[redacted]

Add to Cart

MIL-Q-9858 Quality Program Policies and Procedures

Mo/Yr

Use the manual to start or upgrade your quality system. Use references to QMS procedures in the manual as placeholders for your Company's existing documents. If your Company needs to shortcut the development phase of the improvement project, consider the complete kit that includes procedures and forms referenced in the manual.

[redacted]

Revisions							Rev:	
Letter	E.O. Number - Description						Date	
Used On	Contract#:		**Your Company Name**					
Prepared By:		Date						
Your Dept:		Date						
Your Dept:		Date	**QUALITY PROCEDURE**					
Your Dept:		Date	Your Procedure #					
Your Dept:		Date	Size:	**A**	CAGE:		Your Form # (mo/yr)	1 of 34

Your Company Logo

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Footnotes relate to paragraph numbers from MIL-Q-9858
Numbers in parentheses refer to paragraph numbers within this document, e.g.,
footnote 1, para 1.2(1.0) [1.2 is from MIL-Q and (1.0) is from this manual]

1.0 SCOPE

It is a policy of (Your Co) to perform all activities in a manner that reflects a total commitment to quality. This means maintaining the highest standards of quality in all products and services, and a dedication to the principle of maintaining the highest levels of quality and integrity in communicating with people inside and outside of (Your Co). It is also a policy of (Your Co) to prevent production and distribution of products that would pose unreasonable risks to health, safety, or the environment.

It is a goal of the company to encourage all employees to strive for individual excellence in their work and in their association with other people inside and outside of the workplace. (Your Co) strives to motivate employees to achieve this excellence by providing leadership, training, proper materials and facilities, and a cooperative environment.

(Your Co) managers are responsible for developing organizations and systems that accommodate the goal of achieving Customer satisfaction. Managers are to recognize and support employees charged with the responsibility of interfacing with Customers. Employees who are authorized to deal with Customers are responsible for carefully listening to Customers and fully understanding their requirements and expectations. These employees shall be as responsive as possible to those needs within the province and spirit of good business practices. Managers are to monitor Customer satisfaction on a continuing basis, making appropriate adjustments and corrections if problems occur. This Quality Manual is produced to provide guidance and purpose to achieve the policies and goals of (Your Co). This manual of policies and procedures is subject to review by the Customer.[1]

(Your Co)'s Mission is to continually improve our products and services to meet our Customers' requirements, allowing us to prosper as a business and to produce a reasonable return on capital investment.

(Your Co)'s Vision is to provide products and services that meet or exceed our Customers' expectations by thoroughly evaluating their unique needs and tailoring our products and performance to those needs.

(Your Co) will design and maintain an effective and economical quality program, covering both processes and products, which makes data available to our Customers that is suitable for determining compliance to established product acceptance criteria and the requirements of the contract.[2] This is achieved by [redacted] This quality program was developed in consonance with all (Your Co) administrative and technical processes and applies to supplies and services produced at (Your Co) or at any other source to the extent necessary to assure [redacted][4]

[1] para 1.2 (1.0)
[2] para 1.2 (1.0)
[3] para 1.1 (1.0)
[4] para 1.3 (1.0)

2.0 ORGANIZATION[5]

2.1 General

(Your Co) provides the following management elements: Accounting, Contracts, Environmental, Facilities, G and A, Manufacturing, Products, Purchasing, and Quality. These management elements are directly or indirectly related to product quality.

2.1.1 Direct Management

Product management includes the following groups:

Manufacturing, Products, Purchasing, and Quality

- Manufacturing is responsible for the following functions:
- Products is responsible for the following functions:
- Purchasing is responsible for the following functions:
- Quality is responsible for the following functions:

All direct management efforts are accomplished using cross-functional personnel or teams selected on the basis of meeting Quality, Cost, and Schedule objectives.

2.1.2 Indirect Management

Supportive management includes the following groups:

Accounting, Contracts, Environmental, Health and Safety, Facilities, and G and A

- Accounting is responsible for the following functions:
- Contracts is responsible for the following functions:
- Environmental, Health and Safety is responsible for the following functions:

[5] para 3.1 (2.0-2.3)

- Facilities is responsible for the following functions:
- G & A is responsible for the following functions:

2.2 Quality Responsibility and Authority[6]

The Quality Group is responsible for
The quality manager has the responsibility and authority to Quality may suspend internal and external processes and services that do not meet requirements until appropriate corrective and preventive action is implemented on an expedited, high priority basis.
In addition, Quality may withhold internal and external shipments of products that do not meet requirements until appropriate corrective and preventive action is implemented on an expedited, high priority basis. The quality manager reports directly to the Vice-President. Quality supervisors, inspectors, and auditors report directly to the Quality Manager.
The Quality Group is divided into five units:

-
-
-
-
-

2.2.1 Problem Resolution

Quality problems resulting from a variance to a program requirement are resolved by the organizational Group(s) assigned the specific responsibility. Decisions affecting Quality, Cost, or Schedule are recorded using a (Your Co) Bulletin appropriate to the discipline.
(Your Co) Bulletins are distributed and archived by the Document Control Center.
Each organizational Group has the authority, responsibility, and freedom to

[6] para 3.1 (2.0-2.3)

2.3 Review of the Quality Program[7]

The Quality Group collects data for determining the acceptability of this quality program, which may include, but is not limited to:

- [redacted]

Quality Program status review reports, when produced, are verified for [redacted] The Quality Group is responsible for [redacted]

2.4 Initial Quality Planning[8]

2.4.1 Quality Management

The Quality Group is responsible for [redacted] This process involves the Contracts and Products Groups, and is intended to [redacted]

2.4.2 Contracts Management

The Contracts Group is responsible for [redacted]

[7] para 3.1 (2.0-2.3)
[8] para 3.2 (2.4)

2.4.3 Products Management

The Products Group is responsible for [redacted]

2.4.4 Evaluation Record

Specific elements of the quality effort are detailed in a Compliance Matrix, (Your #), to the extent determined by the Quality Group. A careful review of all documents and referenced documents provided by the contract is performed. The Compliance Matrix serves as a Work Breakdown Structure for the Quality Group, and is required to list the following:

- [redacted]
- [redacted]

The Compliance Matrix serves as the planning record to monitor compliance to the tasks, assignments, and completion dates produced by the Work Breakdown Structure.

Planning for indoctrination and training of inspection personnel performing work that affects quality is accomplished as part of the Work Breakdown Structure.

2.4.5 Training

Training efforts are based upon [redacted]

When the work is limited to R&D, or the quantity of work is less than 50 deliverable components, or 2 assemblies produced for any single shipment, then formal training is not [redacted]

2.5 Work Instructions[9]

2.5.1 Preparation

All work affecting quality is described by clear and complete documented instructions of a type appropriate to the circumstance. Preparation, maintenance, review, and compliance with work instructions is accomplished in 'real-time', or as a result of the initial quality planning function.

2.5.2 Mfg/QA Traveler/Planner (Optional)

The Mfg/QA Traveler/Planner or Operation Sheet (OS), (Traveler), is designed to supervise, inspect, and manage production work. The Traveler may contain references to Work

[9] para 3.3 (2.4.4; 2.4.5; 2.5)

Instructions, Inspection Instructions, Engineering documents, Contract documents, Routing instructions, Gage traceability, and Workmanship Standards. The Traveler may also contain [redacted] Each Traveler operation must be completed prior to the next Traveler sequence unless [redacted]

The Quality or Products Group may prepare the (Traveler) by performing tasks which may include, but are not limited to:

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

The traveler may include, but is not limited to:

Traveler#	ECP# and date of effectivity
[redacted]	[redacted]

- [redacted]

After the traveler is reviewed, it is approved by the Quality or Products Group in the space provided. After approval, the traveler is released for use where specified, and detailed inspection instructions (IIS) are prepared when required. The traveler is exempt from [redacted]

A copy of the superseded traveler remains on file for historical reference.
Travelers that are prepared using pre-released specifications and drawings are coordinated with the Responsible Engineering Authority (REA) and are used by Calculated Risk Release (CRR). Inspection instructions produced from CRR controlled travelers are also used by CRR, as are the items subsequently produced. The CRR prevails until [redacted]

2.5.3 Inspection Instructions

The Quality Group prepares the inspection instruction sheet by performing tasks that may include, but are not limited to:

- [redacted]
- Prepare Inspection Instruction Sheet, (Your #) (IIS). The IIS may include, but is not limited to:

IIS#	Specification number(s) and revision letter(s)
[redacted]	[redacted]

[redacted]

- [redacted]

After approval, the IIS is released for use where specified. The IIS is exempt from [redacted]

2.5.4 Manufacturing Procedure

The Manufacturing procedure does not specify 'how to do' the task, but rather specifies 'what to do' for the work function.

The Manufacturing and Products Groups have lead responsibility for creating Manufacturing procedures. The Products, and Quality Groups have collateral responsibilities for this function related to providing input data and material, and reviewing and approving output. The Manufacturing or Products Group prepares the Manufacturing procedure by performing tasks that may include, but are not limited to:

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

Prepare the Manufacturing procedure using form (Your #). The procedure may include, but is not limited to:

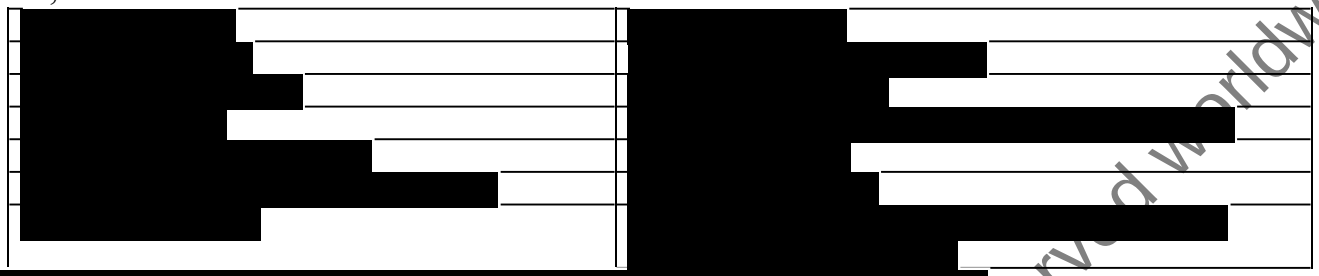
Scope of the operation	Model/Type of equipment
[redacted]	[redacted]

[redacted]

2.5.5 Workmanship Standard

The Products and Quality Groups have lead responsibility for creating workmanship standards. The Manufacturing Group has collateral responsibilities for this function related to providing input data and material, and reviewing and approving output.

The Products or Quality Group evaluates workmanship standard trade-offs based on factors such as, but not limited to:



- [redacted]
- [redacted]

DCC controlled issues of workmanship standards are forwarded to personnel who perform processing, fabrication, assembly, test, and inspection functions, and to the appropriate supervisors and managers. The Quality Group periodically reviews workmanship standards. As errors or omissions are detected during performance of audits or from routine application, the document is [redacted]

2.5.6 Work Instruction

The Quality Group has lead responsibility for preparing work instructions for administrative and technical operations that are not described by a written procedure or Bulletin.

Work instructions include, but are not limited to: [redacted]

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

[redacted]

[10] para 6.2 (2.5.6)

2.6 Records[11]

2.6.1 General

Data to be recorded includes [redacted]

Inspection, monitoring, and testing records indicate [redacted]

2.6.2 Record Verification

The Quality Group verifies records for legibility, completeness, and correctness. Errors are lined out with a single line so that the text is not obscured, then [redacted]

2.6.3 Record Maintenance

The Document Control Center maintains archive files for records. Records are maintained as directed by the contract, or for seven (7) years if not otherwise specified. To the extent practicable, records are stored at (Your Co), together with a cross-reference indexing system that enables convenient search and retrieval of specific data. Storage containers are clearly marked as to contents, retention dates, and department ownership.

2.6.4 Active Records

Records for active contracts are maintained in the quality department handling the operations. Records are removed from the active files at the end of the contract; packaged, indexed, and stored by the Document Control Center.

2.6.4.1 Objective Evidence

Records are collected or produced to the extent necessary to provide [redacted]

2.6.5 Analysis and Use of Records

When product or process abnormalities or defect trends are detected, an analysis report is prepared and distributed to management personnel. Reports are used as a basis for management action.

2.6.5.1 Defect Trends

Inspectors are instructed to prepare form (Your #), Notice of Defect Trend, following its format, whenever defects exceed [redacted]

[redacted]

[11] para 3.4 (2.6)

[12] para 3.4 & 3.5 (2.6.6; 2.7)

2.7 Corrective Action [13]

2.7.1 Internal Corrective Action Requests

A Corrective Action Request (CAR), or a Request for Corrective Action (RFCA), (Your #), is initiated as promptly as practicable to determine the cause of a design, purchasing, manufacturing, testing, or other operational discrepancy, which could result or has resulted in [redacted]

2.7.2 Corrective Action Implementation by the MRB

The MRB forwards the CAR or RFCA to the assigned Group where an analysis of data and an examination of scrapped or reworked product is performed to [redacted]

2.7.2.2 Corrective Action Monitoring

An initial review of the adequacy of improvements and corrections, and the monitoring of the effectiveness of actions taken, is recorded on the Corrective Action Request form, (Your #). The review and monitoring schedule is determined by the MRB or by the Quality Group.

2.7.3 Supplier Corrective Action

A supplier corrective action is initiated by the (Your Co) MRB, Purchasing Group, or a (Your Co) Customer. A Corrective Action Request (CAR or RFCA) form is completed as specified by the Customer, the MRB, or by the Quality Group. The CAR/RFCA form, (Your #), is logged by receiving inspection for control purpose and forwarded to the supplier by the (Your Co) Purchasing Group. The supplier is normally provided 30 calendar days to respond. If the form has not been received after a 15-day grace period, the Quality Group may [redacted] The review and monitoring schedule is determined by the MRB or by the Quality Group.

2.7.4 Customer Request for Corrective Action

A Customer request for corrective action may be communicated to (Your Co) verbally, by letter, or by formal corrective action request. These requests may be received by Contracts, Products, Project Management, Quality, or other (Your Co) Groups. In all cases the Customer request should be immediately forwarded to the Quality Group.

[13] para 3.5 (2.6.6; 2.7)

2.7.4.1 Corrective Action Implementation

The Corrective Action Board (CAB), working with other (Your Co) organizations as needed, analyzes the Customer request, determines its validity, assists in determining the cause of the problem, and identifies the (Your Co) organization responsible for completing the corrective action.

2.7.4.2 Corrective Action Progress

Progress of the corrective action is monitored by the Quality Group to maintain compliance to the reporting schedule imposed by the Customer. When the corrective action is complete, the Quality Group [redacted]

2.7.5 MIL-STD-1520

Contract directives that specify use of MIL-STD-1520 are accomplished using (Your Co)'s Nonconformance Policies and Procedures, (Your #).

2.8 Costs Related to Quality[14]

2.8.1 Responsibility

The Quality Group has the lead responsibility for collecting quality cost data; organizing, evaluating, and maintaining records of this information, and generating quality cost reports. The quality cost information is organized and summarized in four categories:

1-Prevention, 2-Appraisal, 3-Internal Failure, and 4-External Failure.

Quality cost data do not require 'to-the-penny-accuracy'. Hourly and salary Quality Group personnel record their time charges by the four categories.

2.8.1.1 Prevention Costs

[redacted]

2.8.1.2 Appraisal Costs

[redacted]

2.8.1.3 Internal Failure Costs

[redacted]

[14] para 3.6 (2.8)

2.8.1.4 External Failure Costs

[redacted]

2.8.2 Reports

Quality costs may be reported by [redacted]

2.8.3 Cost of Quality Evaluation

The Quality Group has lead responsibility for [redacted]

3.0 FACILITIES AND STANDARDS[15]

3.1 Drawings, Documentation and Changes

The Quality Group participates in design reviews, and at least one quality representative participates on the Configuration Control Board (CCB). The Quality Group verifies that documents received for application are properly released and authorized.

Engineering drawings are reviewed by the Quality Group (Your #) for adequacy and completeness, with corrective action taken regarding discrepancies. Audits are conducted periodically (Your #) and on a random basis to verify only current documents are distributed and used, and obsolete documents are [redacted]

Supplemental specifications, such as, but not limited to, [redacted] are also reviewed by the Quality Group for [redacted]

3.2 Change Control

Engineering Orders, Requests for Waivers or Deviations, and Engineering Change Proposals are reviewed to determine [redacted]

[15] para 4.1 (3.0)

[redacted]

The Quality Group upgrades inspection and test instructions, manufacturing travelers, and routing tickets as required by the approved change. Approved production and assembly changes are monitored at the designated effectivity points, and corrective action is taken where discrepancies are found.

3.2.1 Supplier Change Control

Supplier change authority and control is specified in Configuration Control Policies and Procedures, (Your #), and Supplier Quality Requirements, (Your #).

3.3 Design Review Participation

3.3.1 Protection of Quality During Production, Storage, and Use.

The Quality Group provides input at Design reviews for new, pending, and existing contracts. Product protection design factors are considered, such as, but not limited to:

- [redacted]

3.3.2 Inspection and Test Planning[16]

Product inspection and test design factors are considered, such as, but not limited to:

- [redacted]

Pursuant to contract requirements, any precision measurement need exceeding the known state of the art is reported to the Customer.

3.4 Measuring and Test Equipment[17]

3.4.1 Application

All measuring and test equipment instruments and devices used to determine an item's conformance[18] to specified requirements are provided and maintained, and are calibrated at

[16] para 4.5 (3.3.2)

[17] para 4.2, 4.3 (3.4)

regularly scheduled intervals that are determined on the basis of [redacted] The collective uncertainties of measurement standards do not exceed [redacted] of the acceptable tolerance of each characteristic being calibrated.

New measuring and test equipment instruments and devices received by (Your Co) are evaluated by the Quality Group at receiving inspection to determine [redacted] Each item of measuring and test equipment and measurement standard is marked showing the date of the most recent calibration, the initials or stamp of the technician who performed the calibration, the accuracy of the device, and the date when the next calibration is scheduled. Measuring and test equipment instruments and devices are not calibrated with measurement standards that [redacted] Employee-owned measuring and test equipment instruments and devices are calibrated on a regularly scheduled basis.

The environment where measuring and test equipment instruments and devices are both calibrated and used is [redacted]

3.5 Use of Contractor's Inspection Equipment[19]

3.5.1 Availability

(Your Co) owned gauges, inspection devices and test equipment are made available for use by Customers when there is a need to verify product conformance with specified requirements. The Customer's use of the equipment is routinely under the direct observation of a representative of the Quality Group. (Your Co) personnel are available to operate the equipment and to verify their accuracy and condition on the Customer's behalf when requested.

[redacted]

[18] (3.4.1) [redacted]

[19] para 4.4 (3.5)

3.6 Control of Purchases[20]

3.6.1 Request for Evaluation of Candidate Supplier

Requests to conduct an evaluation of a potential supplier are directed to the Quality Group and can be originated by any (Your Co) department. The requester must be familiar with the applicable drawings and specifications and must be reasonably sure [redacted]

The Quality Group evaluates the request, acknowledging on the request form that the request has been denied, stating the reason for that denial, or scheduling the survey and approving the request. A copy of the acknowledged request is returned to the requester.

3.6.2 Survey of the Candidate Supplier

The effectiveness and integrity of the control of quality by (Your Co) suppliers is assessed and reviewed at intervals consistent with Major or Minor procurement levels.

The capability of a supplier to conform to quality requirements is determined by [redacted] Prior to, and in some cases, instead of a field survey, [redacted] The Purchasing Group is responsible for [redacted] At the conclusion of the survey, the supplier management representative is verbally briefed as to the findings. Official survey results are later transmitted by letter. The Quality Group evaluates the survey findings and produces a Candidate Supplier Evaluation Report.

3.6.2.1 Minor Procurement Levels

Minor procurements include [redacted] Surveys of candidate suppliers for minor levels of procurements use a Short Form Quality Survey that contains information specified by this Quality Program's Application Handbook.

[redacted]

[20] para 5.1 (3.6; 3.7.1; 3.7.3; 3.7.4; 3.7.5)

3.6.2.2 Major Procurement Levels

Major procurements include [redacted] These procurements contain [redacted] Surveys of candidate suppliers for major levels of procurement activity use a Long Form Quality Survey that contains information specified by this Quality Program's Application Handbook.

3.6.3 Supplier Evaluation Report

Quality surveys of candidate suppliers are reviewed and evaluated by the Quality Group. In the case of candidate suppliers who have performed work for (Your Co) in the past, their historical quality records or ratings are procured and studied. Each evaluation is concluded with one of three recommended dispositions: [redacted] A copy of each report, with the survey attached, is transmitted to all Group managers. The master copy is maintained in the Document Control Center.

3.6.4 Supplier Process Certification

Requests to certify a supplier's process are directed to the Quality Group and can be originated by any (Your Co) department. Authorization to certify a candidate supplier's process is given by the management personnel of the Quality, Products, Manufacturing, or Purchasing Group. These personnel have the authority to [redacted] If the supplier's process or processes cannot be certified, the (Your Co) agent(s) prepares [redacted] The certification is forwarded to the Document Control Center for retention in a suspense file pending recall on the expiration date. A copy of the certification is transmitted to the requester. Supplies produced by a certified process may bypass R&I and [redacted]

3.6.5 Source Surveillance and Inspection

Source surveillance and inspection of supplies at a supplier's facility is performed whenever it is specified as a requirement on a contract or purchase order. The source inspection is made at the point of fabrication and assembly prior to shipment to (Your Co). The inspections are made using [redacted]

[21] para 5.2 (3.6.5)

[redacted] Source inspection and surveillance may involve, but is not limited to, the following tasks:

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

Source inspectors complete a record that contains information specified by this Quality Program's Application Handbook. A Source inspection tag may be attached to the inspected parts and contains information specified by this Quality Program's Application Handbook.

3.6.5.1 Contracted Source Inspection

The circumstance under which the use of a source inspection representative might be considered are as follows: [redacted] Services that can be covered by the representative include [redacted]

The (Your Co) Quality Group identifies the type or types of tasks to be performed, such as, but

not limited to: [redacted] The Quality Group justifies the need for 1) [redacted] 2) [redacted] 3) [redacted] and 4) [redacted]

3.6.6 Supplier Quality Rating

The evaluating and rating of supplier performance in terms of quality and workmanship is the responsibility of [redacted] Source materials used in evaluating and rating supplier performance may include, but are not limited to: [redacted] The form used in the evaluation and rating of each supplier is shown in (Your #), Supplier Quality and Workmanship Report. The report is completed as shown by its format. The quality and delivery records for suppliers are summarized on (Your #), Supplier Summary Report.

The report is completed as shown by its format. The Purchasing Group is responsible for [redacted]

3.6.7 Procurement Document Requirements Review[22]

Procurement documents such as requisitions, purchase orders, purchase order change notices, and subcontracts are forwarded to the Quality Group for review (reviewed IAW Your #). The Quality Group reviews the procurement documents to determine [redacted] If a pre-award survey of the candidate supplier has been made, the quality representative studies the evaluation report to become familiar with the supplier's capabilities. The reviewer determines the need for, and if justified, [redacted] and may add to this document provisions for any one or combination of the following:

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

[22] para 5.2 (3.6.7)
[23] para 6.1 (3.6.7)

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

Relative to the procurement of software, the reviewer determines the need for, and if justified, [redacted] adds to the procurement document provisions for any one or combination of the following: [redacted]

3.7 Materials and Materials Control[24]

3.7.1 Supplier Part Qualification

(Your Co) requests to candidate suppliers for parts and data to be submitted for qualification purposes are made through the use of purchase orders prepared and issued by the Purchasing Group. Submitted parts and test reports are routed to Receiving Inspection. Receiving Inspection examines the incoming materials for [redacted]

[24] para 5.1 & 6.1 (3.7.1; 3.7)

[redacted] Upon completion, the material is returned to receiving inspection. Receiving Inspection, upon receipt of the materials from the analysis Group, prepares [redacted]

3.7.2 1st Article Inspection

The Purchasing Group is responsible for [redacted] The Products Group is utilized to perform required tests, and supply part and assembly drawings and specifications. The Quality Group provides the required inspection instructions. If special analyses or tests are required, receiving inspection [redacted]

3.7.3 Receiving Inspection[25]

All materials are evaluated by receiving inspection to the extent necessary to assure [redacted] Three levels of Sampling exist for non-certified Suppliers: [redacted] sampling to permit defects is not permitted. When an item drawing is revised, and/or when an item is purchased to a revision level that differs from parts in stores, the early revision parts in stores are re-inspected and processed through material review. Parts that have been sent out for special processing are inspected when returned only for the processing performed and for workmanship defects.

A statistically sampled lot of material awaiting non-conformance disposition is not released to production until [redacted]

[25] para 5.1 (3.7.3)

[redacted]

Materials that have been source inspected are examined upon receipt only for [redacted]

All incoming supplies are processed in the priority sequence of the dates when the materials are required. Incoming supplies are identified to preclude their commingling with accepted supplies, or supplies awaiting completion of tests.

Prior to inspecting received supplies, the inspector obtains all appropriate drawings, specifications, and inspection instructions. Inspection instructions are prepared which contain contains information specified by this Quality Program's Application Handbook.

All limited shelf life items received with [redacted] or more of their shelf life expired are [redacted]

Supplies are inspected and results are recorded as specified by this Quality Program's Application Handbook. Descriptions of the discrepancies found are recorded as specified by this Quality Program's Application Handbook.

Accepted supplies are identified with a good material tag and forwarded to stores.

Rejected supplies are identified and/or forwarded to a secure withhold area pending Material Review Board disposition. A copy of the Material Report, (Your #), is maintained with the withheld supplies.

At the completion of each inspection, the inspector [redacted]

Receiving inspection personnel observe the following document order of precedence in the event of conflict, ambiguity or contradiction:

[redacted]

3.7.4 Raw Material Inspection

The Purchasing Group specifies physical and/or chemical characteristics and properties on purchase orders for raw materials. The purchase order requires [redacted]

A Calculated Risk Release form, (Your #), is produced by R&I and signed by the cognizant MRB member of the Products and Quality Group to release material for initial production pending R&I's receipt of acceptable test results. A copy of the Calculated Risk Release (CRR)

is forwarded to DCC and the Quality Group for identification purpose and suspense in the appropriate DCC log and product record. An open CRR prevents [redacted] When tests or analyses are complete, the reports of results are returned to receiving inspection for compliance verification. At the completion of inspection, the inspector [redacted] Unacceptable materials are submitted to the Material Review Board using form (Your #).

3.7.5 Control of Special Materials[26]

Items that are hazardous (such as flammable, toxic, corrosive and/or noxious), temperature sensitive (requiring refrigeration, for example), static sensitive, and precious metals are [redacted] Rejected materials are returned to the supplier or submitted to recertification. Recertification is performed IAW the manufacturer's instructions unless prohibited by contract or specification.

Hazardous supplies are handled IAW the (Your Co) Environmental Group safety class guidelines.

Temperature sensitive supplies, such as pre-mixed pottings and temperature indicator labels, are [redacted]

Accepted temperature sensitive supplies are identified with a Good Material tag that specifies, "READY FOR: Storage at 'XXX'", or other instruction required by the manufacturer.

Static sensitive supplies are maintained in their original packaging. The supplies are forwarded to the ESD station and are inspected by ESD Certified personnel in an ESD controlled location. The requirements of this quality manual apply to the work performed by ESD Certified personnel, e.g., [redacted]

Precious metal supplies are forwarded to a secure withhold area pending inspection IAW the directives of this quality manual. Precious metals are those whose weight is determined by [redacted]

The identification tags for rubber components, or parts with rubber components, bear a cure date. The date is indicated by quarter, i.e., [redacted] Material which is packaged to prevent

[26] para 6.4 (3.7.5)

exposure to [redacted]

3.8 Production Processing and Fabrication[27]

3.8.1 In-process Inspection

The Quality Group is responsible for [redacted] Parts, components and subassemblies are inspected by the Quality Group throughout their stages of manufacture. These inspections take place as called for on inspection instructions, Travelers, Manufacturing or Quality Procedures, other quality program requirements, or when there is an occurrence of some nature that indicates that a special inspection is appropriate as determined by the Quality Group. *Whenever a material condition exists that differs from "normal", the inspector alerts quality supervision for further investigation. The "alert" should be in the form of a Material Review Report, (Your #) or other appropriate documentation suitable for the circumstance.*

3.8.1.1 Special Processes

Ultra precise and super complex work functions are controlled using [redacted] Selected engineering operations, and certain production and storage areas, are [redacted] Sources of these types of requirements are internal engineering specifications and drawings, component specifications provided by suppliers, and contract provisions provided by the Customer. The Facilities Group is responsible for [redacted] The Quality Group is responsible for [redacted] The Manufacturing Group is responsible for [redacted] The Quality Group is responsible for [redacted] When deficiencies are found, the Quality Group is responsible for [redacted]

[27] para 6.2 (3.8)

3.8.2 Inspection Methods

Inspection methods may include, but are not limited to: [redacted] Inspections are made using applicable inspection instructions, drawings, specifications, and other appropriate reference materials. The inspection includes [redacted] When physical inspection of processed supplies is impossible or disadvantageous, indirect control of product quality is accomplished by [redacted]

3.8.2.1 Calculated Risk Release

In the event materials, components, or assemblies 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, cognizant MRB members of the Products and Quality Group may release the articles [redacted]

3.8.3 Identification

Parts or assemblies found to be in compliance with inspection requirements are identified as acceptable on the accompanying Traveler, OS, Routing Ticket, or a Good Material Tag. Supplies that require rework are routed to the appropriate department with rework instructions. Supplies that are rejected are [redacted]

3.8.4 Computer Software

Computer software units and their associated documentation, throughout the intermediate stages of development, are [redacted]

3.8.5 Review of Inspection Methods

On a regular basis, the in-process inspection instructions are reviewed to determine [redacted] Adherence to selected methods for inspection and monitoring are [redacted]

3.8.6 Process Survey

The Quality Group conducts surveys of manufacturing processes at regular intervals, or under the following conditions:

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

Points verified in the survey may include, but are not limited to:

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

The surveys are conducted using criteria established by the Quality Group.

Corrective action follow-up is the responsibility of the Quality Group and requires four basic steps: [redacted]

3.8.7 Failure Reporting

A Material Report, (Your #), is initiated by process or inspection personnel for each failure detected, including those discovered during unit test, system test, acceptance test, and field test. The provisions of (Your #), Nonconformance Policies and Procedures, are used to implement these requirements.

3.8.8 Tooling Inspection

All production tools such as jigs, fixtures, and templates used for producing deliverable goods are inspected prior to use. Tools that are used for inspection purposes are [redacted]

3.9 Completed Item Inspection and Testing[28]

3.9.1 Final Inspection

All finished goods are inspected as specified on the applicable Inspection Instruction or Traveler, or as specified by the Quality Group. Parts and assemblies are processed only after all operations specified on applicable process documentation are identified as complete and accepted. Inspections are made using [redacted] The inspection process includes [redacted] Completed supplies are examined to make certain [redacted]

[28] para 6.3 (3.9)

[redacted]

When modifications, repairs or replacements are required after final inspection or testing, re-inspection and retesting of any characteristic affected is performed to the extent required.

3.9.2 Final Acceptance Testing

Supplies are approved for acceptance testing after a determination has been made that [redacted]

Completed supplies requiring testing are tested IAW the applicable Inspection Instruction, Mfg/QA Traveler, Acceptance Test Procedure that sufficiently simulates end use and functioning, or as specified by the Quality Group. Completed supplies are examined to make certain [redacted]

When specified, parts or assemblies found to be acceptable are [redacted] Discrepancies are recorded for each part or assembly on a Material Report, (Your #). The Material Review process reports [redacted]

When modifications, repairs or replacements are required after final inspection or testing, re-inspection and retesting of any characteristic affected is performed to the extent required.

3.9.3 Final Acceptance Processing

After successful completion of final inspection and test, completed supplies are examined for the following:

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

Documentation attesting to the acceptance of the supply is annotated upon completion of the final inspection and test.

3.10 Handling, Storage and Delivery[29]

3.10.1 Protecting Product Quality

The Quality Group specifies, where required and in accordance with contractual directives, [redacted]

[29] para 6.4 (3.10)

[redacted] The instructions are detailed in the applicable Inspection Instruction, Traveler, OS, Manufacturing Procedure, or as specified by the Quality Group. Periodic inspection of products in storage is provided. In the event that criterion is not specified in the contract, a commercial pack IAW [redacted] is utilized, and a written work instruction/IIS is not required.
The following routines apply:

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

3.11 Nonconforming Material[30]

3.11.1 Material Review Board

The MRB Chairperson selects members of the Material Review Board from the Quality, Products, and Manufacturing Groups.
The primary responsibility of the Material Review Board is [redacted] When appropriate, the MRB can recommend, in writing, [redacted]

[redacted]

[30] para 6.5 (3.11)

3.11.2 Material Review Processing

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

3.12 Statistical Quality Control and Analysis[31]

Inspection by statistical sampling is applied, as appropriate and when specified, in Receiving, In-Process, and Final Inspection. Sampling plans are used when tests are destructive, or when [redacted]

The Quality Group takes a lead role in developing and examining alternative sampling plans, testing them, specifying their application, and analyzing the results of their use. Only sampling plans approved by the Quality Group, and specified for designated applications, are employed. Authorized sampling plans, unless otherwise stated, conform to ANSI Z 1.4. The specified sampling plan for a designated application is provided in the Inspection Instruction.
When applying a sampling plan, inspectors and operators randomly select samples from a specified lot without [redacted]

3.13 Indication of Inspection Status[32]

3.13.1 Inspection Stamps

The Quality Group controls inspection stamps. The primary acceptance stamp is circular in shape. The Quality Manager maintains a list of inspection personnel and the number of the stamp issued to them. Inspection stamps are not reissued for a period of three months when the stamp is removed from service. Stamps that are lost are canceled and not reissued.
An inspector's initials may be used instead of a stamp at the discretion of the inspector.

3.13.2 Identification Media

The inspection status of supplies is recorded on accompanying paperwork with a rubber stamp by Quality Group personnel, and in some instances with notations and signatures. Rubber stamps are of a design distinctly different from Government inspection stamps. The inspector completes a Good Material Tag, following its format, upon completion of final inspection when specified by the Inspection Instruction. When a condition exists that requires temporary suspension of inspection or processing activities, the inspector completes a Withhold Tag,

[31] para 6.6 (3.12)
[32] para 6.7 (3.13)

following its format, until conditions exist that allow inspection or subsequent processing to proceed. [redacted]

3.14 Government Inspection at Subcontractor or Vendor Facilities[33]

When the Government or other Customer wishes to conduct Source Inspections of supplies at (Your Co)'s supplier facilities, a statement is normally contained in the original purchase agreement with (Your Co). When the contract is accepted, the Purchasing Group incorporates Source Inspection statements in procurement instruments to affected suppliers IAW Purchasing Policies and Procedures, (Your #). Customer Source Inspections do not relieve (Your Co) of its responsibility to [redacted] When supplies are ready for Source Inspection the Customer is notified by (Your Co)'s Quality Group. Nonconformances detected by the Customer at the supplier's facility are communicated by the supplier to the (Your Co) Quality Group for MRB disposition. The supplier is required to [redacted]

3.15 Government Property[34]

Government and Customer property is controlled in accordance with (Your #), Property Control Policies and Procedures, specified contractual requirements, and applicable property and/or facility agreements.

3.15.1 Bailed Property[35]

Bailed property is controlled in accordance with specified contractual requirements, and applicable property and/or facility agreements.

Index of Referenced Documents

(Your #), Calibration Standards
(Your #), Configuration Management
(Your #), Purchasing Policies
(Your #), Routing Ticket
(Your #), Routing Ticket
(Your #), Routing Ticket
(Your #), Laboratory Request

[33] para 7.1 (3.14)
[34] para 7.2, 7.2.1, 7.2.2 (3.15)
[35] para 7.2.3 (3.15.1)

(Your #), Calculated Risk Release
(Your #), Mfg/QA Traveler/Planner
(Your #), Manufacturing Procedure
(Your #), Work Instruction
(Your #), Compliance Matrix
(Your #), Supplier Workmanship
(Your #), Supplier Rating Report
(Your #), Supplier Survey Form
(Your #), Failure Report
(Your #), Notice of Defect Trend
(Your #), Material Report
(Your #), Internal Quality Audits
(Your #), Property Control
(Your #), Calibration Tag
(Your #), Subcontractor Quality
(Your #), Nonconformance Policies
(Your #), Metrology Procedures
(Your #), Standard Rework Procedure
(Your #), Statistical Process Control
(Your #), Drawing Review
(Your #), (Your Co) P.O. Review
(Your #), Inspection Instruction Sheet
(Your #), Inspection Record
(Your #), Corrective Action Request

Glossary of Terms

Mfg/QA Traveler/Planner, or Operation Sheet (OS):

[redacted]

Routing Ticket:

[redacted]

Inspection Instruction:

[redacted]

[redacted]

Workmanship Standard:

[redacted]

Work Instruction:

[redacted]

[redacted]

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