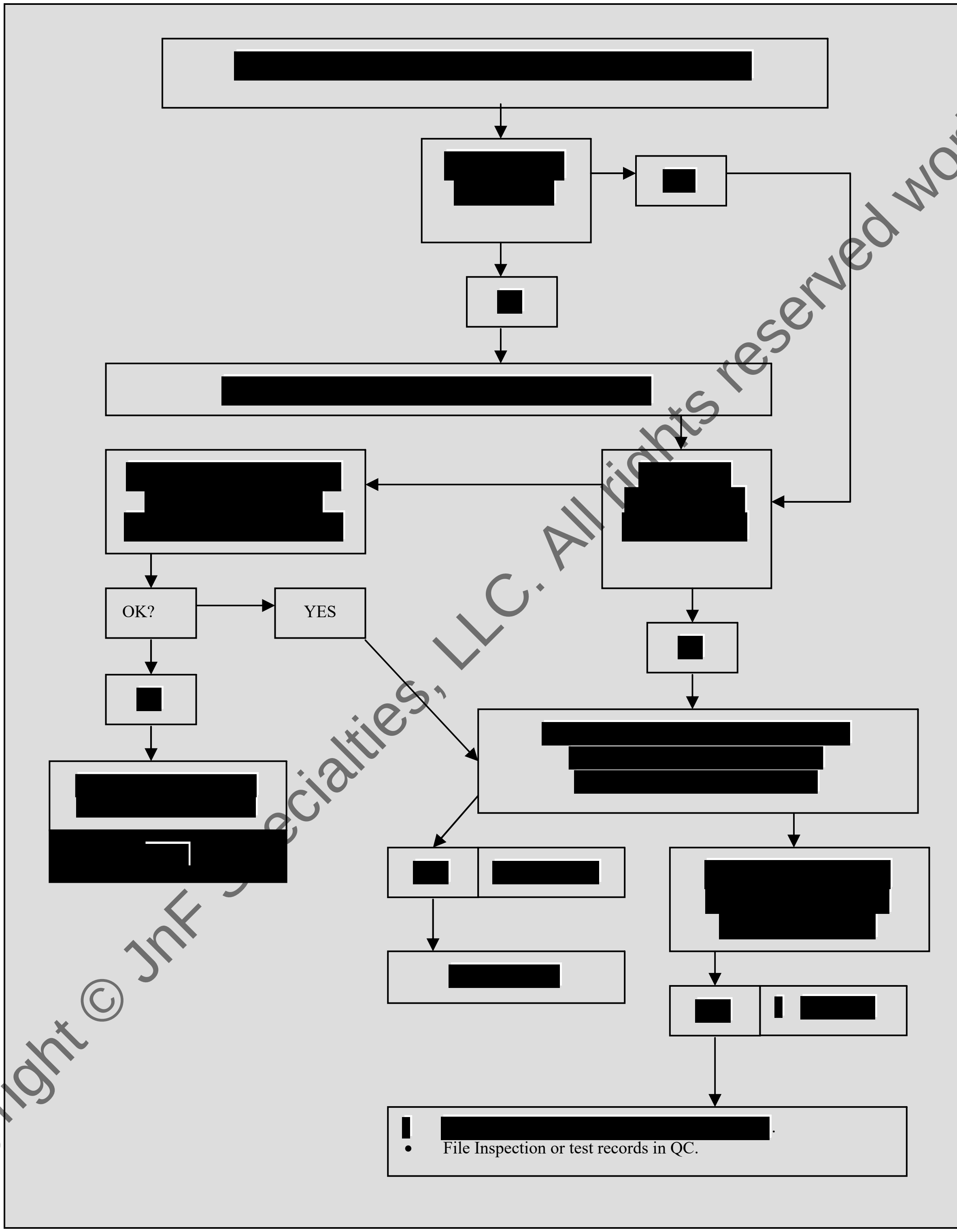
4.0 PROCEDURE: RECEIVING INSPECTION

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 as required by work instruction, Customer requirements or other documentation. The results are recorded on the applicable forms and the purchase order is processed according to Appendix B.

PROCESS MAP





APPENDIX A - RECEIVING INSPECTION WORK INSTRUCTIONS

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

Op 2: Verify supply [redacted]

Op 3: Count the quantity of items received. Items exempt from counting include [redacted]

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

If Supplier provides a non-chemical item and is approved for [redacted]

If Supplier provides a chemical and is approved for [redacted]

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

Op 6: Perform First Piece Mechanical/Visual inspection [redacted]

Op 7: SAMPLING PLAN:

[redacted]

Randomly select items for geometric dimensional analysis and begin measurements starting at a point on the drawing that allows clockwise or counter-clockwise rotation through all dimensions - verify go-no/go conformance to every dimension as noted on the drawing, then

Op 8: [redacted] then

Op 9: [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, review the current Approved Supplier List for item criticality and perform the following activities:

For critical item: [redacted]

For non-critical item: [redacted]

Op 12: Verify lot traceability is [redacted]

Op 13: If the Supplier is a distributor [redacted]

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

Op 15: If supplies are nonconforming [redacted]

If the supply is obviously unfit for use [redacted]

Op 16: Complete inspection record and record the measurement tool number(s)

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 [redacted]

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

Op 20: Inspect Customer/Government furnished property upon receipt to verify condition and quantity. [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] **NOTE:** Each entry into the Supplier Performance Report is [redacted]
2.1	Supply is the last Item on PO	Optional: [redacted]

Your Logo

Your Company Name

PRODUCTION PROCEDURE

Origination Date: XXXX

Document Identifier:	Production 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 the production 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 overall production process and includes or makes reference to the procedures necessary for the process.

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

2.0 THEORY

Production 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 [redacted]

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 [redacted]

4.2 In addition to this process procedure, additional production documentation may [redacted]

4.3 Such documentation includes [redacted]

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

5.2.1 PMA and TSO articles and critical parts or their containers are [redacted]

5.3 Bad (nonconforming) product that has failed an inspection or test and cannot be reworked to comply with requirements is [redacted] See the ***QMS-14 Control of Nonconformities Procedure***.

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, the [redacted]

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

6.0 PROCEDURE: PRODUCT HANDLING

6.1 Work instructions and/or training will instruct Operators on the proper and safe handling of product.

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

Preservation can include [redacted] according to the ***QMS-11 Shipping Procedure***.

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 [redacted]

7.7 [redacted]

8.0 PROCEDURE: CUSTOMER PROPERTY CONTROL

The Company identifies, verifies, protects and safeguards customer property provided for use or incorporation into products and services. When property is lost, damaged or otherwise found to be unsuitable for use, the Company [redacted]

8.1 Customer Property (Property) means [redacted] Hardware property includes:

8.1.1 [redacted]

8.1.2 [redacted]

8.1.3 [redacted]

8.1.4 [redacted]

8.2 All Customer furnished property shall [redacted]

8.3 Property shall be identified [redacted]

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

8.5 Property will only be used as instructed or required by Customer contract and [redacted]

8.6 Customer provided equipment shall [redacted]

8.7 Quality shall investigate and report [redacted]

8.8 Requirements for the control of 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

The Company determines what needs to be [redacted]

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 [redacted]

10.2.2 The Company will [redacted]

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

10.3.5 [redacted]

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

10.4 Final Inspection

10.4.1 Final inspection is performed by QC prior to release of product for packaging and shipping.

10.4.2 100% sampling is required for final inspection unless otherwise specified by Customer contract. When sampling is permitted by Customer contract [redacted]

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 [redacted]

10.4.5 [redacted]

10.4.6 Any item failing final inspection must be processed according to the ***QMS-14 Control of Nonconformities 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:

11.1.1 [redacted]

11.1.2 [redacted]

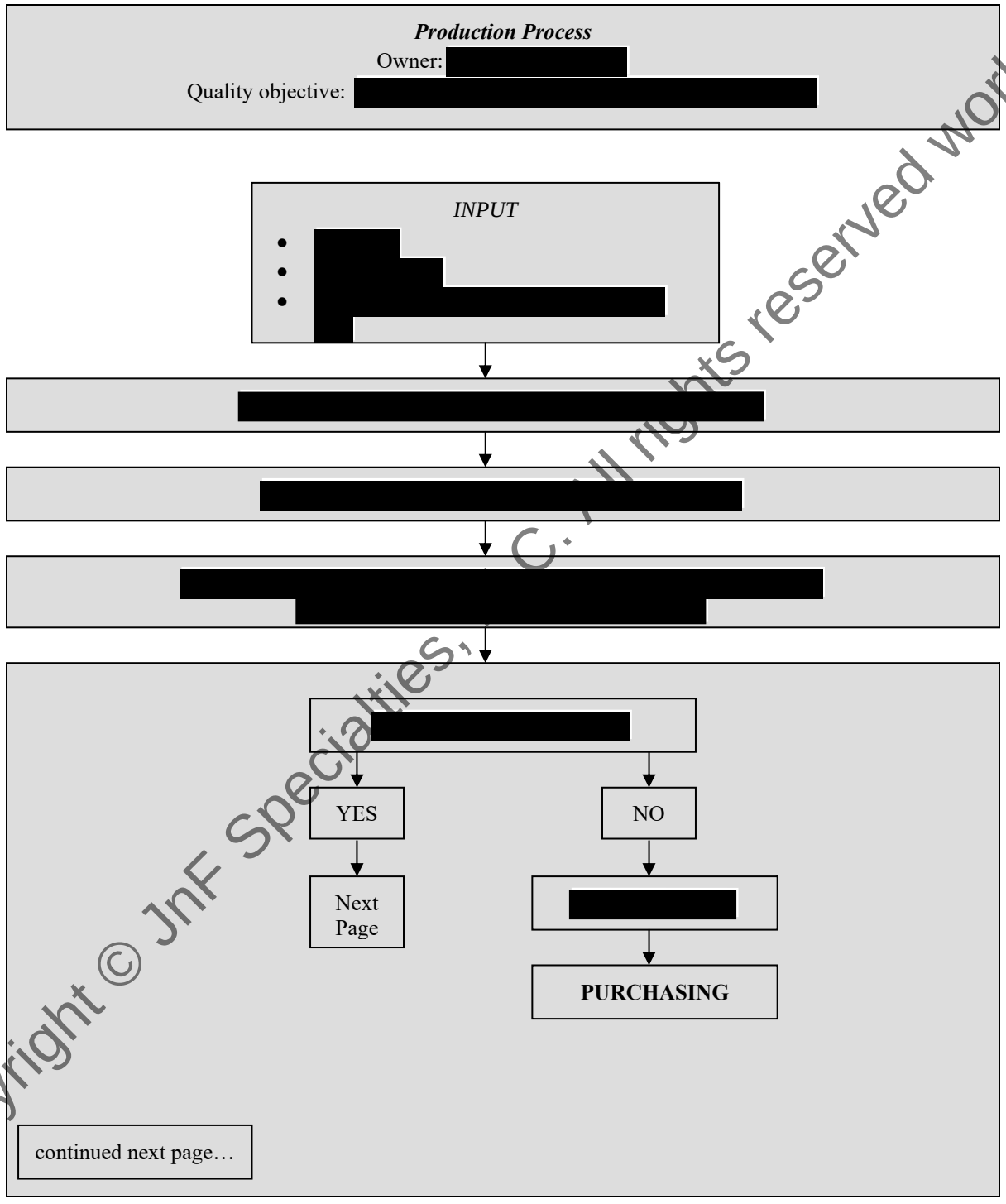
11.1.3 [redacted]

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 has [redacted]

12.0 PROCESS MAP



Your Logo	Your Company Name	Production Procedure
PAH/PMA (…)		Rev: Orig

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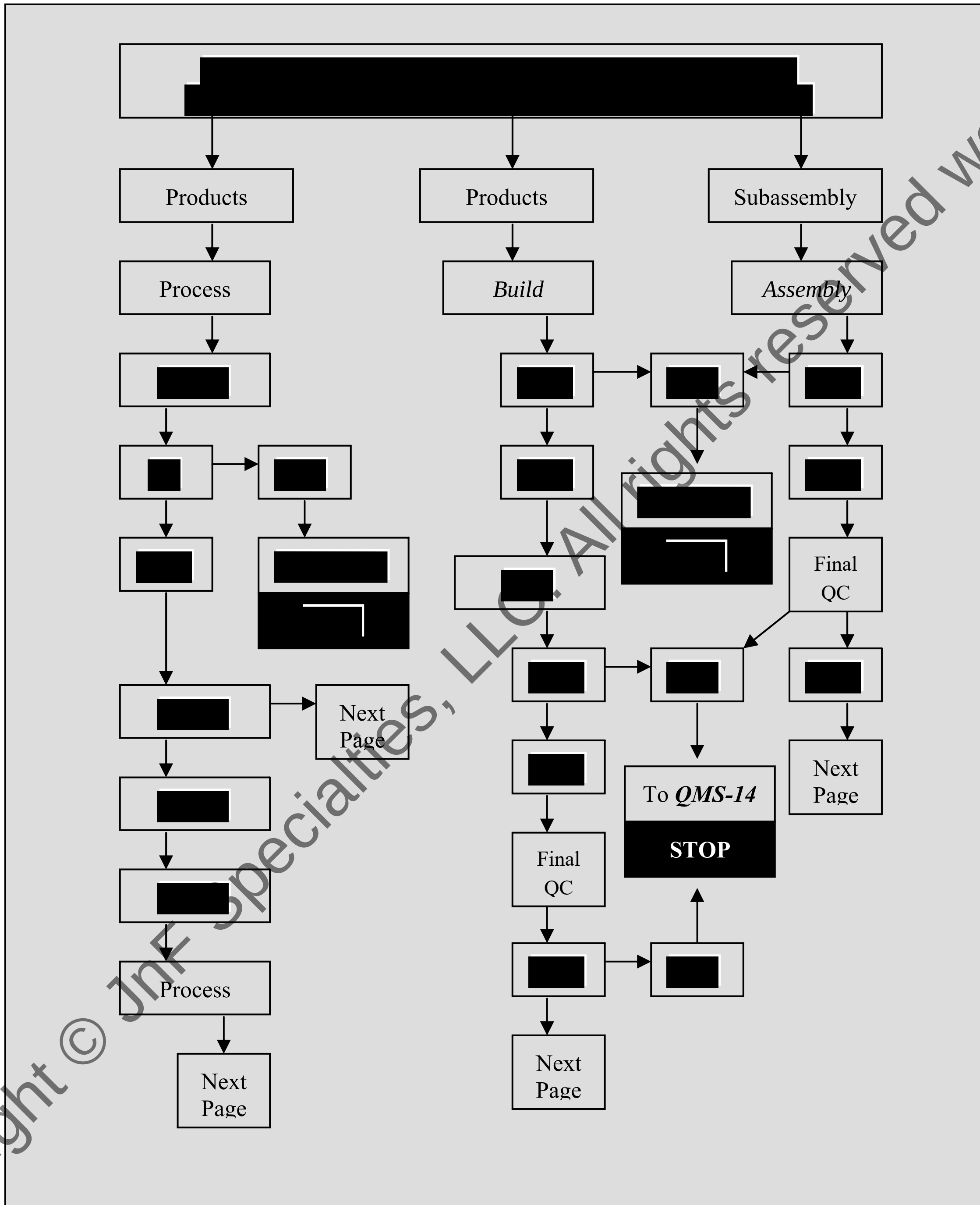

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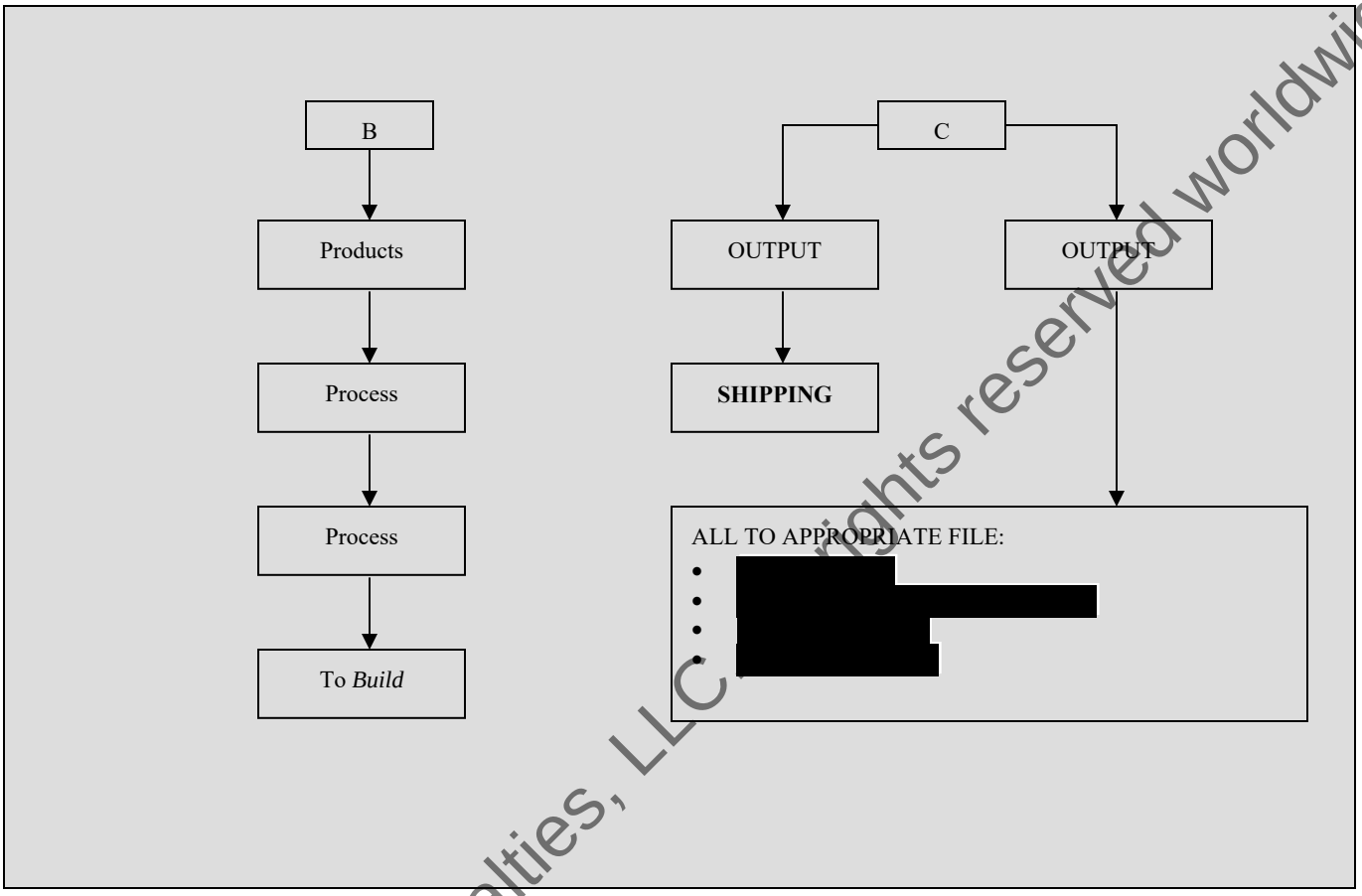


Your Logo

Your Company Name

SHIPPING PROCEDURE

Origination Date: XXXX

Document Identifier:	Shipping 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 the shipping 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 Shipping process including product packaging activities.

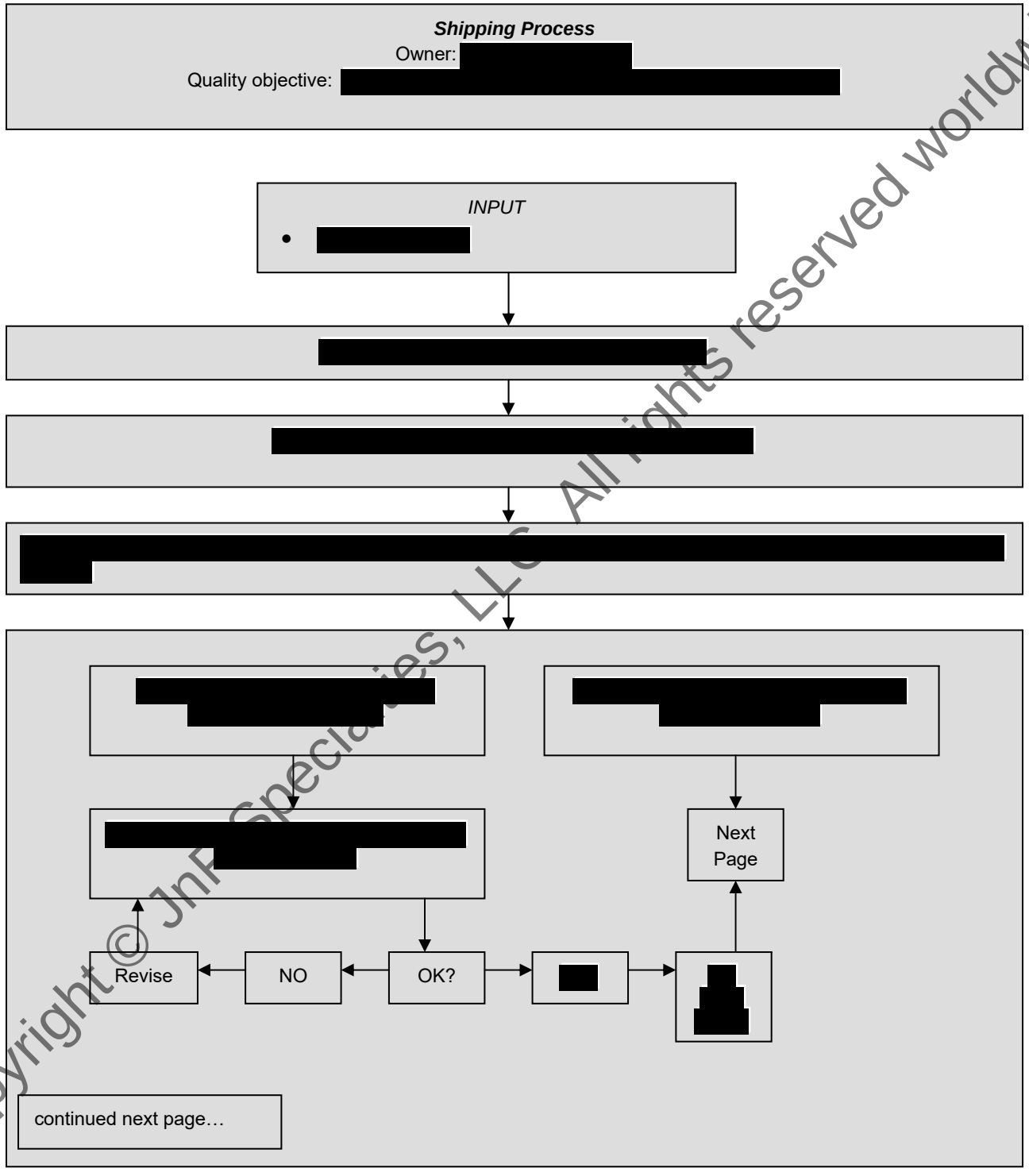
2.0 THEORY

The final packaging and arrangement of shipping is critical to the quality of product as received by the Customer; as a result, the Company [redacted]

3.0 PROCEDURE: PACKAGING AND SHIPPING

See Process Map.

4.0 PROCESS MAP



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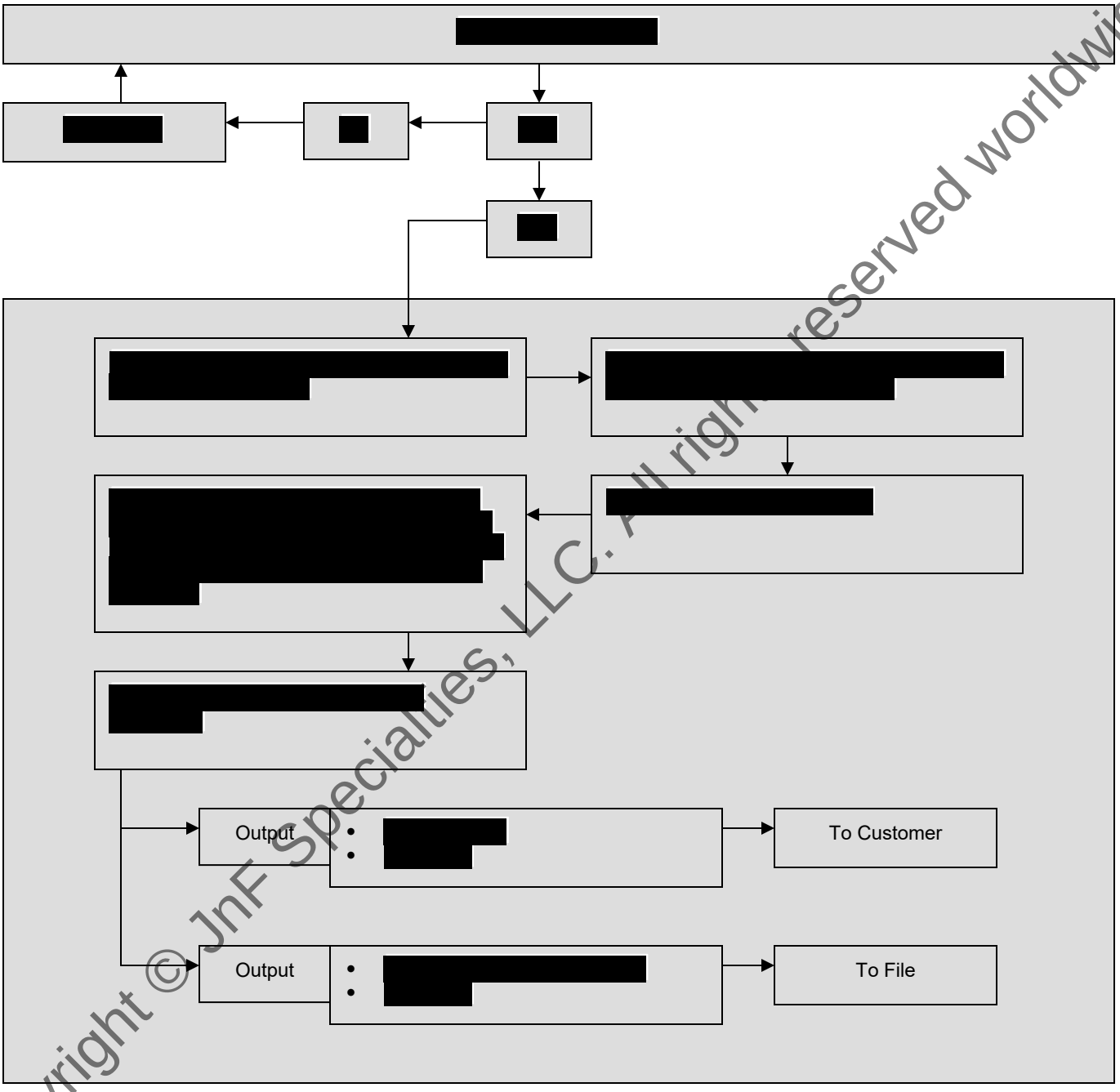


Your Logo

Your Company Name

INTERNAL AUDITING PROCEDURE

Origination Date: XXXX

Document Identifier:	Internal Auditing 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 the procedure used to audit the quality management system.

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 details and procedures for the internal auditing process.

NOTE: See Appendix A for FAA compliant auditing procedure.

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

The Resonsible Authority takes into consideration [redacted]

3.1 Internal quality audits are conducted by [redacted]

3.2 Audit requirements include those of ISO 9001 and the Company's quality system documents as well as requirements of Customers or regulatory authorities, as applicable.

3.3 Auditors may [redacted]

3.4 Minimum auditor training requirements are as follows:

- Internal auditors: [redacted]
- Contract (third party) auditors: [redacted]

3.5 The Quality Manager plans [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 will [redacted]

3.8 [redacted]

3.9 The internal audit [redacted]

[redacted]

3.10 During the corrective action effectiveness review, [redacted]

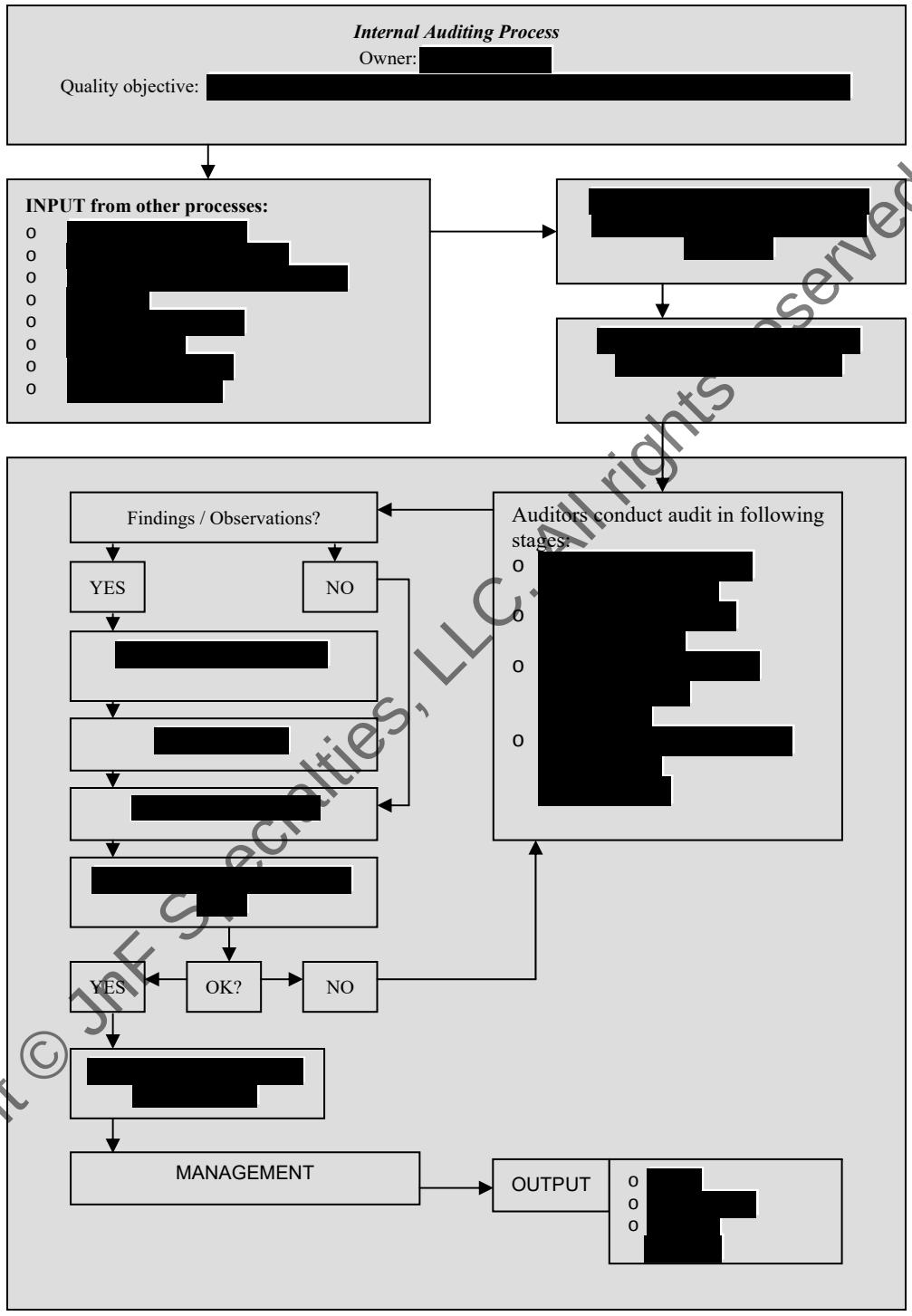
3.11 The completed Internal Audit Report is [redacted]

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, and in conjunction with the submission of corrective action requests, [redacted]

3.13 The results of internal audits are also gathered and summarized on [redacted]

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

4.0 PROCESS MAP



APPENDIX A: FAA AUDITING ACCORDING TO § 21.137

5-1. Purpose
Provide information and describe criteria for establishing an internal audit program.

5-2. Background
An internal audit program is [redacted]

5-3. Types of Internal Audit Programs
An internal audit program is part of the overall quality system and is [redacted] which may include:
(1) [redacted]
(2) [redacted]
(3) [redacted]

5-4. Elements of an Internal Audit Program
The internal audit program provides [redacted] The key elements of an internal audit program include:
a. Audit Planning
1) Audit Schedules
[redacted]
(2) Auditor Selection
[redacted]
(3) Audit Preparation
[redacted]
(4) Checklist Development
[redacted]

b. Conducting the Audit

[redacted]

c. Reporting the Results

[redacted] The audit report includes:

(1) [redacted]
(2) [redacted]
(3) [redacted]
(4) [redacted]
(5) [redacted]
(6) [redacted]

d. Root Cause/Corrective and Preventive Action

[redacted]

e. Close the Audit Findings

[redacted]

f. File Report

[redacted]

Your Logo

Your Company Name

CORRECTIVE ACTION PROCEDURE

Origination Date: XXXX

Document Identifier:	Corrective Action 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 the procedures used to correct nonconformities.

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 details and procedures for the process governing the discovery, reporting, resolution and recording of actions taken to correct 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.

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 [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 See Process Map for the processing and routing of RFS's.

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

3.7 Actions taken shall [redacted]

3.8 The Quality Manager shall [redacted]

3.9 In addition to corrective action efforts, management shall [redacted], which shall be used to address potential nonconformances. These shall be reported to management for review.

3.10 The management review process shall [redacted]

3.11 Where product is suspected of a nonconformance, the Company [redacted]

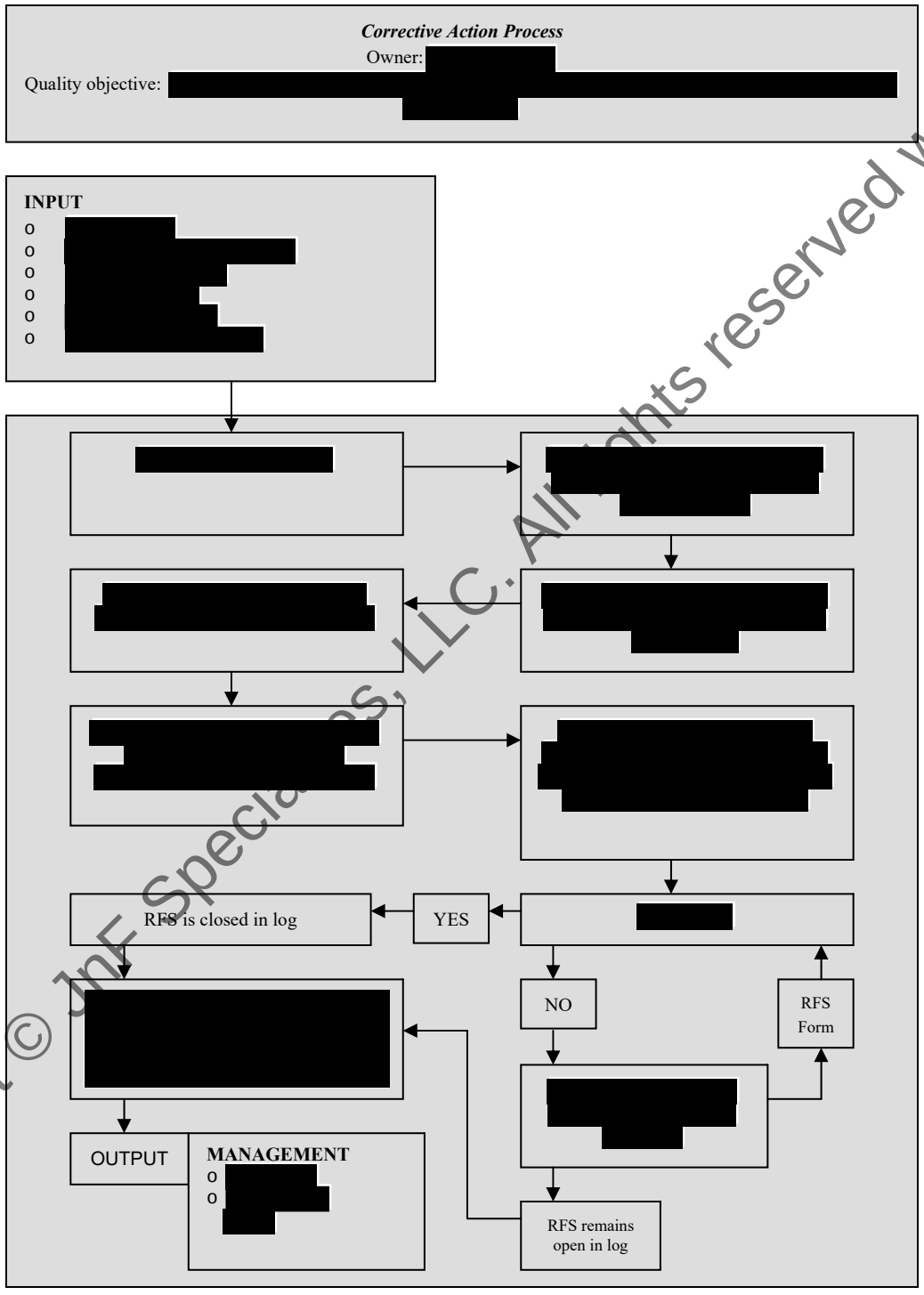
4.0 PROCEDURE: INVESTIGATION & CORRECTIVE ACTION REQUESTS (ICAR's)

4.1 Any purchasing agent may submit an Investigation and Corrective Action Request (ICAR) to a Supplier that [redacted]

4.2 ICAR's are processed through the same steps as the RFS but are routed to the Supplier for [redacted]

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

5.0 PROCESS MAP



Your Logo

Your Company Name

CONTROL OF NONCONFORMITIES PROCEDURE

Origination Date: XXXX

Document Identifier:	Control of Nonconformities 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 procedures for control of nonconformities.

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 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 do not meet requirements are considered "nonconformities". Such items must be controlled to ensure they are not accidentally delivered or used. The Company's system ensures that nonconforming items are identified when found and are segregated, investigated and dispositioned. Corrective actions are taken to ensure nonconformities do not reoccur.

3.0 GENERAL PROCEDURE

3.1 "Nonconformity" is any deliverable item 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 [redacted]

3.3 All employees are empowered to engage this procedure when they discover potential or nonconforming items. No employee may work on [redacted]

3.4 Upon discovery of a nonconforming item, 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 [redacted]

3.8 The employee shall [redacted]

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

3.10 Quality will [redacted]

3.11 If the nonconforming item is ascertained or estimated to be the fault of a Supplier, [redacted]

3.12 Quality will also [redacted]

3.13 The RFS shall then be submitted to the Material Review Board (MRB) for review and disposition. Necessary actions are taken to [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] or [redacted] or
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 [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-Deliverable [redacted]

4.2.4 Notification [redacted]

4.2.5 Precautionary [redacted]

4.2.6 Repair (Non-Standard and Standard) [redacted]

personnel sign the Request for Support and forwards the material to re-inspection, accompanied with the [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: A Waiver/Deviation disposition is [redacted]

5.2 RTV and Scrap dispositions are [redacted]

5.3 Minor: Conditional Accept and Non-Standard Rework/Repair dispositions are subject to Customer approval.

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 unacceptable unless [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.

7.0 SCRAP or SALVAGEABLE AIRCRAFT PRODUCTS AND ARTICLES

1. The Company shall flowdown requirements to manufacturers involved in the control, distribution, sale, maintenance or disposition of scrap or salvageable aircraft engines, aircraft propellers and aircraft articles and identify, segregate and control rejected products and articles to preclude their use in a finished product.

2. Background

[redacted]

3. Documenting the Process

[redacted]

4. Preventing Misrepresentation of Scrap Products and Articles

a. [redacted]

b. [redacted]

5. Disposing of Scrap Products and Articles

The Company may [redacted] The following methods may be used to prevent future misrepresentation:

a. [redacted]

b. [redacted]

c. [redacted]

d. [redacted]

e. [redacted]

f. [redacted]

g. [redacted] the Company shall:

(1) [redacted]

(2) [redacted]

(3) [redacted]

6. Preventing Misrepresentation of Salvageable Products and Articles

a. The Company shall:

(1) [redacted]

(2) [redacted]

b. [redacted]

c. [redacted]

CALIBRATION PROCEDURE

Origination Date: Mo/Yr

Document Identifier:	Calibration Procedure
Date:	Your Date
Document Status:	Released

Abstract:
This document describes calibration procedures.

REVISION LOG

Issue	Date	Comment	Author
Orig	Mo/Yr	Original release	

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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 - Measurement and Test Equipment
- Procurement of M&TE -
- Recall –
- Significantly out-of-tolerance -
- Special Equipment -
- Standards -

4.0 GENERAL CALIBRATION PROCEDURE

4.1 Calibration is performed by

4.2 Measuring instruments are 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,

4.3 A number is issued when a gage does not provide its own serial number.

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 [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 to [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 [redacted]

4.12 Overdue items are [redacted]

4.13 A calibration tag is used to identify individual or groups of items of M&TE. The tag 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 Suppliers List***.

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

- [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 [redacted]

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

When specified, [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) [redacted] A non-calibrated measurement device that is verified accurate [redacted]

4.19 Calibration Not Required M&TE

4.19.1 [redacted] exempt from calibration, such as but not limited to [redacted]

4.19.2 [redacted] are exempt from calibration, such as but not limited to pH and conductivity meters.

4.19.3 Titration tools and solutions are exempt from calibration, such as but not limited to [redacted]

4.19.4 [redacted] are exempt from shelf life control. NIST traceability is not required for [redacted]

4.19.5 [redacted] are exempt from calibration; however, [redacted]

4.19.6 [redacted] are exempt from calibration; however, [redacted]

4.20 Employee Owned Tools: Personal tooling or gages owned by employees are calibrated prior to use and are placed on a calibration schedule.

4.21 Non-Calibrated M&TE: [redacted] under the following conditions:

1) [redacted]
2) [redacted]

4.22 Calibration Not Required M&TE: [redacted] are exempt from calibration; however, [redacted]

4.24 Storage and Handling of M&TE: [redacted]

4.25 M&TE requiring transportation to a calibration laboratory is [redacted]

4.26 M&TE storage areas are [redacted]

4.27 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 [redacted]

5.0 OUT-OF-TOLERANCE EQUIPMENT AND TOOLING

5.1 Calibrated M&TE that is found to be significantly out of tolerance, damaged, inoperative, erratic or exhibiting some other form of anomalous condition is [redacted]

5.2 M&TE found significantly out of tolerance at recalibration for 2 interval cycles is [redacted]

5.3 An instrument whose calibration error is significantly out-of-tolerance over a short portion of a specified range may [redacted]

6.0 LOST EQUIPMENT

6.1 Measurement and test equipment that cannot be located is classified as "Lost". [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 [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, the Responsible Authority [redacted]

Your Logo

Your Company Name

DEFINITIONS AND ABBREVIATIONS PROCEDURE

Origination Date: XXXX

Document Identifier:	Definitions and Abbreviations 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 definitions and abbreviations used by the Company.

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]

UNIT (HARDWARE)

[redacted]

UNSCHEDULED MAINTENANCE

[redacted]

VALIDATION TESTING

[redacted]

VALIDATION OF A PROCESS

[redacted]

VERIFICATION

[redacted]

VERSION

[redacted]

WAIVER

[redacted]

WRITE CAPABILITY

[redacted]

WORK

[redacted]

WORKMANSHIP

[redacted]

Your Logo

Your Company Name

DESIGN AND DEVELOPMENT PROCEDURE

Origination Date: XXXX

Document Identifier:	Design and Development 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 the procedures used to design and develop products or services.

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 details on the Design and Development process.

2.0 THEORY

The Company performs new product research and development (R&D). Controlling the design and development activity ensures that product designs meet all requirements and that parts produced are adequate as a result of the design.

3.0 DESIGN & DEVELOPMENT PROCEDURE

3.1 General

The responsible engineering authority (REA) for design and development is assigned by the Plant Manager. Design and development personnel from various business groups may include [redacted]

3.2 Design and development planning

The Company considers the following conditions when determining the stages and controls for design and development:

- [redacted]

3.3 Design and development inputs

The Company considers the following conditions when it determines requirements essential for the specific types of products and services to be designed and developed:

- [redacted]

- [redacted]
- [redacted]

The Company determines [redacted]

3.4 Design and development controls

The Company applies controls to the design and development process to ensure that:

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

3.5 Design and development outputs

The Company ensures that design and development outputs:

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

The Company retains records for [redacted]

3.6 Design and development changes

The Company identifies, reviews and controls changes made during or subsequent to the design and development of products and services to the extent necessary to [redacted]

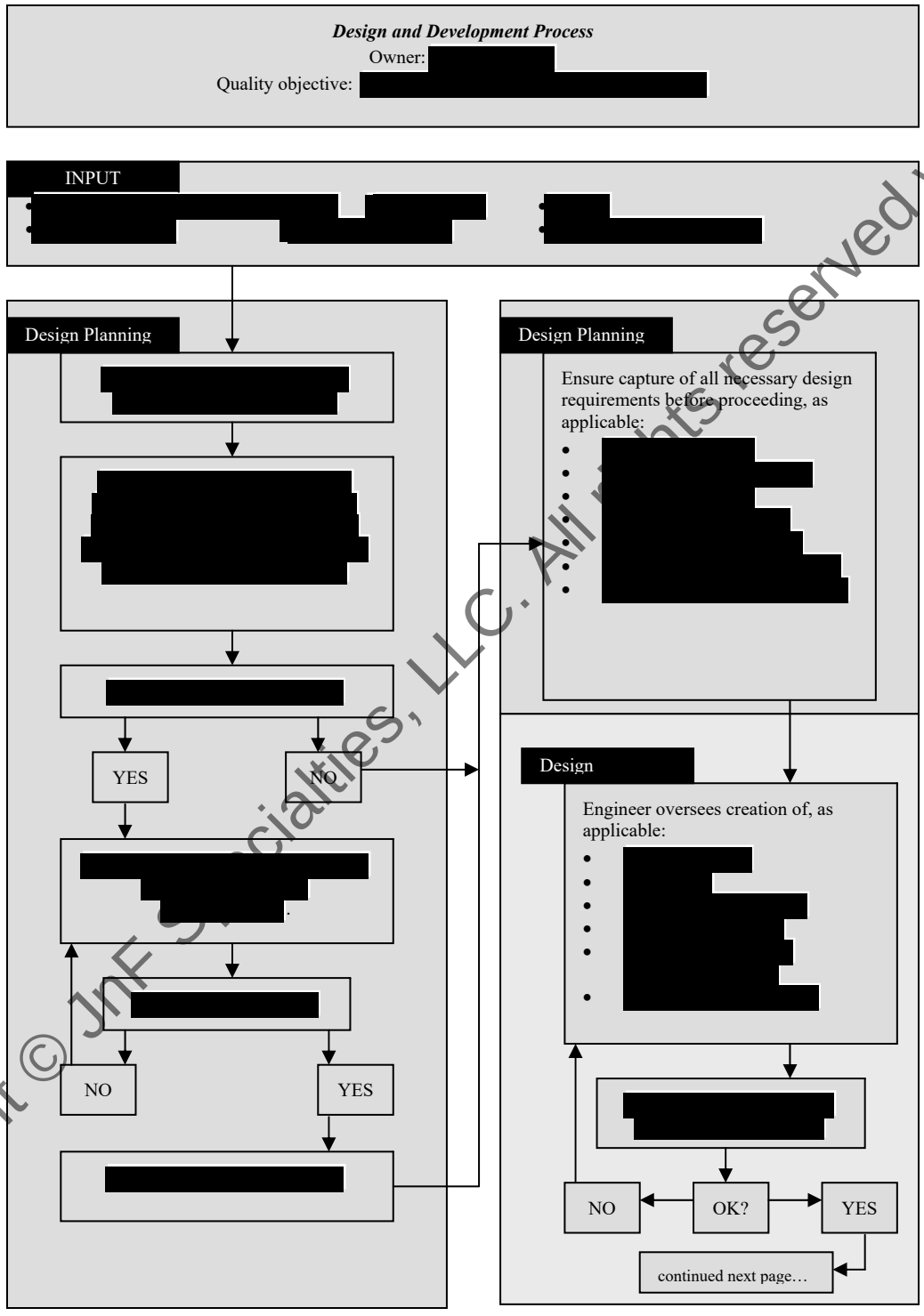
The Company retains records for:

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

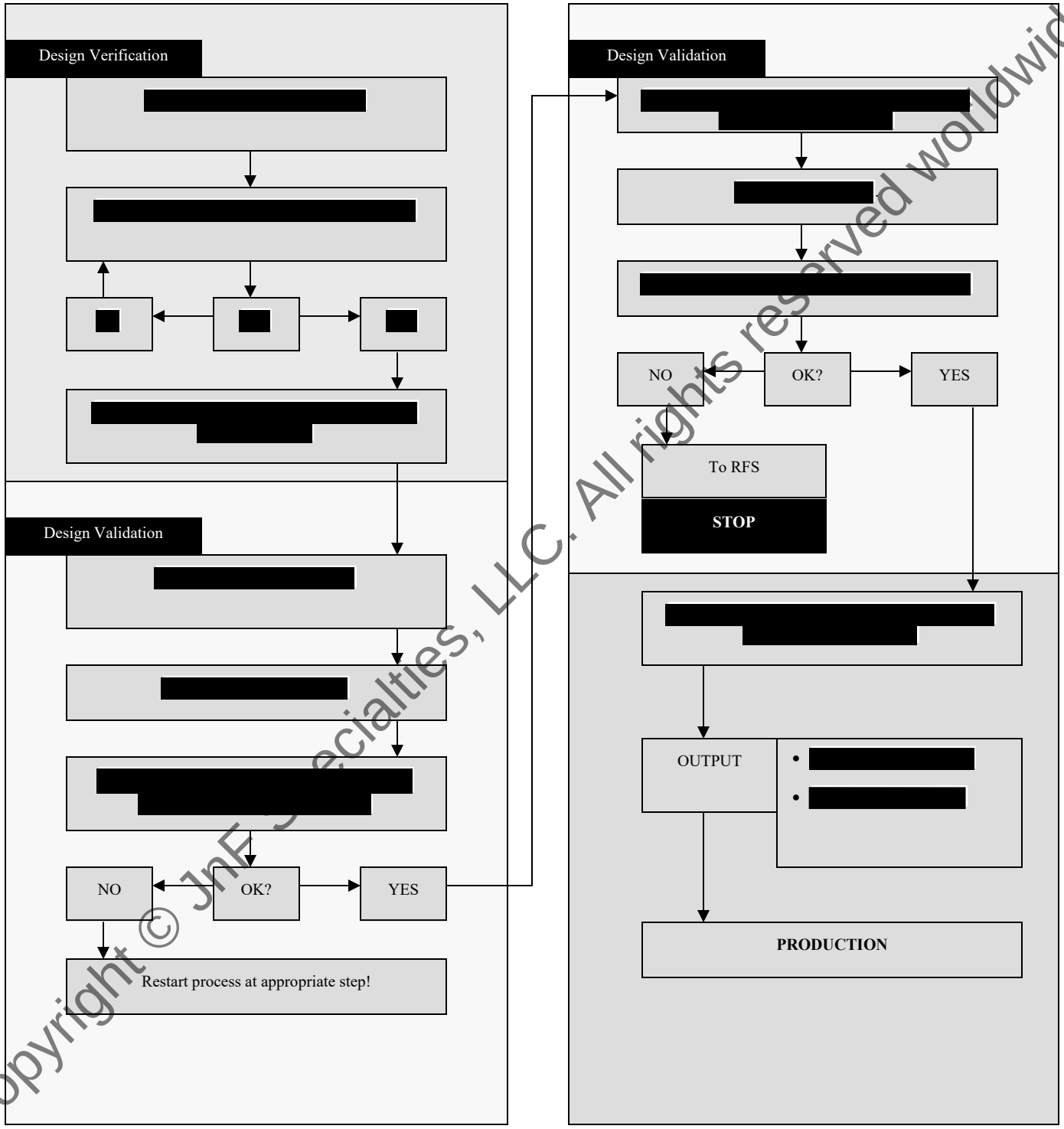
- [redacted]

See Process Map.

4.0 PROCESS MAP



from previous page…



Your Logo

Your Company Name

SUPPLEMENTAL FAA POLICIES

Origination Date: XXXX

Document Identifier:	QMS-18 Supplemental FAA Policies
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 supplemental FAA policies.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

0. Purpose

To ensure the Company has captured all requirements of the ***FAA Advisory Circular AC 21-43***, they are repeated herein to cause them to be included in periodic QMS surveys that are performed according to ***QMS-12 Internal Auditing Procedure***.

1. Quality Manual

According to Sections 21.138, 21.308 and 21.608, the Company shall provide a quality system manual to the FAA for approval, which shall be in the English language and retrievable in a form acceptable to the FAA.

a. If the quality manual is stored digitally through a computer-based medium, it shall be easily available to Company and FAA personnel that need to use the manual for performing their duties.

b. The quality manual shall be compliant with all of the quality system requirements in 21.137.

2. Location of or Changes to Manufacturing Facilities

According to Sections 21.139, 21.309 and 21.609, the Company may obtain a production approval for manufacturing facilities located outside the United States if the FAA finds no undue burden in administering the applicable requirements of Title 49, United States Code (U.S.C.).

a. The Company shall obtain FAA approval before making any changes to the location of any of its manufacturing facilities.

b. The Company shall immediately notify the FAA, in writing, of any change to the manufacturing facilities affecting the inspection, conformity or airworthiness of its product or article.

c. The Company shall check with the local CMS to determine approval and notification methods.

3. Inspections and Tests.

a. According to Sections 21.140, 21.310 and 21.610, the Company shall permit the FAA to:

(1) [redacted]

(2) [redacted]

(3) [redacted]

b. [redacted]

4. Issuance of a Production Approval

a. The Company shall ensure that they have reviewed and documented how they have met the applicable requirements so the FAA may complete a timely review.

5. Production Limitation Record

According to Section 21.142, the Company shall ensure that the production limitation record (PLR) accurately reflects the TC number and model of every product the Company is authorized to manufacture.

6. Duration

a. According to Sections 21.143, 21.313 and 21.613, the Company shall refer to the applicable section for information on the duration of a particular production approval.

b. According to Section 21.613, the Company may continue to manufacture articles that meet the original TSO without obtaining a new acceptance, authorization or approval.

7. Transferability

According to Sections 21.144, 21.314 and 21.614, the Company shall not transfer the production approval or letter of TSO design approval. The Company shall [redacted]

8. Privileges

According to Section 21.145, the Company shall identify privileges associated with a production certificate.

9. Responsibility of Holder

According to Sections 21.146, 21.316 and 21.616, the Company shall refer to the appropriate rule section for the type of production approval to obtain or maintain to ensure understanding of all of the applicable requirements.

a. The Company is responsible for [redacted]

b. The Company may be relieved of some of the burden of inspection and testing duties when it uses type-certificated products or articles manufactured under another person's production approval. This relief may be extended to [redacted]

c. Company responsibilities:

(1) [redacted]

(2) [redacted]

(3) [redacted]

(4) [redacted]

(5) [redacted]

(6) [redacted]

(7) [redacted]

(8) [redacted]

10. Amendment of Production Certificates

According to Section 21.147, the Company shall apply for an amendment to a production certificate in a form and manner prescribed by the FAA, such as [redacted]

11. Approval for Deviation

According to Section 21.618, when the Company requests approval to deviate from a performance standard of a TSO, the Company shall [redacted]

12. Design Changes

According to Sections 21.319 and 21.619, the Company shall prescribe what constitutes a major or minor design change, as well as who may make those changes. [redacted]

13. Changes in Quality System

According to Sections 21.150, 21.320 and 21.620, the Company shall submit each change to the quality system to the FAA for review; additionally, the Company shall [redacted]

14. Issuance of Letters of TSO Design Approval: Import Articles

According to Section 21.621, the Company shall prescribe under what conditions a letter of TSO design approval may be issued for [redacted]

Your Logo	BULLETIN	NUMBER: [redacted] PAGE: 1 of 1

PROGRAM NAME:		DOCUMENTS AFFECTED:	
[redacted]		[redacted]	
[redacted]		[redacted]	
[redacted]		[redacted]	[redacted]

☐ **RETAIN** ☐ **DISCARD AFTER** (DATE) ☐ **CCB N/A for** (list your exception here)

☐ [redacted]

☐ [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

DISTRIBUTION:

Form Rev: Orig

CALCULATED RISK RELEASE

Date:		Engr. Authorization:	
[redacted]		[redacted]	

[redacted]	☐ [redacted] ☐ [redacted]

Form Rev: Orig

Your Logo

Ref Only
NOTEPAD Rev: Orig

Calibration Seal
NOTEPAD Rev: Orig

Metrology Recall Card

Description:		Calib Frequency:	
Type:	Model:	S/N:	

[redacted]

[redacted]

[redacted]

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:		
[redacted]			[redacted]		
				[redacted]	[redacted]
	[redacted]			[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Remarks:					
Calib. Manual#:		Rev:		[redacted]	[redacted]
NIST #:				Calib Due Date:	
[redacted]				[redacted]	

Form Rev: Orig

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

Special Instructions:		[redacted]	
		[redacted]	
[redacted]		[redacted]	

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

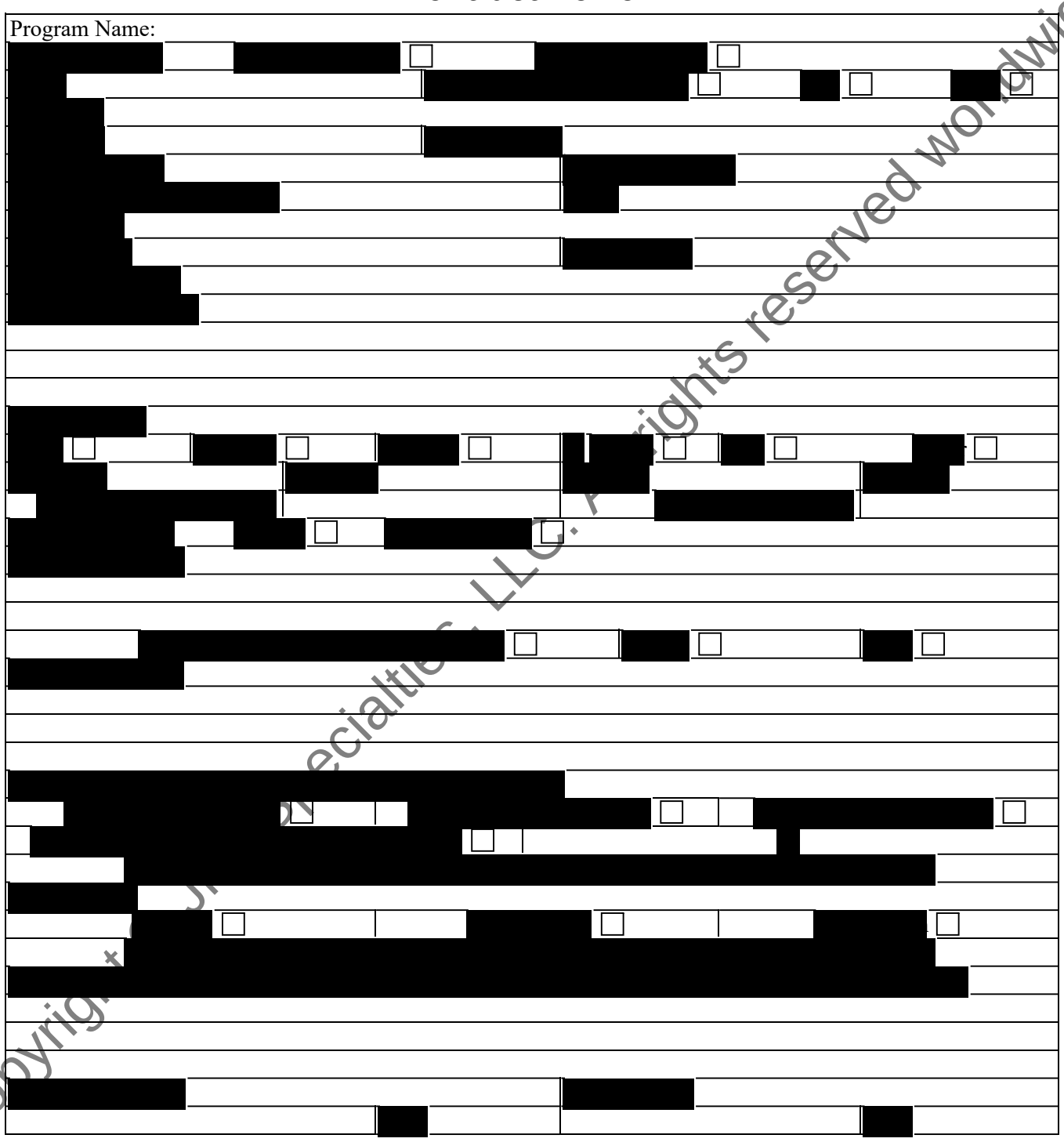
Inherently Stable Measurement Equipment Log

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

Form Rev: Orig

Contract Review

Program Name:



Form Rev: Orig

Your Logo	**INVESTIGATION AND CORRECTIVE ACTION REQUEST**

ICAR Responsible Supplier: _____

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

Your Company Name and Logo

Date

(Your Co name) has made a commitment to [redacted]

Thank you for your support,

_____
(Your Signature)
(Your printed name)

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**
2)	Score	**Performance**
3)	Score	**Competitiveness**
4)	Score	**Prediction**

Thanks again for your support

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

Form Rev: Orig

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 [redacted] please circle the number representing our performance:

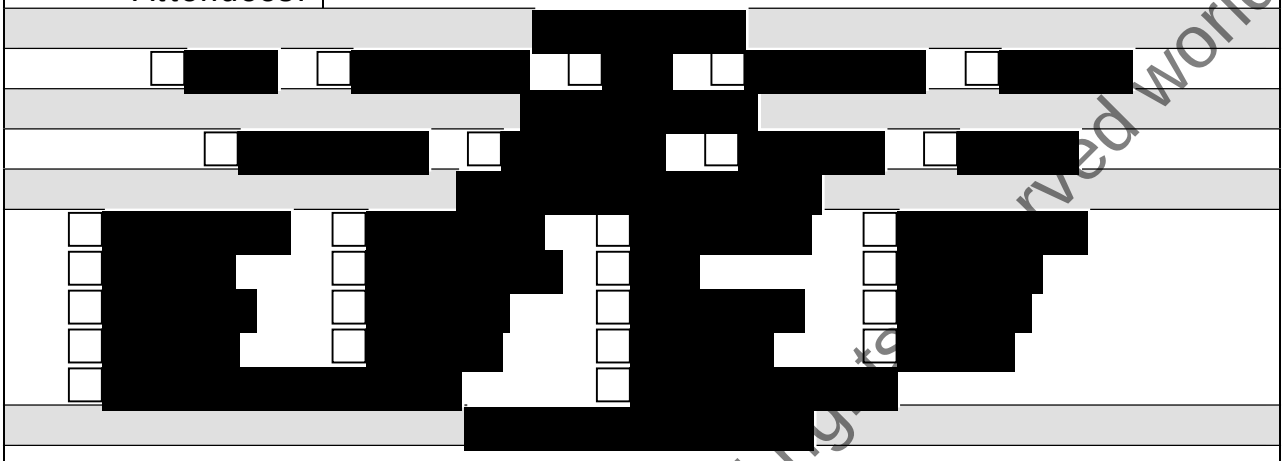
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
Please give an example of [redacted]									
Please give an example of [redacted]									

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

Form Rev: Orig

DESIGN REVIEW

Program Name:		Job#:	
Part Number:		Rev:	
Chairperson:		Date:	
Attendees:			



Form Rev: Orig

Your Logo

DESIGN REVIEW

Origination Date: xxxxx

Document Identifier:	Design Review Work Instruction
Date:	xxxxx
Project:	
Document Status:	Released

Abstract:
This document describes the work required to perform design review.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This document establishes design review instructions, documentation requirements, scheduling of design reviews, criteria for action item closeout and the items to be defined at each level of review.

2.0 THEORY

Design review is used to enhance the probability of product, software or service success by identifying potential or actual design problems. The solution of identified problems is not attempted at the review but is assigned as an action item. Reviewing a design does not imply a lack of confidence in the designer – it is a normal and necessary part of best engineering practice. Designers of critical items welcome rigorous design reviews for the peace of mind they provide. They help assure that something has not been overlooked because the designer was too close to the work. There is no reflection on a person's competence in having to respond to action items. To serve as a design reviewer indicates that your associates regard you as an expert.

3.0 DESIGN REVIEW

All deliverable hardware and software must undergo at least two levels of design review. [redacted]

3.1 Number and Type of Design Reviews

The number and type of design reviews will depend on [redacted]

3.2 Scheduling Reviews

At the start of a program, responsible authorities must [redacted]

3.3 Heritage Design Review

Designs that are qualified by another program do not require additional review unless [redacted]

3.4 Software and Service Reviews

Computer programs, contents of ROM, PROM and other programmable devices and service operations must be reviewed as carefully as hardware.

3.5 Subcontractor Reviews

Products and services from subcontractors must be design reviewed according to [redacted]

3.6 Interfaces

Reviewers should devote extra attention to [redacted]

3.7 Post Review Design Changes

Changes made to a design subsequent to a successful review should be flagged at the next review. Design changes, even minor ones made after the final design review (CDR) are [redacted]

3.8 Design Review Items

1. Requirements. [redacted]
2. Design. [redacted]
3. Reviewers. [redacted]

4. Design Package.
5. Agenda.
6. Review Minutes.
7. Closeout of Action Items.

3.9 Inappropriate Items for a Design Review

should be discussed only as they affect

3.10 System Review Attendees

System review attendees should

4.0 Types of Design Reviews

4.1 System Level Reviews

4.1.1 Baseline Design Review (BDR)

The BDR is held to assure that the project objective and requirements are

The BDR should address the following:

1.

2. [redacted]
3. [redacted]
4. [redacted]
5. [redacted]
6. [redacted]

The output of the BDR consists of [redacted]

4.1.2 Preliminary Design Review (PDR)

The PDR is the first review of the preliminary detailed design and is generally [redacted] The PDR should address the following:

1. [redacted]
2. [redacted]
3. [redacted]
4. [redacted]
5. [redacted]
6. [redacted]
7. [redacted]
8. [redacted]

9. [redacted]
10. [redacted]
11. [redacted]
12. [redacted]
13. [redacted]
14. [redacted]

The output of the PDR consists of [redacted]

The development (performance) configuration documents include:

1. [redacted]
2. [redacted]
3. [redacted]
4. [redacted]

Formal change control procedures are invoked concurrent with the release of the development (performance) configuration documents.

4.1.3 Critical Design Review (CDR)

The system CDR is held immediately prior to design freeze and before significant fabrication activity begins. The CDR presents [redacted]

The CDR should address the following items:

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

Completion of the CDR and resolution of its action items establishes [redacted]

4.1.4 Environmental Review (ER)

The ER occurs prior to the start of environmental testing of the integrated system or end item. Its purpose is to:

1. [redacted]
2. [redacted]

4.1.5 Buyoff Review

The buyoff review [redacted] addresses:

1. [redacted]
2. [redacted]
3. [redacted]
4. [redacted]

For programs involving a qualification product, a buyoff review following qualification testing may be used to [redacted]

4.1.6 Operations Review

This review applies to programs that have [redacted]

4.2 Subsystem Level Reviews

Subsystem level reviews are held when the design [redacted]

4.2.1 Hardware Subsystem Reviews

Circuit design reviews are completed [redacted] (as appropriate):

1. [redacted]
2. [redacted]
3. [redacted]

4. [redacted]
5. [redacted]
6. [redacted]
7. [redacted]
8. [redacted]

4.2.2 Software Subsystem Reviews

Software reviews should be held [redacted]

4.2.3 Fabrication Pre-release Review (FPR)

Prior to release of a drawing package to the shops for fabrication, an FPR [redacted] should assure that the drawing package:

1. [redacted]
2. [redacted]
3. [redacted]

The review should address the following items:

1. [redacted]
2. [redacted]
3. [redacted]

Upon successful completion of the FPR and closure of action items, the package is released and configuration control begins.

4.3 Other Reviews

Some programs require external reviews. These reviews [redacted]

5.0 Design Review Packages

All design reviews require a review package. For all but the FPR, the package must [redacted]

5.1 System Level Design Review Data Package (BDR, PDR, CDR)

System level review packages typically contain:

[redacted]		

[redacted]

5.2 Circuit Design Review Data Package

Circuit design review packages typically contain:

[redacted]

5.3 Software Review Data Package

Software review packages typically contain:

[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]

6.0 Responsibilities

6.1 Program Manager

The program manager is responsible for [redacted]

6.2 Chief Engineer

The chief engineer is responsible for [redacted]

[redacted]

6.3 Chief Scientist

The chief scientist is responsible for [redacted]

6.4 Presenter

The presenter is responsible for [redacted]

6.5 Reviewers

Independent reviewers should [redacted]

6.6 Chairperson

The Chairperson [redacted]

The Chairperson [redacted]

The Chairperson [redacted]

The Chairperson [redacted]

6.7 Section, Group and Department Supervisors

Line supervisors are responsible for [redacted]

(Your Company Name)
Dimensional Analysis Record

Item Name:		**Customer:**	
[redacted]		[redacted]	
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	

EO NUMBER:	DATE:	RFS#:
ENGINEERING ORDER Page of	CLASS I☐ II☐	PERSON REQUESTING ENGINEERING ORDER: PERSON WRITING ENGINEERING ORDER:

[redacted]

[redacted]					
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[redacted]	☐	☐			

Form Rev: Orig

Your Logo

FAA PMA Risk-Based Assessment of Applicants

FAA Order 8120.22A 1-11-16 Risk-Based Resource Targeting	Technical Indicator	ISO 9001:2015 & AS9100D Handbook Paragraph #'s
1) Quality System:	Certified ISO 9001 or AS9100	See ISO/AS QMS Certificate#
2) Supplier Control Processes/Procedures:		
3) Nonconforming Material Processes/ Procedures:		
4) Corrective and Preventive Action:		
5) Product/Part Configuration Control:		
6) Manufacture/Inspection Outsourcing:		
7) Design/Configuration Outsourcing:		
8) Testing/Validation Outsourcing:		
9) Stability of Suppliers		
10) Suppliers of Flight Critical Parts:		
11) Supplier Audit History:		
12) Workforce Reduction/Growth/Turnover		
13) Turnover of Critical Staff		
14) Change in Key Management:		
15) Company Merger or Takeover		

FAA Order 8120.22A 1-11-16 Risk-Based Resource Targeting	Technical Indicator	ISO 9001:2015 & AS9100D Handbook Paragraph #'s
	[redacted]	
16) Documented Agreement with FAA:	[redacted]	[redacted]
17) Constructive Relationship with FAA:	[redacted]	[redacted]
18) Applicant Identified Noncompliances:	[redacted]	[redacted]
19) FAA Identified Noncompliances:	[redacted]	[redacted]
20) Enforcement Action History:	[redacted]	[redacted]
21) Demonstrated Independent Show Compliance:	[redacted]	[redacted]
22) Safety Management System:	[redacted]	[redacted]
23) Employee Safety Training:	[redacted]	[redacted]
24) Accident/Incident Investigation Program:	[redacted]	[redacted]

FAA Order 8120.22A 1-11-16 Risk-Based Resource Targeting	Technical Indicator	ISO 9001:2015 & AS9100D Handbook Paragraph #'s
25) Continued Operational Safety:		
26) Continuous Improvement:		
27) Complex Part/Product/Assembly:		
28) Complex Manufacturing Process:		
29) Complex Testing Program:		
30) Injury/Fatal Accident Design Factor:		
31) AD/SAIB Design Factor:		
32) SUP/SDR History:		
33) Level of Experience:		
34) New/Emerging Technology:		

First Piece Inspection Report

Date:		Supplier:	
[redacted]		[redacted]	
[redacted]		[redacted]	
[redacted]			
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Inspector:		Date:					

Form Rev: Orig

Your Logo

	Inspection Instructions	Form Rev: Orig Page 1 of 1
[redacted]	Special Instructions: [redacted]	[redacted]

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

Drawing No:		INSPECTION RECORD	Form Rev: Orig
Item Name:		[redacted]	[redacted]

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Form Rev: Orig Back

(Description of Your Inspection Operation) continued...

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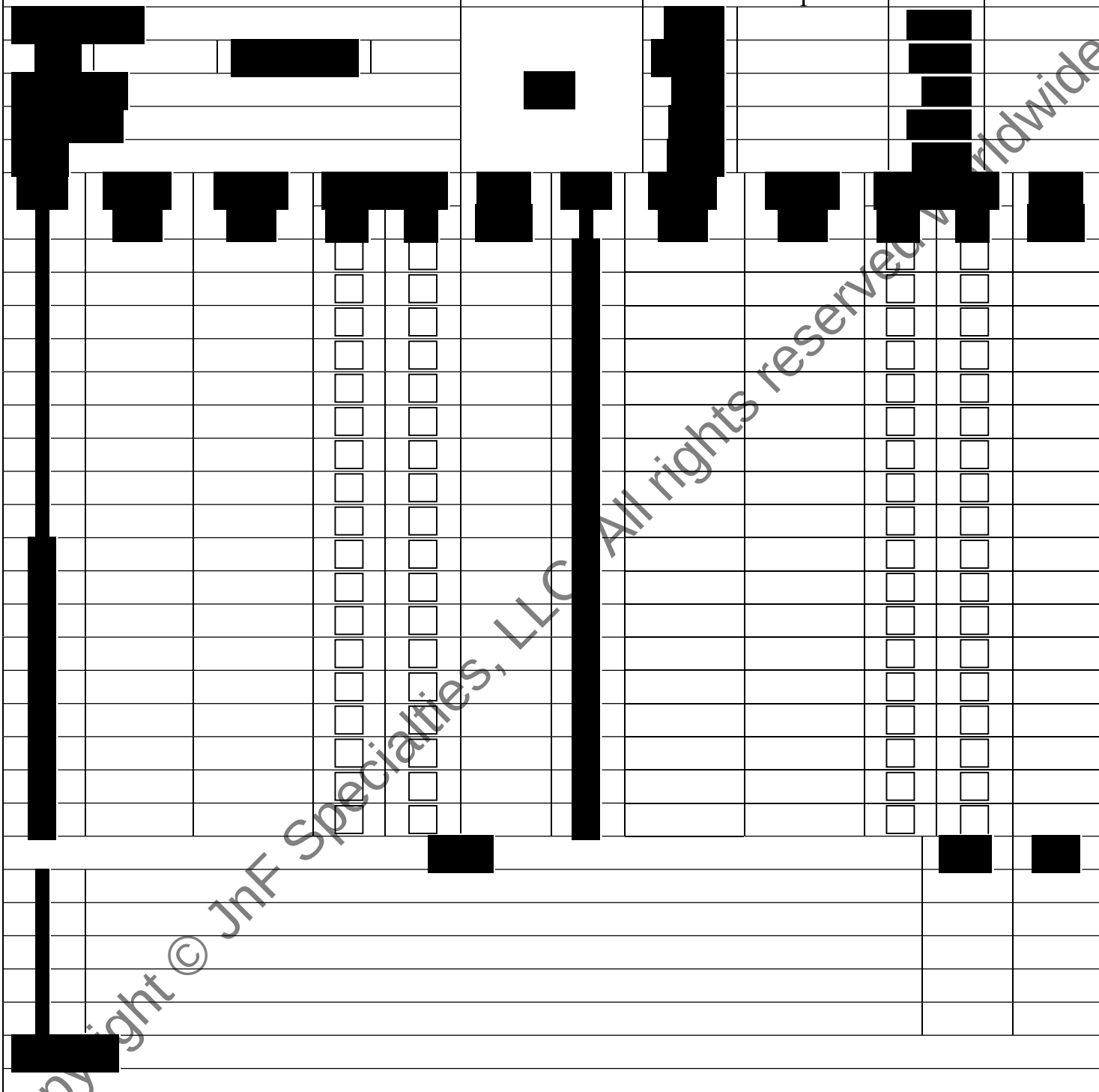
Your Company Name

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

Item #:	Item Revision	Previous Report #	RW:



INSPECTION SUMMARY

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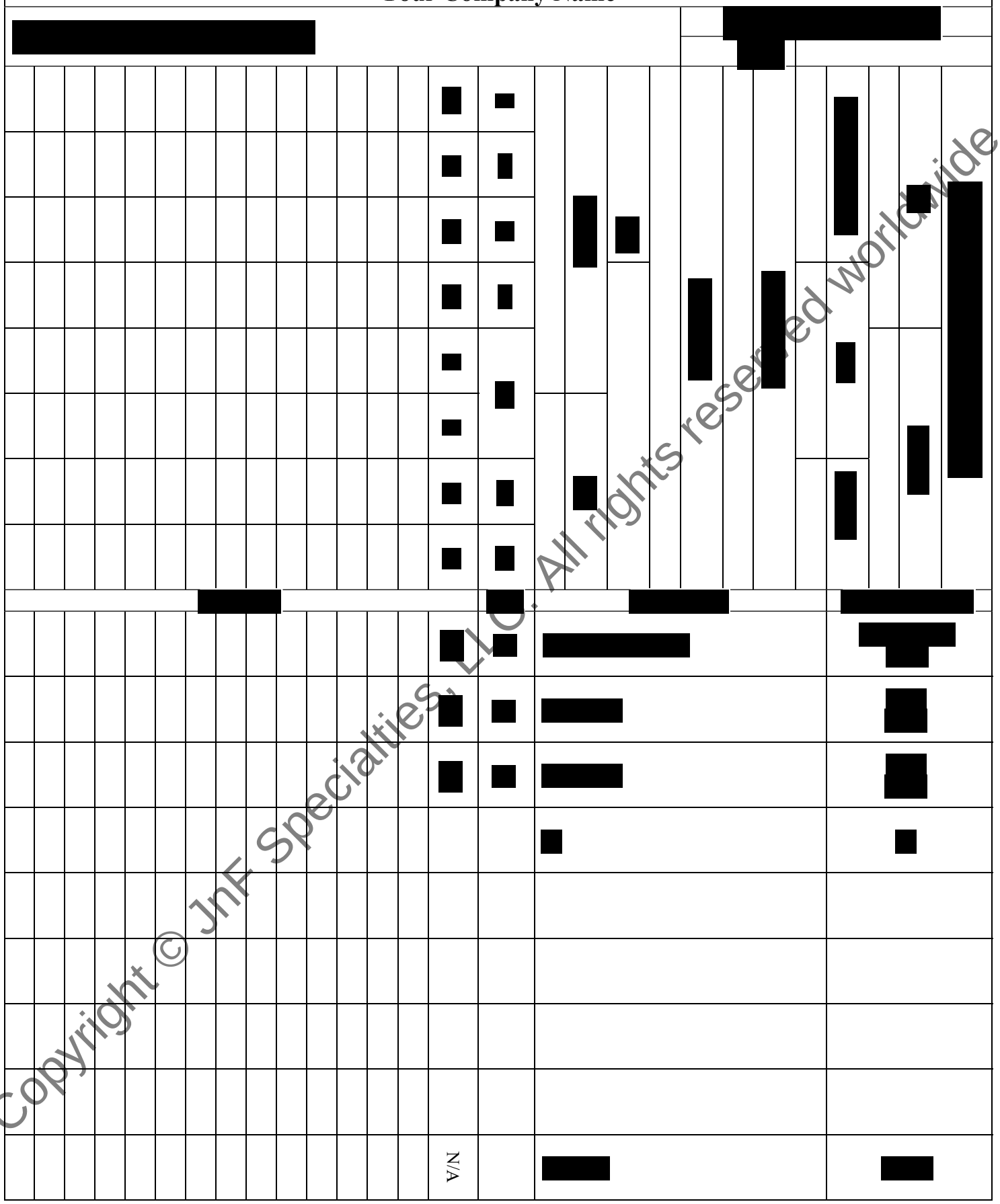
Form Rev: Orig

Your Logo

Your Company Name

[redacted]



Form Rev: Orig

Internal Audit Control Log

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

Form Rev: Orig

PLAN - STEP ONE: Audit Preparation & Planning

Process to Audit (Audit Scope):	
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	
[redacted]	
[redacted]	

List any other applicable documents, if any:	
[redacted]	[redacted]

DO - STEP TWO: Compare Documentation vs. Requirements

Read the applicable sections of the Company Quality Manual.		
[redacted]	[redacted]	[redacted]
[redacted]		
[redacted]		
[redacted]		

[redacted]

CHECK - STEP THREE: Compare Actual Practice vs. Requirements

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

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

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

ACT - STEP FOUR: Verify the Effectiveness of the Process

[redacted]

STEP FIVE: Summarize Your Findings for Nonconformance System

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

STEP SIX: Review Audit Report and Submit

All auditors on the audit team must [redacted]

Signature of Lead Auditor

Audit report reviewed and ready for submission:

Date

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)	☐ Manager	☐ Manager
☐ Manager	☐ Manager	☐ Manager
☐ Manager	☐ Manager	☐ Manager
☐ Manager	☐ Manager	☐ Manager
☐ Other:		

NOTES PAGE

Your Note reference #	Notes, evidence, findings, comments, etc.

MANAGEMENT REVIEW REPORT

Origination Date: XXXX

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

Abstract:
This document provides the management review report.

CREATION LOG

Issue	Date	Comment	Author
0-0			

REVISION RECORD

Issue	Item	Reason for Change

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 corrective action. Record corrective actions (NCR'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. *Review the Quality Policy to ensure it still represents the Company's goals.*

[redacted]

☐ [redacted]

☐ [redacted]

ITEM 2: Internal audit results. *Report on the status of* [redacted]

ITEM 3: Status of MR System corrective actions. *Review* [redacted]

ITEM 4: Review of resources needed to maintain and improve the effectiveness of the quality management system. *Discuss* [redacted]

ITEM 5: Review the effectiveness of current training programs and the effectiveness of additional training for designated individuals. *Include* [redacted]

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

ITEM 7: Review of quality objectives, data and goals. *Review* [redacted]

Process	Quality Objective	Data Metric	Current Standing	Goal
Management	[redacted]			
Corrective Action				
Internal Auditing				
Proposal Development and Contract Review				
Purchasing				
Receiving				

ITEM 8: Discuss Customer feedback and complaints not already discussed as part of the NCR 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. *Include* [redacted]

ITEM 10: Note other recommendations for management to [redacted]

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

ITEM 12. Set date for next Management Review:

ITEM 13. NCR's FILED AT THIS MEETING:

Line Item	Corrective?	Nature of Issue
1		
2		
3		
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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**
[redacted]							

Approvals and Effectivity Verification

[redacted]

REQUEST FOR SUPPORT LOG

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

Form Rev: Orig

Abbreviations:

[redacted]

Procedure Template

Mo/Yr

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

Used On	Contract#:		Your Company Name
Prepared By:		Date	
			PROGRAM NAME
			Procedure #
			Size: **A** PAH/PMA: Your# 1 of 1

PROPRIETARY INFORMATION	This document expires 30 days after printing unless marked "Released". **Date Printed:** [redacted]	Form Rev: Orig

Your Logo

TABLE OF CONTENTS

1.0 Scope

Prepare procedures using [redacted]

2.0 Applicable Documents

3.0 Requirements

4.0 Workmanship

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 [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

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

Signed: _____ Date: _____

Property Management Log

	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
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Form Rev: Orig

Your Logo

Property Record

Contract Number:

Customer Name:

Form Rev: Orig

Your Logo

PURCHASE ORDER

Your Company Name
Phone: Your# Fax: Your#
Your Address
Your City, State, Zip

Date	
Purchase Order #	Page:

This order number must appear on all bills of lading, packing slips and invoices. Send 2 copies of invoice to:
Attention: Accounts Payable

[redacted]

****** NO EARLY OR OVERSHIPMENTS ACCEPTED WITHOUT PRIOR APPROVAL BY THE BUYER******

****END OF PURCHASE ORDER****

Purchase Order Amount

[redacted]

Form Rev: Orig

Your Company Name

Terms and Conditions of Purchase

1) WARRANTIES

2) CHANGES

3) INFRINGEMENT INDEMNITY

4) DOCUMENT MARKING AND USE

5) PROPRIETARY INFORMATION, DUPLICATION AND DISCLOSURE

6) ASSIGNMENTS AND SUBCONTRACTING

7) GENERAL

8) PRICES

9) SPECIAL PROVISIONS FOR U.S. GOVERNMENT WORK

10) INSOLVENCY

11) FAIR LABOR STANDARDS ACT

12) INSPECTION

13) VARIATION IN QUANTITY

14) DISPUTES

15) EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION PROVISIONS

Contractor and Subcontractor Listing Requirement

1)

2)

Form Rev: Orig

Purchase Requisition	#	Quote Number	Your Logo
Date:	Date Mat'l Required:		To be used for Project:

[redacted]

st

[redacted]

Form Rev: Orig

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

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QC Acceptance:					

Form Rev: Orig

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Form Rev: Orig

BAD TAG		Your Logo	
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Ready For:				
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WITHHOLD TAG		Your Logo	
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Reason for Withholding:			

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Lot #:		Material Report #:	
S/N:		Initials:	
Reason for Withholding:			

Form Rev: Orig

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		
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Form Rev: Orig

FINAL INSPECTION

PERFORMED BY

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YOUR LOGO

Form Rev: Orig

FINAL INSPECTION

PERFORMED BY

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YOUR LOGO

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Your Logo

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Form Rev: Orig

YOUR ASSEMBLY ROUTING TICKET		Your Logo		
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Install…	☐			
Install…	☐			
Test…	☐			
Mark…	☐			

NOTEPAD Form Rev: Orig

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Mark…	☐			

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Test…	☐			
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NOTEPAD Form Rev: Orig

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Install…	☐			
Install…	☐			
Install…	☐			
Test…	☐			
Mark…	☐			

NOTEPAD Form Rev: Orig

YOUR ASSEMBLY ROUTING TICKET		Your Logo		
P/N-Rev: ____________ Job#: _______________ S/N: ________________		Initial	Date	Lot #
Install…	☐			
Install…	☐			
Install…	☐			
Test…	☐			
Mark…	☐			

NOTEPAD Form Rev: Orig

YOUR ASSEMBLY ROUTING TICKET		Your Logo		
P/N-Rev: ____________ Job#: _______________ S/N: ________________		Initial	Date	Lot #
Install…	☐			
Install…	☐			
Install…	☐			
Test…	☐			
Mark…	☐			

NOTEPAD Form Rev: Orig

YOUR ASSEMBLY ROUTING TICKET		Your Logo		
P/N-Rev: ____________ Job#: _______________ S/N: ________________		Initial	Date	Lot #
Install…	☐			
Install…	☐			
Install…	☐			
Test…	☐			
Mark…	☐			

NOTEPAD Form Rev: Orig

Shelf Life Expiration Log

Description:				Date Received:	
P/N:		Rev:		PO#:	
[redacted]					

Form Rev: Orig

Your Logo **Supplier Evaluation**

Supplier: **Commodity:**

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

Part I

☐ ☐

☐ ☐

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

Part II
Evaluator:

☐
☐
☐
☐
☐
☐

Part III

☐
☐ ____

RESULTS OF INITIAL EVALUATION
(Ref. Purchasing Procedure)

☐ ☐ ☐

____ ____

☐ ☐

☐ ☐

NOTES

Supplier Survey Disposition

Mo/Yr

Revisions			Rev:	Orig
Letter	E.O. Number - Description		Date	
Used On	Contract#:		(Your Company Name)	
Prepared By:				
Approval:				
			Supplier Survey Disposition	
			Size: **A** CAGE:	Form Rev: Orig 1 of 1

(Your Logo)

STEP	RESPONSIBILITY	ACTION
1	Quality Group	[redacted]
1.1	Quality Group	[redacted]
--	IF	THEN
1.2	MIL-I-45208	[redacted]
1.3	MIL-Q-9858	
1.4	ISO 9001	
1.5	Commercial	Forward the Supplier Survey to the CCB to determine contract flowdown requirements.
	IF	THEN
1.6	No flowdown	[redacted]
1.7	Flowdown required	[redacted]
STEP	RESPONSIBILITY	ACTION
2	Quality Group	[redacted]
--	IF	THEN
2.1	Supplier check marked all applicable procedures	[redacted]
2.2	Supplier did not check mark all applicable procedures	[redacted]
2.3	Supplier record is defect-free	[redacted]
2.4	Supplier record is not defect-free	[redacted]
2.5	Supplier did not complete survey	[redacted]
2.6	Supplier record is defect-free	[redacted]
2.7	Supplier record is not defect-free	[redacted]
2.8	Supplier check marked incorrect procedures (checking more than required is Ok)	[redacted]
2.9	Supplier record is defect-free	[redacted]
2.10	Supplier record is not defect-free	[redacted]
STEP	RESPONSIBILITY	ACTION
3	Quality Group	[redacted]

Quality System Elements	MIL-I-45208A	MIL-Q-9858	ISO 9001:94	ISO 9001:2008	ISO 9001:2015
Management Responsibility:	3.1	1.3, 3.1	4.1		
Quality System, Initial Quality Planning:	1.1	1.3, 3.2	4.2		
Contract Review:	1.2	3.2, 1.4	4.3		
Design Control:	N/A	4.1	4.4		
Document and Data Control:	3.2	4.1	4.5		
Purchasing:	N/A	5	4.6		
Control of Customer Supplied Product:	3.6	7.2	4.7		
Product Identification and Traceability:	N/A	6.1	4.8		
Process Control:	3.4	6.2	4.9		
Inspection and Testing:	3.1, 3.2.1, 3.12	6.1, 6.2, 6.3	4.10		
Control of Inspection, Measuring and Test Equipment:	3.3	4.2-4.5	4.11		
Inspection and Test Status:	3.5	6.7	4.12		
Control of Nonconforming Product:	3.7	6.5	4.13		
Corrective Action:	3.2.3	1.3, 3.5	4.14		
Handling, Storage, Packaging, Preservation, and Delivery:	3.6	6.4	4.15		
Control of Quality Records:	3.2.2	3.4	4.16		
Internal Quality Audits:	N/A	N/A	4.17		
Training:	N/A	N/A	4.18		
Servicing:	N/A	1.3	4.19		
Statistical Techniques:	N/A	6.6	4.20		

SUPPLIER PERFORMANCE RATING REPORT

Job #: Performance Reporting Dates:

Supplier:

OVERALL PERFORMANCE RATING **100**

[redacted]
Excellent
Good
Improvement Expected
Improvement Required

	Points (100 Max)	Weight %
Quality.....	100	[redacted]
Delivery.....	100	[redacted]
Documentation.....	100	[redacted]
Cooperation.....	100	[redacted]

Quality: The number of items accepted divided by the number of items that should have been received times 100.

Delivery: The grace period is a maximum of [redacted] If items are damaged in shipping the Supplier has earned zero (0) points.

Documentation: Purchasing, QC and Accounting's assessment of the accuracy and completeness of [redacted]

Cooperation: Purchasing and QC's assessment of the Suppliers [redacted]

Purchasing Agent_____ Date_____

Form Rev: Orig

SUPPLIER RATING WORKSHEET

Supplier:
P/N:

QUALITY

[redacted]			

DELIVERY

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

DOCUMENTATION

Possible Points	Actual Performance	Weighted Score
100		

COOPERATION

Possible Points	Actual Performance	Weighted Score
100		

Quality: [redacted] ( ) [redacted]
( )

Delivery: Date Received (_____) [redacted]
Date Due (100)

Documentation: Possible 100 points Actual: [redacted]

Cooperation: Possible 100 points Actual: [redacted]

Weighted Quality Points:	
Weighted Delivery Points:	
Weighted Documentation Points:	
Weighted Cooperation Points:	
Total:	

Form Rev: Orig

Supplier:	Overall Performance Rating					Month:	
[redacted]	[redacted]	[redacted]				[redacted]	
		☐	☐	☐	☐		
		☐	☐	☐	☐		
		☐	☐	☐	☐		
		☐	☐	☐	☐		
		☐	☐	☐	☐		
		☐	☐	☐	☐		
Perception of Supplier Quality:							

Supplier Monthly Rating Report

Supplier	Rating	Monthly and Average Percentage Rating											
		J	F	M	A	M	J	J	A	S	O	N	D
	Quality												
	Delivery												
	Documentation												
	Cooperation												
	Average												

Form Rev: Orig

Prepared by: _____ Date: _____

Your Logo

Your Company Name

SUPPLIER QUALITY REQUIREMENTS

Origination Date: XXXX

Document Identifier:	Supplier Quality Requirements
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 flowdown requirements for Suppliers.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

☐PURPOSE and SCOPE

To establish the minimum requirements for supplier Quality Systems necessary to ensure that materials, parts, components, and services meet the requirements of the Contract. Procedures used to implement the provisions of this requirement shall be subject to Buyer approval upon request.

☐APPLICABILITY

These requirements shall apply to all supplies and services when referenced on the Purchase Order and amendments thereto.

When Buyer's Purchase Order includes Seller's Inspection System Level I, as a requirement, Seller's contractual commitment for an Inspection System shall be defined by all paragraphs of this specification. When Buyer's Purchase Order indicates Level II as a requirement then the Seller's contractual commitment for an Inspection System shall be defined only by those paragraphs of this specification which are checked-off.

☐DEFINITIONS and ABBREVIATIONS

A. The term 'Buyer' or 'Buyer' means Buyer.

B. The term 'Seller' means the legal entity that is the contracting party with the Buyer with respect to the Purchase Order.

C. 'IAW' means in accordance with.

D. 'MRB' means Material Review Board

☐SELLER's QUALITY SYSTEM, GENERAL

The Seller shall maintain an effective Quality System planned and developed in conjunction with his other functions to comply with contractual requirements. [redacted]

☐NEGOTIATIONS

It is not the intent of this specification to restrict the Seller in his mode of operation; therefore, [redacted]

☐PROPRIETARY INFORMATION

The Seller must identify in writing [redacted]

[redacted]

The absence of such written identification is [redacted]

☐PROCESS CONTROL

The Seller shall provide for complete review of contract requirements at the earliest practical phase of contract performance to make [redacted]

Work instructions for all work affecting quality shall [redacted]

Such instructions shall [redacted]

The Seller shall develop an Inspection/Test Plan [redacted]

Buyer contracts and resultant facility planning by Seller shall [redacted]

All Purchase Orders that apply to Buyer contracts generated by Seller shall [redacted]

When approval or certification of special processes, operating personnel, special equipment, or procedures is required by the contract, drawing, or specification, the Seller shall [redacted]

Seller MRB is not authorized. Seller shall [redacted]

Formal Failure Analysis and Corrective Action shall be required.

A Seller Failure Review Board is required and [redacted]

The Seller shall not change any process, material, or procedure from that used to qualify Seller's product without [redacted]

When the Purchase Order requires Buyer acceptance of a 1st Article, the first part fabricated to the specified Buyer configuration shall [redacted]

☐SUBCONTRACTOR CONTROL

The Seller shall be responsible for [redacted]

☐DRAWING and CHANGE CONTROL

The Seller shall have a procedure and designate a responsible department for [redacted]

☐RECEIVING INSPECTION

The Seller shall inspect incoming material to [redacted]

☐STOCK CONTROL

The Seller shall provide for protection and control of supplies and materials stored for use in deliverable Buyer products.

Control shall [redacted]

Procedures for the handling of nonconforming material shall [redacted]

Buyer furnished material shall [redacted]

☐SAMPLING INSPECTION

Acceptance sampling procedures, if other than ANSI Z 1.4, must have Buyer approval prior to use; sampling to permit defects is not allowed.

☐TOOL, GAGE, and TEST EQUIPMENT

The Seller shall be responsible for providing and ascertaining the accuracy and stability of tools, gages, and test equipment to assure supplies conform to contractual requirements.

A written procedure, compliant to [redacted] shall [redacted]

☐MATERIAL CONTROL

Nonconforming material shall [redacted]

Seller may not repair [redacted]

The Seller shall maintain traceability [redacted]

The Seller shall maintain controls to assure accomplishment of preservation, packaging and shipping requirements of the contract. [redacted]

When product is returned by Buyer to the Seller because of failure to comply with Purchase Order requirements, the Seller shall [redacted]

☐TECHNICAL REQUIREMENTS

Unless otherwise specified, Buyer is responsible for compliance to [redacted]

Your Logo

(Date)

Quality Manager«AddressBlock»

Re: Supplier Performance Rating Report
Performance Reporting Dates:
P.O. #

Dear QC Manager:

We have developed a Supplier Report Card that indicates your Quality Performance. Enclosed is a copy of your Quality Performance, which includes [redacted]

If you have any questions, please call or email us.

Sincerely,

Your Name
Your Company Name
Your Address
Your City, State, Zip
Phone: Your#
Fax: Your#
Email: Your email

Ref:	Your Company Name
Page 1 / of /	SURVEY REPORT

Conclusion of Survey	Remarks
[redacted] ☐ ☐ ☐	

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

Ref: Page 2 / of /	Your Company Name SURVEY REPORT Continuation…

Ref: Page 3 / of /	Your Company Name SURVEY REPORT Continuation…

Your Production Area
Training Certificate

awarded to

Your Employee Name

Your Specification
Your Details

Your Date

Training Supervisor ***Quality Manager***

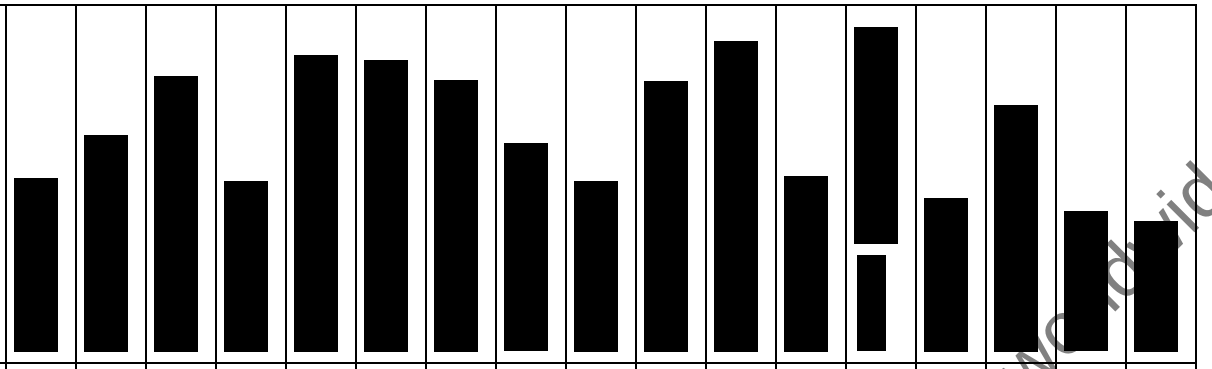
TRAINING LOG

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

Form Rev: Orig

Your Logo

QMS Procedure Training Matrix for Your Company

Name																	
B. eQMS			X	X	X	X			X	X			X		X		X
Br. eQMS			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
Ch. eQMS				X		X			X	X			X		X		X
Chr. eQMS				X		X			X	X			X		X		X
D. eQMS				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
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
J. eQMS			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
Jef. eQMS	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
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
St. eQMS		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
T. eQMS		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
Y. eQMS				X		X			X	X			X		X		X
Yo. eQMS				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 produce a record of orientation for all employees affected by individual QMS procedures to achieve QMS pedigree.

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.

ORIENTATION/TRAINING REQUEST

To:		
Dept:		Date:

You have been scheduled to attend the next orientation

[redacted]

Name:	Dept:	Date:

Form Rev: Orig

Your Logo

VERIFICATION AND VALIDATION

Program Name:		Job Number:	
[redacted]		[redacted]	

[redacted]

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

[redacted]

[redacted]

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

Comments:

[redacted]

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

[redacted]

[redacted]

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

VERIFICATION AND VALIDATION

[redacted]

[redacted]

Form Rev: Orig

DOCUMENT NAME

Origination Date: (month year)

Document Identifier:	Name, Number, Unique ID
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete

Abstract:
This document describes xxxxxx.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 SCOPE

2.0 THEORY

3.0 REFERENCES

4.0 EQUIPMENT

5.0 MATERIALS

6.0 OPERATING PROCEDURES

7.0 WORKMANSHIP

(Your Logo)

WORK ORDER

Job #: Rev:

(Your Company Name) Your Address City, State, Zip	Customer:	
[redacted]	[redacted]	

SPECIAL INSTRUCTIONS

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

Form Rev: Orig

Add FAA PMA Bare Minimum Kit and Repair Station Starter Kit to Cart