

# REDACTED

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## Machine Shop Quality Manual

Mo/Yr

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			QUALITY PROGRAM		
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## 1.0 SCOPE

Establish and maintain a quality program to assure compliance with the requirements of the contract. Document the quality program, including its procedures and operations, and provide it to the Customer for review upon request. Apply the quality program throughout all areas of contract performance, including, as appropriate, procurement, product identification, stock, issue of supplies, manufacturing, packaging, storage, and shipping of the deliverable product. Detect defects and program deficiencies as early as practicable and take corrective action.

## 2.0 REQUIREMENTS

### 2.1 Quality Management

Vest the administration of the quality program in a responsible, authoritative element of the organization that has clear access to top management. Staff the quality organization with technically competent personnel and provide them the freedom to make decisions without pressure or bias. Consistently maintain quality requirements and measure or evaluate the effectiveness of the quality program.

#### 2.1.1 Procedures

Perform pertinent operations using written quality control, test, and inspection procedures. Maintain the procedures and make them available at the workstation.

### 2.2 Design

Maintain design information for the deliverable product(s) or task information for the service(s) to ensure that items are fabricated, inspected, and tested according to the latest drawing, specification, standard, or procedure.

#### 2.2.1 Change Control

Ensure accomplishment of prescribed changes to a service task or an item's design and record the actual incorporation point by date, batch, lot, unit, or other specific identification.

### 2.3 Procurement

Maintain adequate control of procurement sources to ensure

#### 2.3.1 Source Inspection

Reserve the right for the Customer and/or Buyer Representative to inspect supplies or services at the source upon request, or

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### **2.3.2 Fabricated Supplies**

Evaluate all purchased supplies to assure conformance with the requirements of the purchase order. Request every shipment of supplies to be accompanied with [REDACTED]

### **2.3.3 Raw Materials**

Compare certified test report results with [REDACTED]

## **2.4 Supply Control**

Control the methods and facilities for identification, handling, and storage of raw and fabricated supplies from [REDACTED]

## **2.5 Manufacture**

### **2.5.1 Process Control**

Establish and maintain evaluations and controls at [REDACTED]

### **2.5.2 Special Processes**

Provide adequate methods and facilities to [REDACTED]

## **2.6 Acceptance**

Perform inspection and testing of completed items as necessary to [REDACTED]

### **2.6.1 Sampling Inspection**

Perform sampling inspection according to [REDACTED]

## 2.6.2 Nonconforming Supplies

Prominently identify nonconforming supplies and remove them from [REDACTED]  
[REDACTED]

## 2.7 Measuring Instruments

Assure the validity of measurements and tests with suitable inspection measuring and test equipment of the range and type necessary to [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

## 2.8 Continuous Improvement

Systematically utilize the information from control areas described in paragraphs 2.1 through 2.7 for [REDACTED]

### 2.8.1 Records

Maintain records of inspections and tests that include [REDACTED]  
[REDACTED]

### 2.8.2 Corrective Action

Take prompt action to correct conditions that [REDACTED]  
[REDACTED]

### 2.8.3 Audit

Periodically perform an audit of [REDACTED]

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# Quality Policy

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It is a policy of the Company to

It is a goal of the company to

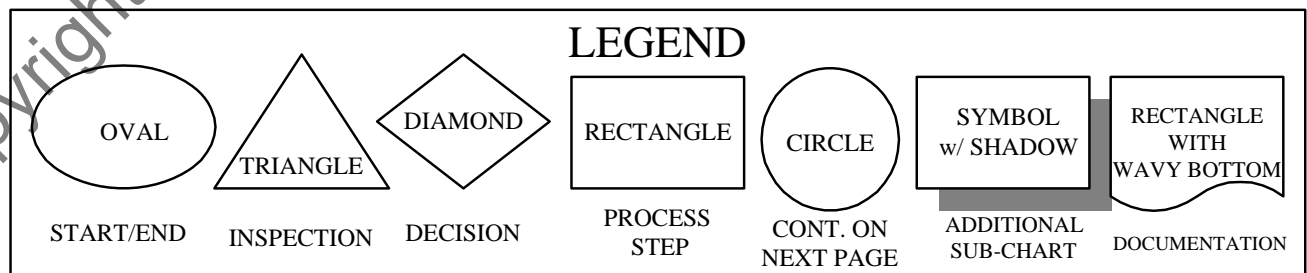
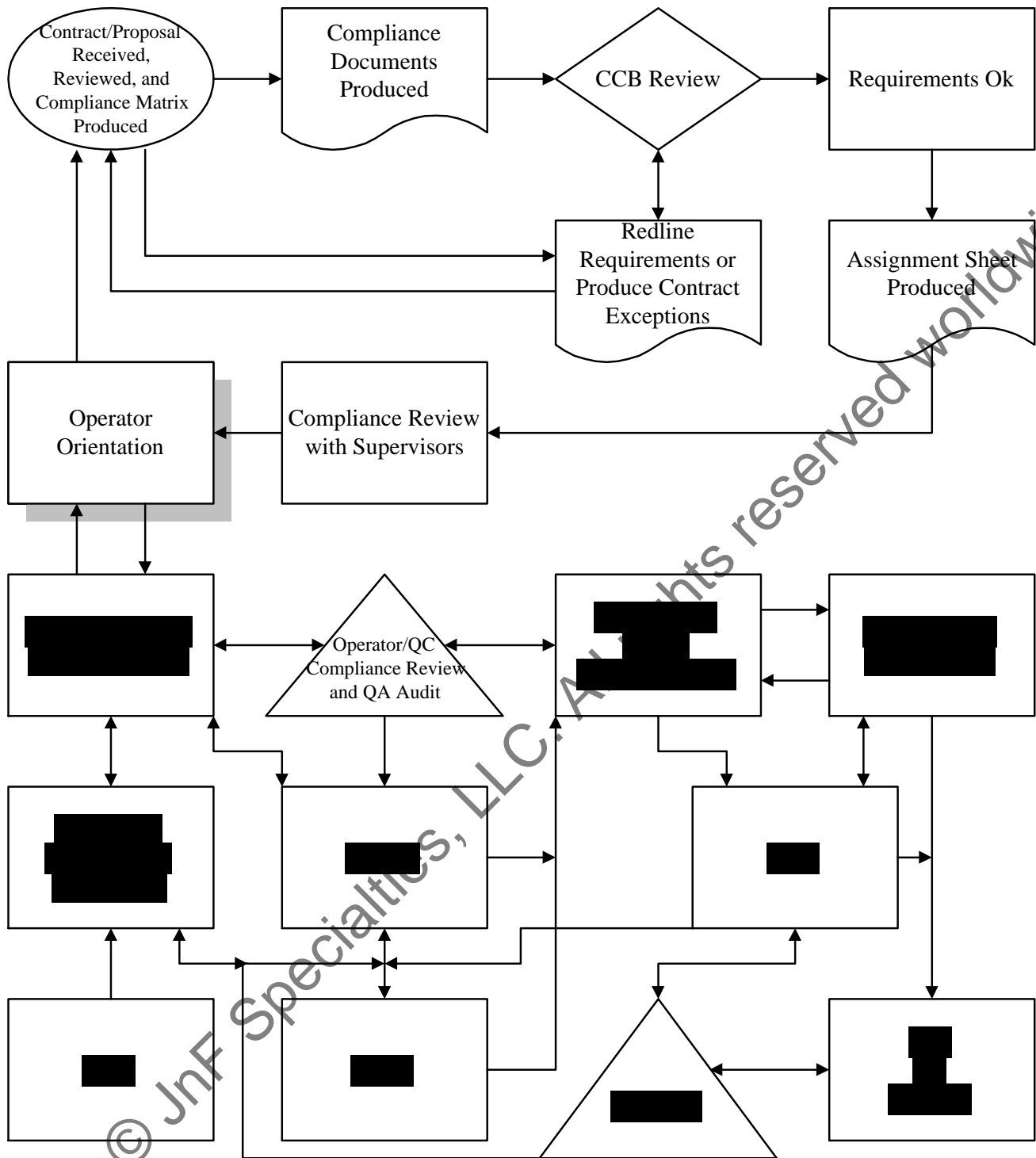
The Company's Mission is to

The Company's Vision is to

The Company will design and maintain an effective and economical quality program, covering both processes and products, which makes

This quality program was developed in coordination with all the Company administrative and technical processes and applies to

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PURCHASING

Origination Date: XXXX

Document Identifier:	Purchasing

Abstract:  
This document

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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: listed on a Customer's approved Supplier list, Government approved Supplier or listed on the Customer's requirements.

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

3.3 The Supplier Evaluation Form ensures [REDACTED]

3.4 Once approved through the Supplier Evaluation Form, the Quality Manager will [REDACTED]

3.5 The following ratings apply to suppliers:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

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

3.7 Using incoming (receiving) inspection results for product suppliers and employee feedback on service providers, the Quality Manager will [REDACTED]

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

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

3.10 If a new Supplier rates [REDACTED]

3.11 If any Supplier rates less [REDACTED]

3.12 If items are returned to any Supplier [REDACTED]

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

3.14 Management may override [REDACTED]

3.15 During management review, the entire Approved Supplier List is [REDACTED]

## 4.0 PROCESSING REQUISITIONS AND PURCHASE ORDERS

4.1 During review of each requisition, the Quality Group will determine [REDACTED]

4.2 When appropriate, the purchase order [REDACTED]

4.3 As applicable, purchase order information includes:

a) [REDACTED]

b) [REDACTED]

c) [REDACTED]

d) requirements relative to:

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- [REDACTED]
- [REDACTED]
- e) [REDACTED]
- f) [REDACTED]
- g) [REDACTED]

4.4 The requirements for delegation are [REDACTED]

4.5 When the Company or its Customer needs to perform verification activities at a Supplier facility, [REDACTED]

4.6 See the process map herein.

4.7 Emergency Purchasing Authority: The Company will authorize [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 [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]

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5.6 The Purchasing department will not, [REDACTED]  
[REDACTED]

5.7 The Company will [REDACTED]  
[REDACTED]

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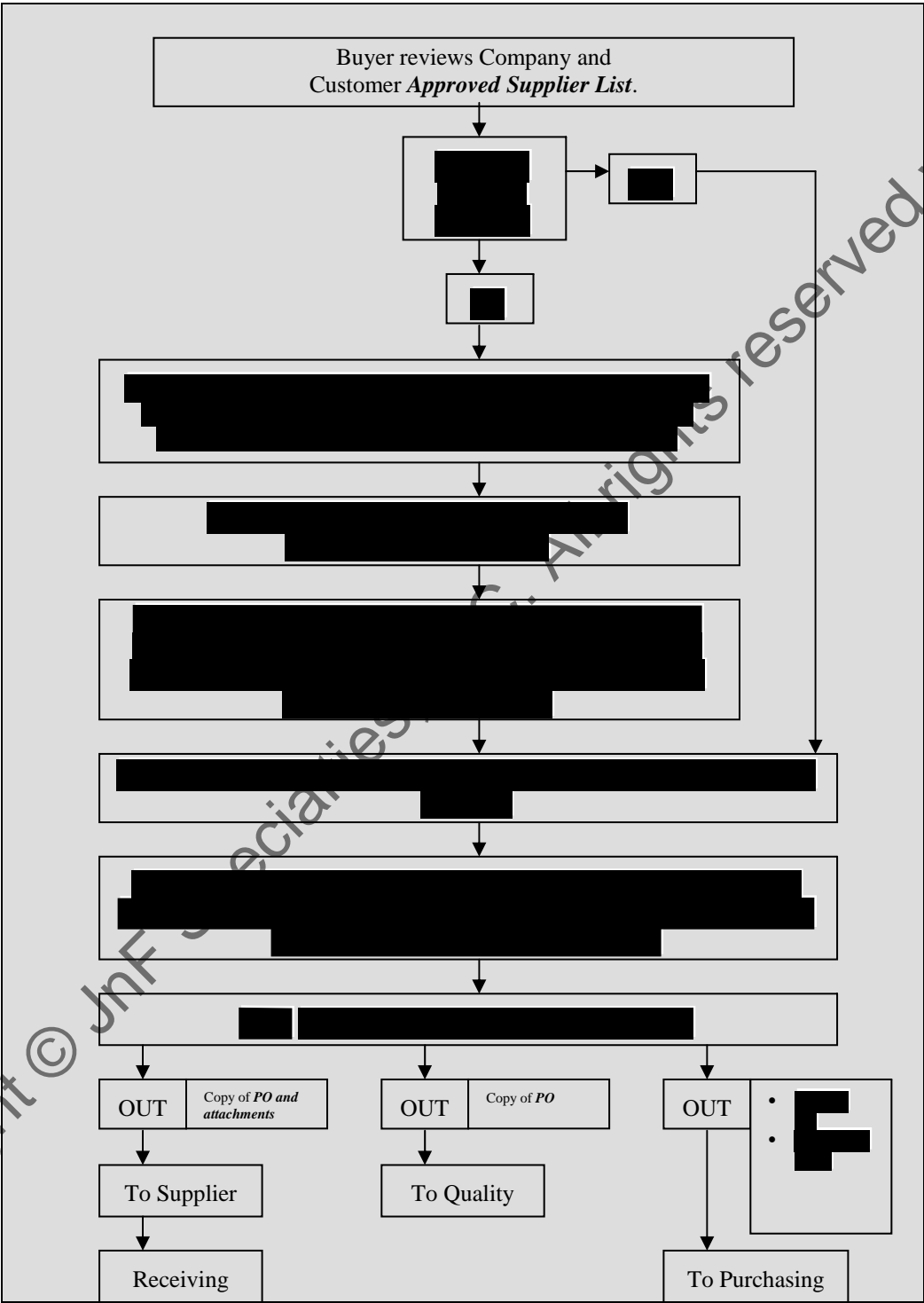
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Your Company Name

Terms and Conditions of Purchase

1) [REDACTED]

2) [REDACTED]

3) [REDACTED]

4) [REDACTED]

5) [REDACTED]

6) [REDACTED]

7) [REDACTED]

transportation costs and no additional charge shall be made to the Buyer unless otherwise stated herein.

b. [REDACTED]  
c. [REDACTED]  
d. [REDACTED]  
e. [REDACTED]

f. [REDACTED]  
8) [REDACTED]  
9) [REDACTED]

10) [REDACTED]  
11) [REDACTED]

12) [REDACTED]

13) [REDACTED]

14) DISPUTES Disputes shall be subject to the laws of the (Your State). If this order is issued pursuant to a Government contract and should Seller wish to protest a unilateral decision of the Government Contracting Officer, Buyer will present said claim at Seller's expense, if Buyer has such right in the prime contract or order that this purchase order is issued pursuant thereto. Seller's rights shall not extend beyond Buyer's rights as set forth in the prime contract clause entitled "Disputes", under no circumstances shall Seller have the contractual right under this order to submit a claim directly to the Government Contracting Officer.

15) [REDACTED]

Contractor and Subcontractor Listing Requirement

1) [REDACTED]  
2) [REDACTED]

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Supplier Quality Requirements

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☐ **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 (Your Co) approval upon request.

[Redacted]

☐ **PROPRIETARY INFORMATION**

[Redacted]

☐ **APPLICABILITY**

[Redacted]

☐ **DEFINITIONS and ABBREVIATIONS**

[Redacted]

☐ **SELLER's QUALITY SYSTEM, GENERAL**

[Redacted]

☐ **PROCESS CONTROL**

[Redacted]

☐ **NEGOTIATIONS**

[Redacted]

Notify (Your Co) 10 days prior to start of 1st Article production.

Seller MRB is not authorized. Seller shall notify (Your Co) within 48 hours of detected failure. (Your Co) and/or (Your Co) Customer representatives shall participate in the disposition of nonconformances.

☐ SUBCONTRACTOR CONTROL

☐ DRAWING and CHANGE CONTROL

☐ RECEIVING INSPECTION

[Redacted]

☐ STOCK CONTROL

[Redacted]

[Redacted]

☐ SAMPLING INSPECTION

[Redacted]

☐ TOOL, GAGE, and TEST EQUIPMENT

[Redacted]

☐ TECHNICAL REQUIREMENTS

[Redacted]

☐ MATERIAL CONTROL

[Redacted]

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## Supplier Approval Procedure Approved Supplier List

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**References:**

- QC-109-2, Document Archive Procedure
- QC-121-4, Subcontractor Evaluation
- QC-121-7, Review of Purchase Orders and Requisitions
- QC-121-5, Supplier Evaluation Disposition

**Procedure:**

Supplier evaluation:

[Redacted content]

**Acceptable Practice:**

[Redacted content]

**Glossary:**

Non-deliverable: Supplies that **are not used** to manufacture products for delivery to a Customer

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Your List of Suppliers

Your List of Suppliers

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Project:	Place:
Subsystem:	Date:
Product:	Model:
Material:	Serial No:

Survey Designation:
---------------------

Hardware Designation:
-----------------------

Conclusion of Survey	Remarks
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CALIBRATION

Origination Date: XXXX

Document Identifier:	Calibration Procedure

Abstract:  
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## 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 – Minimum 4:1 - Desired 10:1
- Adequacy - Range, resolution and stability of M&TE and standards is determined by the quality characteristics of measurement requirements on an individual basis.
- Calibration: Comparison of known accuracy measurements against unknown accuracy measurements.
- Gages – Precision devices that compare the quality characteristics of an item to specified requirements.
- Inspection Aid – Un-calibrated hardware, tools or equipment used for inspection setup to enable measurement of deliverable production items with calibrated M&TE; such as, but not limited to, 1-2-3 block, parallel bar, sine bar, sine plate, etc.
- M&TE - Measurement and Test Equipment
- Procurement of M&TE - Newly acquired M&TE that is accompanied by a certificate of conformance or by a certificate of calibration may be issued to the user activity after a calibration interval and records have been established.
- Recall – M&TE require recertification at established intervals. Recall dates are identified by a month/year designation. Certification is performed no later than the last day of the month/year designation except as otherwise provided. All gages may be used for acceptance/rejection of quality characteristics during the month/year recall interval.
- Significantly out-of-tolerance - Instrument accuracy exceeds the manufacturer's published limits.
- Special Equipment - Standards, instruments, chemicals and tools for which a measurement standard is not available on-site to perform calibrations.
- Standards - Accepted values of natural physical constants or values traceable to National or International Standards.

## 4.0 GENERAL CALIBRATION PROCEDURE

4.1 Calibration is performed by [REDACTED]

4.2 Measuring instruments are to be calibrated at [REDACTED]

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4.3 A number is issued when a gage [REDACTED]

4.4 All M&TE are kept [REDACTED].

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

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

4.7 In addition to the recall log, a Calibration Report is kept on each Company-owned gage/standard. The purpose of this report is [REDACTED]

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
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

4.10 Interval Adjustment: M&TE whose calibration error is recorded as being greater than [REDACTED]

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

4.12 Overdue items should be identified with [REDACTED]

4.13 A calibration sticker is used to [REDACTED]

4.14 Calibration Standards/Special Equipment  
The following is the position of the National Conference of Standards Laboratories (NCSL):  
[REDACTED]

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

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

4.15 A calibration record and recall log is [REDACTED]

4.16 The calibration department places all Customer furnished inspection gages in the calibration system unless [REDACTED]

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4.17 Traceability: [REDACTED]

4.18 Non-Calibrated M&TE: Upon request, non-calibrated M&TE may [REDACTED]

4.19 Calibration Not Required M&TE

4.19.1 Chemical laboratory glassware is exempt from calibration, such as but not limited to beakers, flasks and cylinders.

4.19.2 Chemical analysis equipment that is checked for accuracy prior to use by chemical standards or prepared solutions are [REDACTED]

4.19.3 Titration tools and solutions are [REDACTED]

4.19.4 Prepared chemical solutions and chemical standards are [REDACTED]

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

4.19.6 Power supplies that are used in process control and test equipment are [REDACTED]

4.20 Employee Owned Tools: Personal tooling or gages owned by employees are [REDACTED]

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

4.22 M&TE requiring transportation to a calibration laboratory is [REDACTED]

4.23 M&TE storage areas are monitored to [REDACTED]

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

- [REDACTED]
- [REDACTED]
- [REDACTED]

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

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## 5.0 OUT-OF-TOLERANCE EQUIPMENT AND TOOLING

5.1 Equipment and tooling found to be significantly out of tolerance, damaged, inoperative, erratic or exhibiting some other form of anomalous condition should [REDACTED]

5.2 M&TE found significantly out of tolerance at recalibration [REDACTED]

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

5.4 Any product certified with M&TE subsequently found to be out-of-tolerance is [REDACTED]

## 6.0 LOST EQUIPMENT

6.1 Measurement and test equipment that cannot be located shall be classified as "Lost". The item's recall log and working record sheet shall [REDACTED]

## 7.0 MANAGEMENT REVIEW

7.1 Management Review meetings are conducted according to [REDACTED]

## APPENDIX 1

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

Requirement:

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

VOLTMETER:

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

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

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The voltmeter being checked for accuracy must be set to bracket within a range of the reference standard - or - the reference standard must be set to a range that brackets the range on the voltmeter being checked for accuracy. For instance, [REDACTED]

OTHER MEASUREMENT DEVICES:

Any reference standard whose maximum measurement range is the same as the device being checked for accuracy must [REDACTED]

For instance, if a device being checked has a 1% tolerance then the reference standard must [REDACTED]

APPENDIX 2

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

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

Operators are required to ONLY use inherently stable measurement devices from the accepted brands with certificates on file. (Hang signs that list “approved brands)

With this method, [REDACTED]

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## Metrology Recall Card

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

Your Form # (mo/yr)

### Instrument and Case Identification Tag (shrink to fit)

Tool #:		Tech:	
Calib. Accuracy:			

Your Form # (mo/yr)

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### Instrument Deviation Tag (shrink to fit)

Tool#:	
Tool	
Tech:	
Date:	

# Measuring and Test Equipment Calibration Report

<input type="checkbox"/> In Tolerance as Received		<input type="checkbox"/> 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]	
[REDACTED]		[REDACTED]		[REDACTED]	
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[REDACTED]		[REDACTED]		[REDACTED]	
[REDACTED]		[REDACTED]		[REDACTED]	
[REDACTED]		[REDACTED]		[REDACTED]	
Remarks:					
Calib. Manual#:		Rev:		Temp:	
NIST #:				Calib Due Date:	
[REDACTED]				[REDACTED]	
[REDACTED]				[REDACTED]	
[REDACTED]				[REDACTED]	

Your Form # (mo/yr)



# IMPACT ANALYSIS REPORT

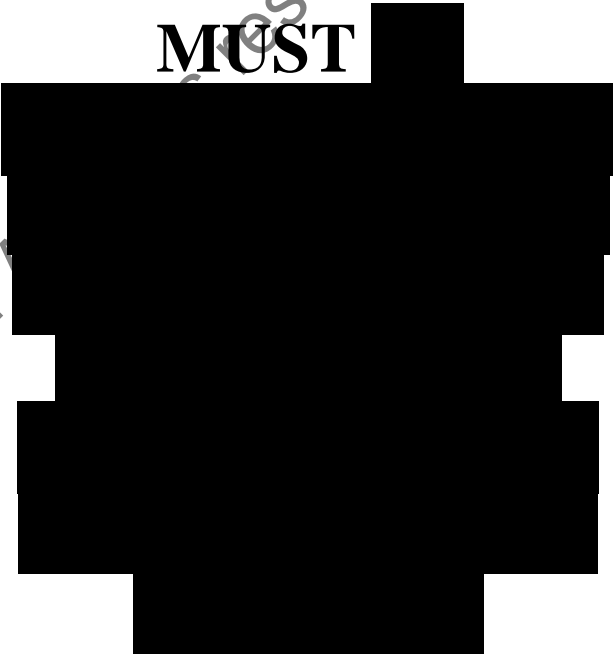
Number of parts that may be out-of-spec – List Model # and projected quantities for each type that may be affected if out-of-spec measuring and test equipment was used on more than 1 item.

### Corrective Action

Your Form # (mo/yr)



# CERTIFICATE OF COMPLIANCE

From:	<div><b>NOTICE</b></div> <div><b>THIS CERTIFICATE OF COMPLIANCE MUST</b></div> 
-------	--

Form Rev: Orig

Your Logo

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Tips:  
Double click grey area at top and bottom of page to edit header/footer  
Search for the word “your” throughout doc and replace as required

Document Archive

(mo/yr)

Revisions			Rev:	
Letter	E.O. Number- Description		Date	
Used On	Contract#:		Your Company	
Prepared By:				
			Work Instruction	
			Your #	
				1 of 2

1	Responsibility	Prepare Box for Storage
1.1	Owner	Owner prepares a detailed list of the contents of each storage box
1.2	DCC Clerk	
1.3	DCC Clerk	
1.4	DCC Clerk	
1.5	DCC Clerk	
1.6	DCC Clerk	
1.7	DCC Clerk	
1.8	DCC Clerk	
2	IF	THEN
2.1	Destroy/review date unknown	
3	IF	THEN
3.1	Request for box	
3.2	Requestor does not own box	
3.3	DCC Clerk	
3.4	DCC Clerk	



☐ [REDACTED]

DATE RECEIVED: \_\_\_\_\_

SHEET \_\_\_\_\_ OF \_\_\_\_\_

[illegible]

Engineering/Date	Production/Date	Quality/Date	Referee/Date

# DOCUMENT NUMBER LOG

[illegible]

QC-109-11 (mo/yr)





[illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible]

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QC Tags (shrink to fit application – send template to printer to make multi-part form)

GOOD MATERIAL TAG			Your Logo		
P/N:		PO #:		Date:	
Dwg #:		Rev:		Lot #:	

Your Form# (mo/yr)

GOOD MATERIAL TAG			Your Logo		
P/N:		PO #:		Date:	
Dwg #:		Rev:		Your Lot #:	

Your Form# (mo/yr)

WITHHOLD TAG			
Date:		Item Name:	

Your Form# (mo/yr)

BAD MATERIAL TAG			
Date:		Item Name:	

Your Form# (mo/yr)

## REQUEST FOR CORRECTIVE ACTION

1	RFCA#:	Date:	MR#:
2	<input type="checkbox"/> Internal	<input type="checkbox"/> External	
3	To:	Return To: Your Co. Attention: Address:	
4	Classification of Defect <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
5	Part Description:		
6			
13	Reason for Non-Approval		



[illegible]

## Shelf Life Expiration Log

Description:						Date Received:			
P/N:		Rev:		PO#:					
Supplier Lot#:									
Location:									
<div style="background-color: black; width: 100px; height: 80px;"></div>									

Your Form# (mo/yr)

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