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MIL-Q-9858 Quality Program Policies and Procedures Mo/Yr

Revisions Rev: E.O. Number - Description Letter Date Contract#: **Your Company Name** Prepared By: **QUALITY PROCEDURE** Your Procedure # 1 of 34 This document may not be disclosed or reproduced in whole or in part without prior written permission from a representative of the Company with the authority to grant such permission.

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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]

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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.

(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 controlling all work operations and manufacturing processes, as well as all inspections and tests.³ 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 conformance to contractual requirements.⁴

1 _{para}	1 2	(1.0)
para	1.4	(1.0)

²para 1.2 (1.0)

⁴para 1.3 (1.0)

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³para 1.1 (1.0)

ORGANIZATION³ 2.0

2.1 General

4 Morldwide (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

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:

⁵para 3.1 (2.0-2.3)

Your Company Name	REV	CAGE	DOC#:	4 of 34
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 This document may not be disclosed or reproduced in whole or in part without prior written permission from a representative of the Company with the a such permission. Facilities is responsible for the following functions: G & A is responsible for the following functions: Quality Responsibility and Authority The Quality Group is responsible for facilitation of these policies and procedures. The quality manager has the responsibility and authority to 	uthority to grant
The Quality Group is divided into five units: • Quality Management and Administration:	
 Quality Engineering: Quality Plans and Procedures: 	
• Inspection:	
• Metrology:	
2.2.1 Problem Resolution	_
Quality problems resulting from a variance to a program requirement are resolved by	
Your Company Name REV CAGE DOC#: Your Procedure #	5 of 34

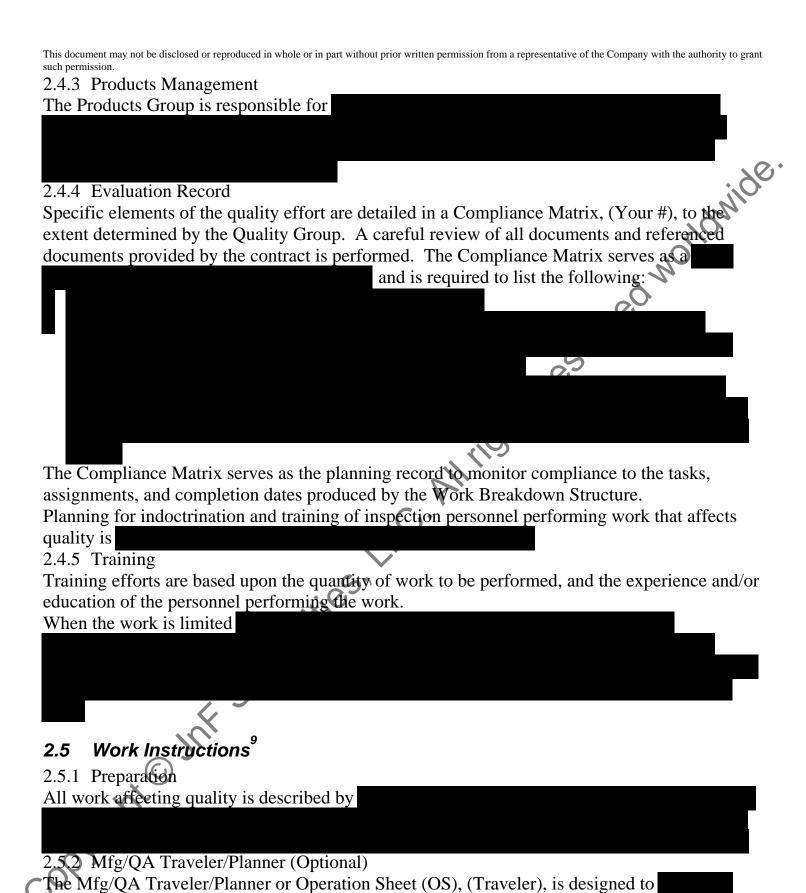
Review of the Quality Program⁷ 2.3

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



para 3.	1 (2.0-2.3)
⁸ para 3.	2 (2.4)

I was ()				
Your Company Name	REV	CAGE	DOC#:	6 of 34
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⁹para 3.3 (2.4.4; 2.4.5; 2.5)

para 3.3 (2.4.4, 2.4.3, 2.3)				
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After the traveler is reviewed, it is approved by the Quality or Products Group in the space provided. After approval, the traveler is

2.5.3 Inspection Instructions

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

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

IIS#	Specification number(s) and revision letter(s)
Title of IIS	Mfg/QA Traveler/Planner# supported by the IIS
IIS revision letter and date of release	ECP# and date of effectivity
Page#	Special instructions
Form#	IIS log# for sign-off
IIS title	Operation letter
QA approval	Description of inspection operation including a listing of the documents that are essential to the process, e.g., drawing(s), specification(s), test procedure(s) and revision letters for each, the attributes to be verified and the method to be used

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opara 6.2 (2.5.6)				
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2.6 Records¹¹

_	_	_	~
$^{\circ}$	6	1	General
/	(1		Степега

Data to be recorded includes any record appropriate to the economical and effective operation 2.6.2 Record Verification The Quality Group verifies records for 2.6.3 Record Maintenance The Document Control Center maintains archive files for records. Records are maintained as directed by the contract, or for 2.6.4 Active Records Records for active contracts are maintained in the quality department handling the operations. Records are removed 2.6.4.1 Objective Evidence Records are collected or produced to the extent necessary to 2.6.5 Analysis and Use of Records When product or process abnormalities or defect trends are detected, 2.6.5.1 Defect Trends Inspectors are instructed to prepare form (Your #), Notice of Defect Trend, following its format, whenever defects exceed ¹¹para 3.4 (2.6)

¹²para 3.4 & 3.5 (2.6.6; 2.7)

Your Company Name	REV	CAGE	DOC#:	12 of 34
1 7				Your Procedure #

2.7.2 Corrective Action Implementation by the MRB
The MRB forwards the CAR or RFCA to the assigned

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

Group where

2.7.3 Supplier Corrective Action

A supplier corrective action is initiated by

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

¹³para 3.5 (2.6.6; 2.7)

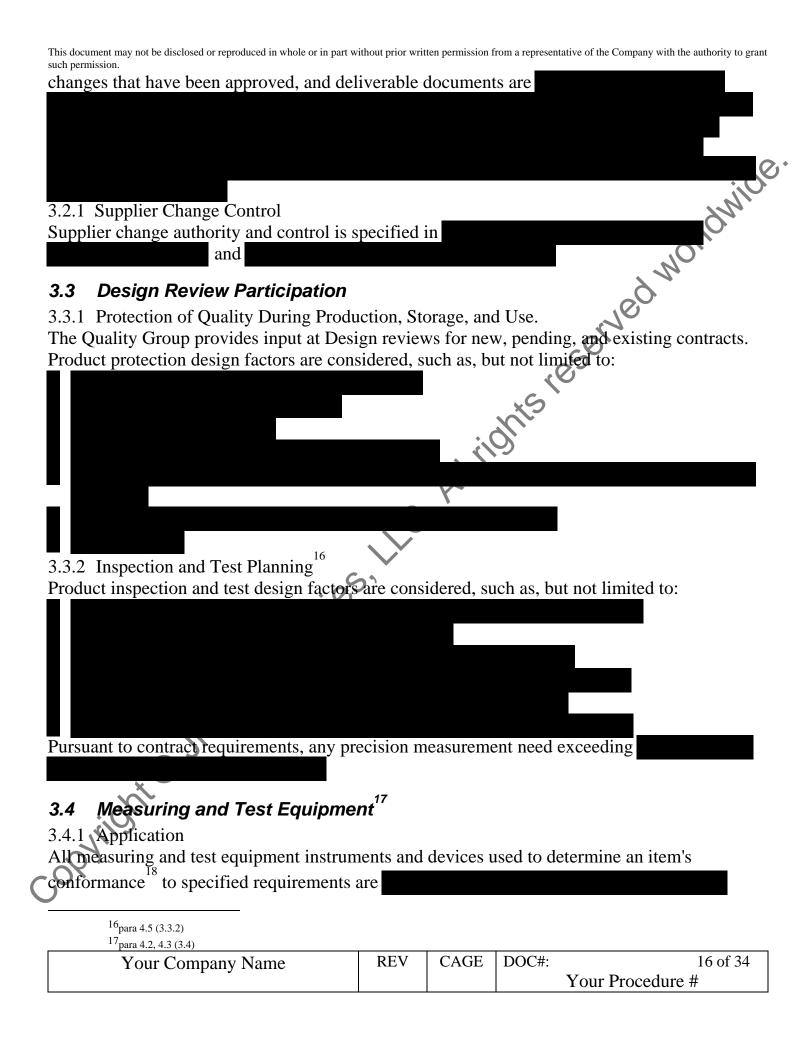
Your Company Name	REV	CAGE	DOC#:	13 of 34
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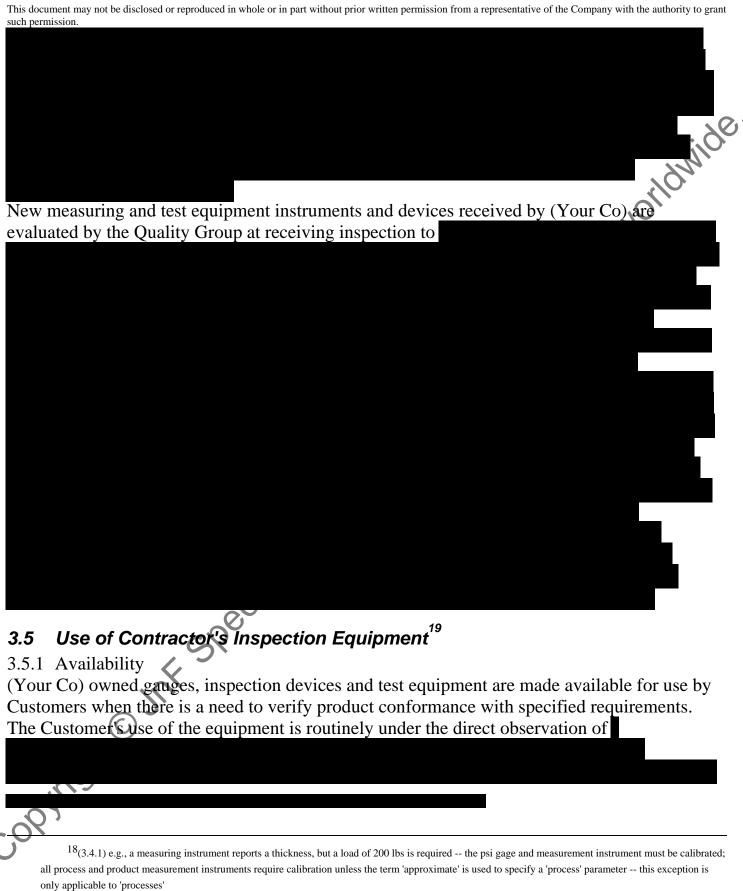
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2.7.4.1 Corrective Action Implementation
The Corrective Action Board (CAB), working with other (Your Co) organizations as needed,
2.7.4.2 Corrective Action Progress
Progress of the corrective action is
2.7.5 MIL-STD-1520
C + 1 C + 1 C C C C C C C C C C C C C C
2.8 Costs Related to Quality ¹⁴
2.8.1 Responsibility The Quality Grown has the lead geometribility for
The Quality Group has the lead responsibility for
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
2.8.1.1 Prevention Costs The quality costs relative to the prevention estadory are those esseciated with
The quality costs relative to the prevention category are those associated with
Appraisal Costs
The quality costs relative to the appraisal category are those associated with
2.8.1.3 Internal Failure Costs
The quality costs relative to the internal failure category are those associated with

Your Company Name DOC#: CAGE 14 of 34 REV Your Procedure #

such permission.	•	•		
2.8.1.4 External Failure Costs				
The quality costs relative to the external fa	ailure cat	egory are	e those associated with	
2.8.2 Reports			**	Q,
Quality costs may be reported by category	or by pr	noram a	and may	
Quality costs that so reported by category	or of pr	ogram, a		
2.8.3 Cost of Quality Evaluation			2,7	
The Quality Group has lead responsibility	for			
The Quanty Group has lead responsibility	101		drie	
3.0 FACILITIES AND STANDARDS	15		dilis	
3.1 Drawings, Documentation and Cha	anges			
The Quality Group participates in design r	_	and at lea	ast one quality representative	
participates on the Configuration Control				
documents received for application are	3 0 012 7 (0	02).	To Quality 51 out 1 out 1	
Engineering drawings are reviewed by the	Quality	Group (Your #) for adequacy and	
completeness, with corrective action taken	- •	-	·	
periodically (Your #) and on a random bas		28 013010		
officered for the first of the factor of the	715 00			
<i>)</i> '				
3.2 Change Control				
Engineering Orders, Requests for Waivers	or Devi	ations, ar	nd Engineering Change Proposals	
are reviewed to		,	8 2 8 9 1	
Effectivity points for change in	corporati	on are es	stablished for	
Zirota itaj ponita foi diango in	- or portain		101	
15 _{para 4.1 (3.0)}				
Your Company Name	REV	CAGE	DOC#: 15 of 34	\Box
Tour company rume	_ ,		Your Procedure #	

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¹⁹para <u>4.4 (3.5)</u>

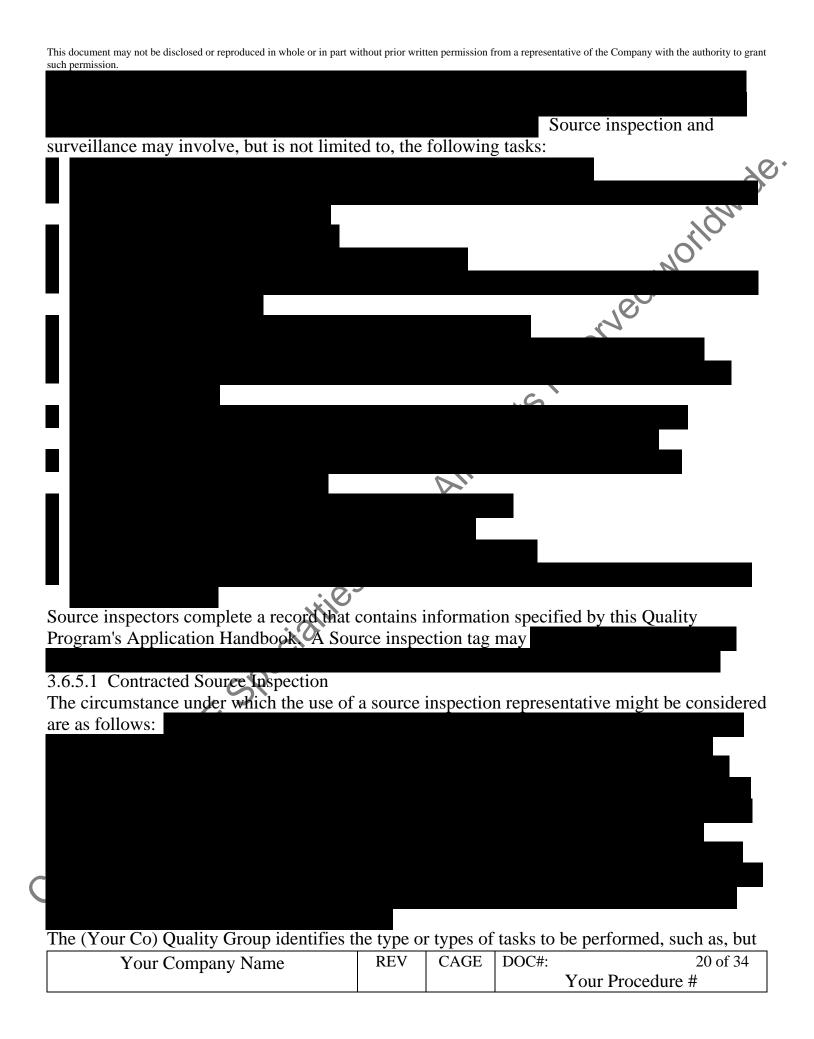
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3.6 Control of Purchases²⁰

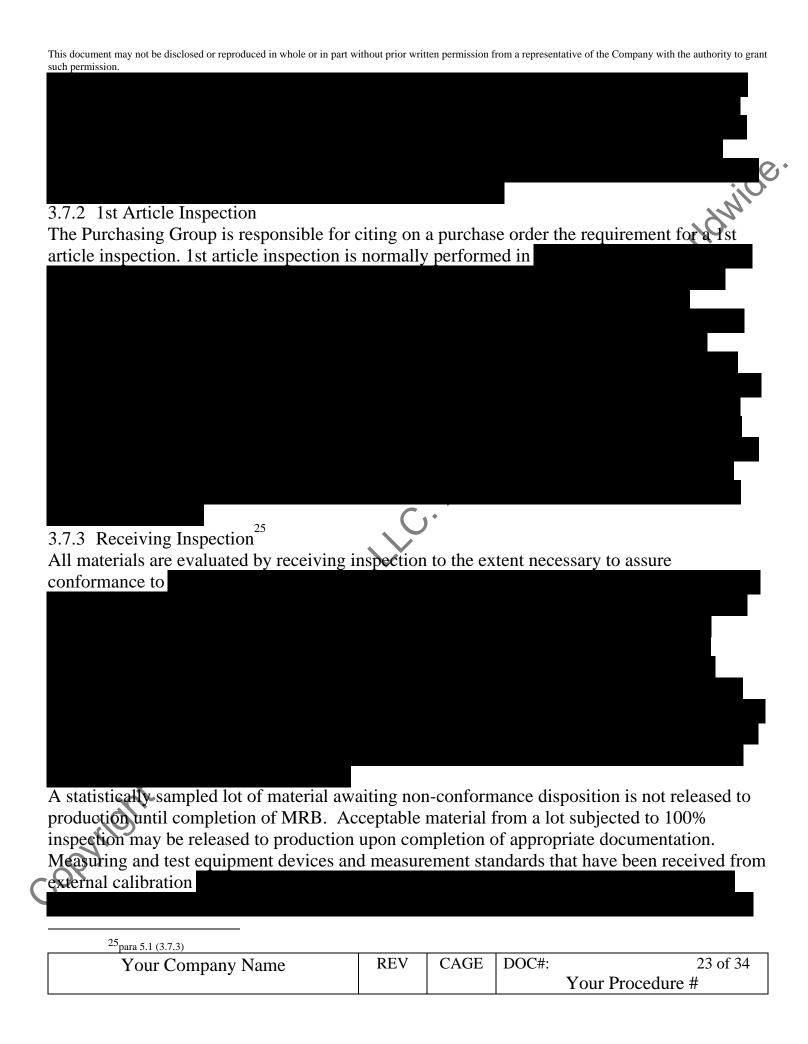
3.6.1 Request for Evaluation of Candidate Supplier

Requests to conduct an evaluation of a potential supplier are directed to the Quality Group and can be originated by 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 The capability of a supplier to conform to quality requirements is determined by 3.6.2.1 Minor Procurement Levels Minor procurements include purchases for ²⁰para 5.1 (3.6; 3.7.1; 3.7.3; 3.7.4; 3.7.5) Your Company Name **REV CAGE** DOC#: 18 of 34 Your Procedure #

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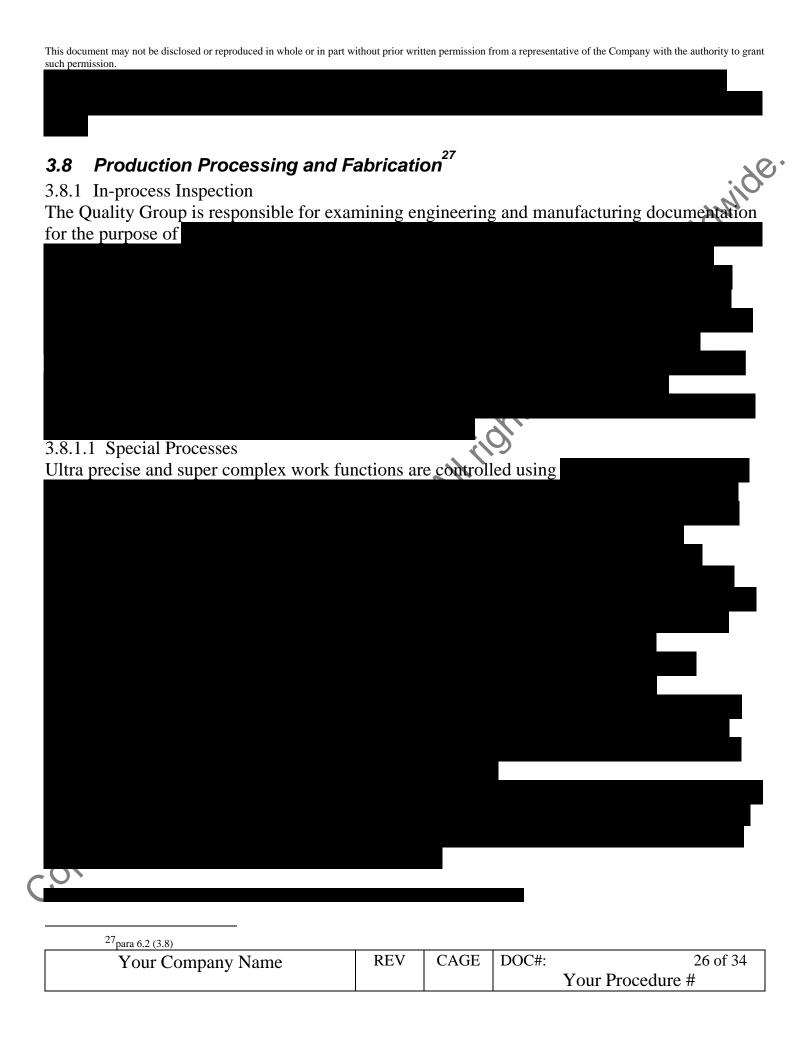


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lative to the presument of se	ftyrono	the marrier	van datam	nings tha	need for and if insti	er. d
elative to the procurement of so	ntware,	ille reviev	ver deterr	illies tile	need for, and it just	illeu,
us						
7 Materials and Materials	s Contr	α^{24}				
		O,				
7.1 Supplier Part Qualification	l 	. for a outo	معمل طمعم	40 100 0001		
our Co) requests to candidate s		s for parts	and data	to be sut	omitted for quanticat	1011
rposes are made through the us	se or					
²⁴ para 5.1 & 6.1 (3.7.1; 3.7)		1	T	1		
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	This document may not be disclosed or reproduced in whole or in part without prior written permission from a representative of the Company with the authority to grant such permission.
	All incoming any place are processed in the priority or given as of
I	All incoming supplies are processed in the priority sequence of
	Prior to inspecting received supplies, the inspector obtains all appropriate
	That to inspecting received supplies, the inspector octains an appropriate
	All limited shelf life items received with 25%
	Supplies are inspected and results are recorded as specified by this Quality Program's
1	Application Handbook.
	Accepted supplies are identified with
I	Rejected supplies are identified and/or forwarded to
	At the completion of each inspection, the inspector
Į	Receiving inspection personnel observe the following document order of precedence in the
	event of conflict, ambiguity or contradiction:
	2.7.4. Dans Matarial Dansation
	3.7.4 Raw Material Inspection The Purchasing Group specifies physical and/or chamical characteristics and properties on
	The Purchasing Group specifies physical and/or chemical characteristics and properties on purchase orders for raw materials. The purchase order requires the supplier to
	purchase orders for raw materials. The purchase order requires the supplier to
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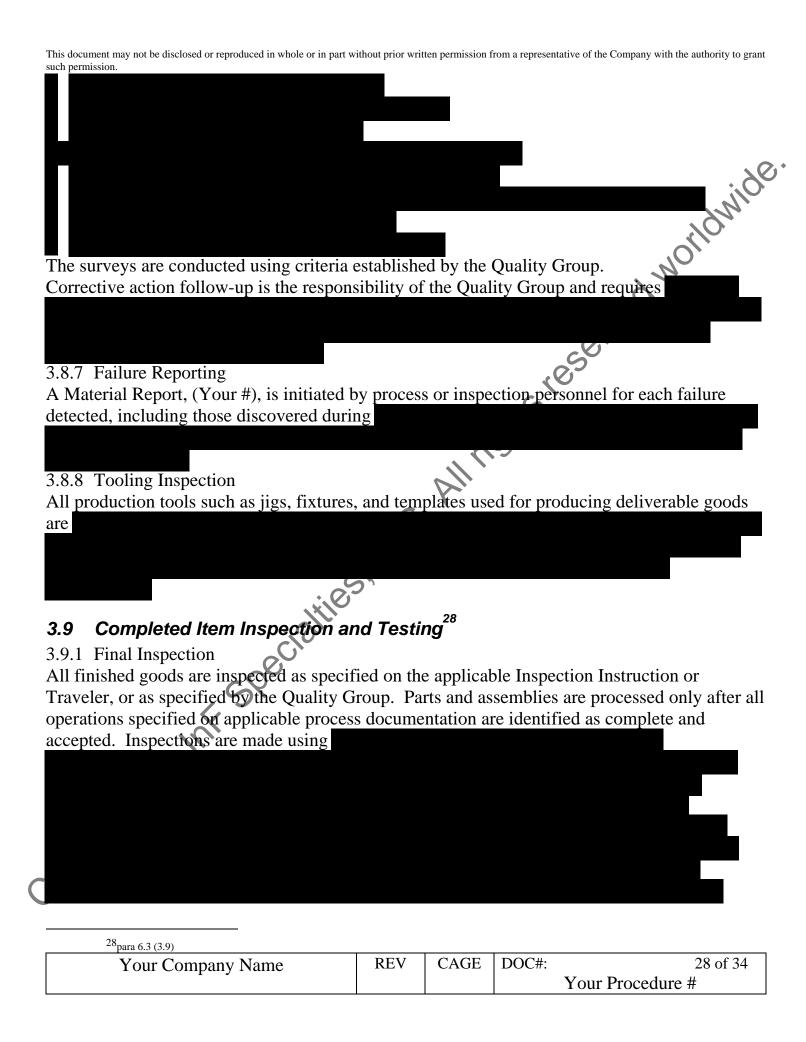
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		CDD	. 1	1' 0 1' 1
	_	_		elivery of supplies unless
waived by the Customer. When periodic	verificati	on of cer	tification	validity is required by
contract, receiving inspection				
				D*
2.7.5. Control of Special Materials 20				100
3.7.5 Control of Special Materials				town another
Items that are hazardous (such as	mnla) sta	tio consit	tro and t), temperature
sensitive (requiring refrigeration, for example recognition of examp				
processed using alternate receiving inspe	cuon rout	mes. The	e materia	is are inspected according
to				
		_		
		. +		
Precious metal supplies are				
²⁶ para 6.4 (3.7.5)	_			
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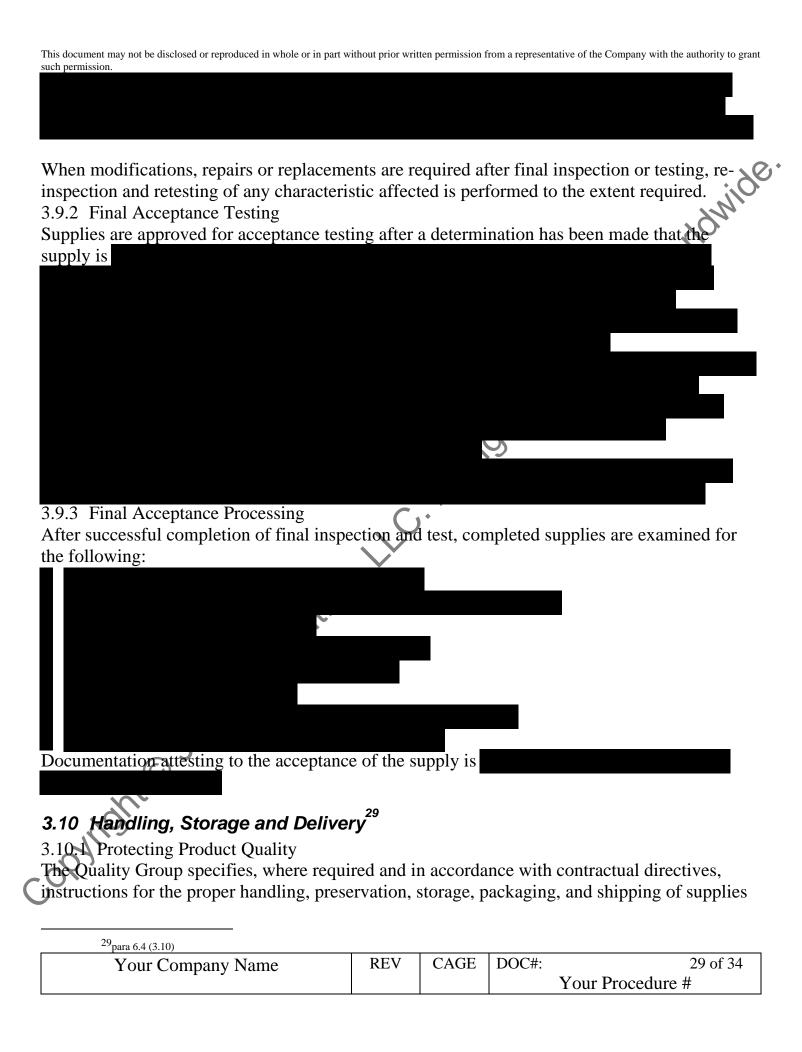


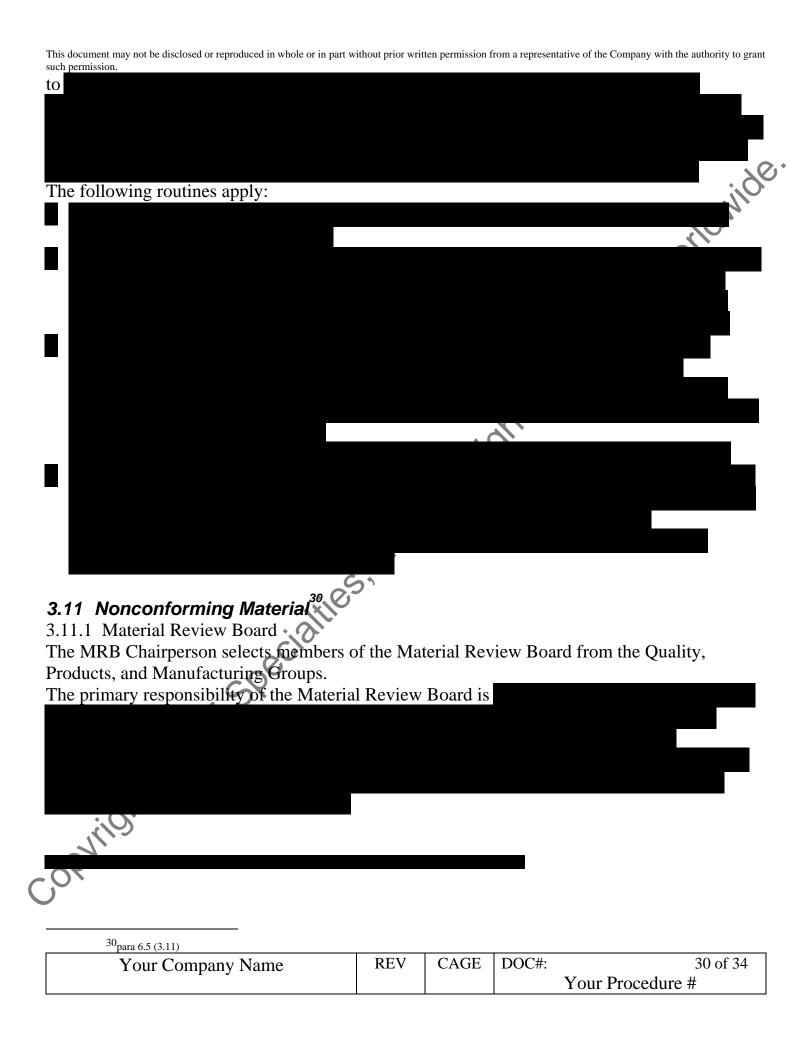
38.6 Process Survey

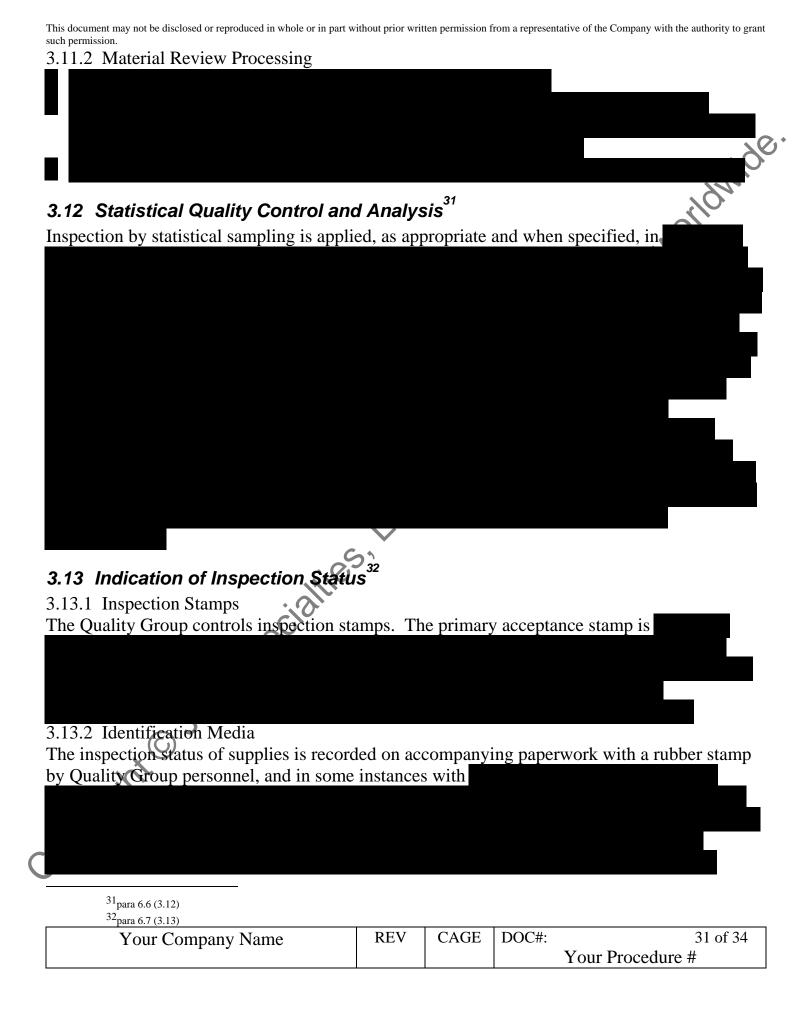
The Quality Group conducts surveys of manufacturing processes at regular intervals, or under the following conditions:

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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 provide conforming products or services, or waive (Your Co)'s requirement to

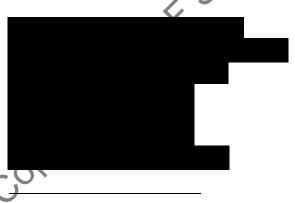
3.15 Government Property³⁴

Government and Customer property is controlled in accordance with (Your #), Property Control Policies and Procedures, specified contractual requirements, and

3.15.1 Bailed Property

Bailed property is controlled in accordance with specified contractual requirements, and

Index of Referenced Documents

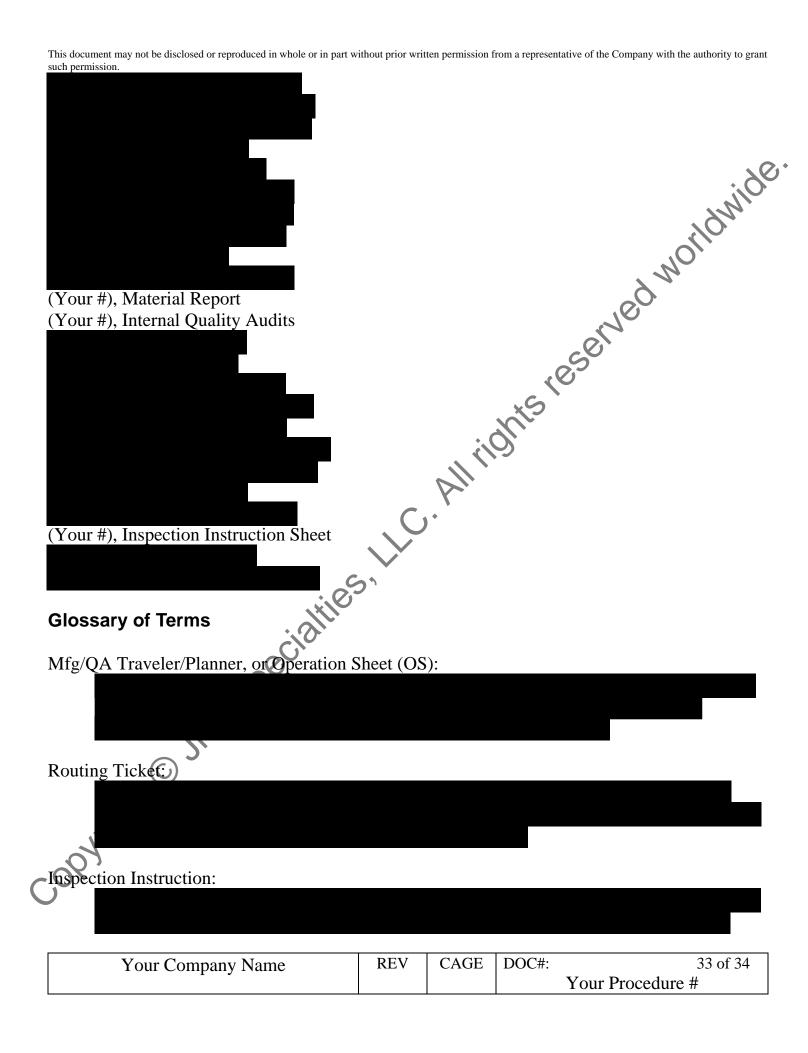


³³para 7.1 (3.14)

³⁴para 7.2, 7.2.1, 7.2.2 (3.15)

35para 7.2.3 (3.15.1)

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Workmanship Standard: Work Instruction: Copyright Only Specialties, L.C. A.

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SUPPLIER INFOR	RMATION:	CAGE CODE:		DE:
Supplier Name:			Supplier Code:	
Address:	(Street)	(City)	(State)	(Zip)
Quality Manager:			Fax:	Jul.
SURVEY BACKG	ROUND INFORMA	ATION:		,0//0
Reason for Survey:	New Supplier	Recertification	Corrective Action Follow	v - Up
Survey Date:		A	pproval Date:	<u> </u>
Approval Method:	Survey	History	pproval Date:No	
(If History, attach summ	nary) History summ	ary attached:	Yes No No]
Special Process Codes (i	if known)		- Mis	
			410.	
	_ 			
	SX			
Surveyor's Office Phone	Number:		Survey was requested by site	:
Signature:			Date:	

Audit and HDBK 50 Question Number	MIL-Q-9858 Paragraphs	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter terse statement describing nature of nonconformance for each 'N' entry. Comments are mandatory for all objective evidence observed.		
	1.0 Scope		e)		
	1.1 Applicability (Not applicable)1.2 Contractual intent (Not applicable)		, 17		
	1.2 Contractual intent (Not applicable) 1.3 Relation to other contract requirements (Not applicable)				
	2.0 (Not applicable)		10		
	3.0 Quality Program Management				
	3.1 Organization	1	<u> </u>		
1. (1)	Does the established program identify the organizational		0.5		
	element responsible for each of the various quality				
2 (2)	Postly and a reference the smaller for this section have		.5		
2. (2)	Do the personnel performing the quality functions have sufficient authority, responsibility, and freedom of action				
	to identify and evaluate quality problems and initiate,				
	recommend, or provide solutions?				
3. (3)	Does management regularly review the status and	11			
. ,	adequacy of the quality program?	> ,			
	3.2 Initial Quality Planning				
4. (1)	Does the supplier conduct a complete review to identify				
- (-)	and provide for special or unusual contract requirements?				
5. (2)	Does the supplier perform initial quality planning as early				
(2)	as possible?				
6. (3)					
0 (1)	3.3 Work Instructions	1			
8. (1)	Are documented work instructions available and used for all work operations which affect quality?				
9. (2)	Are such work instructions complete and appropriate?				
10. (3)	Are standards available for each work operations?				
11. (4)	Are work instructions compatible with associated				
	inspection and testing?				
12. (5)	Do supervisors, managers, and inspectors make proper				
+_ (use of work instructions?				
13. (6)					
-04					
<u>~</u>					
		l			

Audit and HDBK 50 Question Number	MIL-Q-9858 Paragraphs	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter terse statement describing nature of nonconformance for each 'N' entry. Comments are mandatory for all objective evidence observed.
	records indicate the quantitative degree of acceptance or rejection of product of work effort?		10/10
19. (6)	If rejection is recorded, do records show resulting action?		. 19
20. (7)	Do management actions reflect the analysis and use of		
	records?		
	3.5 Corrective Action	1	N
21. (1)	Does the program provide for prompt detection of		
22 (2)	inferior quality and correction of its assignable causes?		
22. (2)			, C
			Mi
		1	
28. (8)	When corrections are made, is their effectiveness		
	reviewed and are they monitored later?		
20 (1)	3.6 Costs Related to Quality	i	
29. (1)	Has the supplier determined the specific quality cost data that it needs?		
30. (2)			
	4.0 Facilities and Standards 4.1 Drawings, Documentation and Changes		
34. (1)	Is there a procedure for assuring the engineering		
J 4 . (1)	adequacy of drawings?		
35. (2)	Is there a procedure to ensure currentness and		
(_)	completeness of drawings?		
36. (3)			

Audit and HDBK 50 Question Number	MIL-Q-9858 Paragraphs	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter terse statement describing nature of nonconformance for each 'N' entry. Comments are mandatory for all objective evidence observed.
40. (7)	Is there appropriate monitoring by the supplier of all changes not requiring Customer approval?		,0110
41. (8)	Does the program clearly delineate and cover the supplier's responsibility for controlling and recording design and other changes originating with subtier suppliers?		Jed W
42. (9)			68
			₹Ø3
			is s
			idl.
	4.2 Measuring and Test Equipment		
46. (1)	Are the gauges, testing and measuring equipment necessary to assure that products meet technical requirements available and used?	\	
47. (2)	Is this test and measuring equipment properly maintained?		
48. (3)			
• (4.3 Production Tooling used as a Media of Inspection	1	
54. (1)	Is all tooling which is used as inspection equipment		
55 (2)	proved for accuracy prior to use?		
04,			
	4.4 Use of Suppliers' Inspection Equipment		
56. (1)			
57. (2)	Does the supplier provide personnel to perform this		
	inspection, if warranted? 4.5 Advanced Metrology Requirements		

Audit and HDBK 50 Question Number	MIL-Q-9858 Paragraphs	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter terse statement describing nature of nonconformance for each 'N' entry. Comments are mandatory for all objective evidence observed.
58. (1)	Has the supplier reviewed the request for proposal or contract to determine whether or not there are any unusual precision measurement requirements?		WOLL
59. (2)			60
	5.0 Control of Purchases		2/6
	5.1 Responsibility		
60. (1)	Does the program assure that products and services		idhits eserve
	furnished by subtier suppliers meet contract		403
61. (2)	requirements? Does the program provide for the selection of subtier		
01. (2)	suppliers on the basis of their ability to perform		
	satisfactorily as well as evidence of their capability to		
	produce quality products?		
62. (3)	Is objective quality evidence provided by the subtier		
	supplier and is it used to assure effective and economical control of quality?		*
63. (4)	control of quanty:		
05. (1)		1	
	63		
	* 1/\$		
-			
21,	5.2 Purchasing Data		
72. (1)	Does the supplier require his subtier suppliers to have		
	effective control of product quality?		
73. (2)	Do the supplier's purchasing documents contain all of an item's specific design manufacturing and testing		
	item's specific design, manufacturing, and testing requirements?		
74. (3)			
(-)			

Audit and HDBK 50 Question Number	MIL-Q-9858 Paragraphs	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter terse statement describing nature of nonconformance for each 'N' entry. Comments are mandatory for all objective evidence observed.
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			679
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			Wis 2
	6.0 Manufacturing Control		::0
79. (1)	6.1 Materials and Materials Controls Does the supplier inspect subtier supplier's material to		(13)
77. (1)	the extent necessary upon receipt?		
80. (2)	Does the supplier adjust the extent of receiving	Y	
04 (0)	inspection on the basis of objective data?		
81. (3)	Does the supplier assure that raw materials conform to		
	-		
85. (1)	6.2 Production Processing and Fabrication Are all production processes accomplished under	ı	
65. (1)	controlled conditions?		
86. (2)	Does control include documented work instructions,		
	adequate production equipment, and appropriate working environments?		
87. (3)	Do work instructions provide criteria for determining		
	whether production, processing, and fabrication work is		
00 (1)	acceptable or unacceptable?		
88. (4)	Does the quality program monitor both the issuance of work instructions and compliance with them?		
89. (5)		<u> </u>	
<u>47,</u>			
		 	
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Audit and HDBK 50 Question Number	MIL-Q-9858 Paragraphs	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter terse statement describing nature of nonconformance for each 'N' entry. Comments are mandatory for all objective evidence observed.
			101
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			ig)
	6.3 Completed Item Inspection and Testing	Y	
99. (1)	Are completed items given a final inspection and test which indicates overall quality?		
100. (2)	Does the final testing adequately simulate performance in use?		
101. (3)	•.01		
	6.4 Handling, Storage, and Delivery		
103. (1)	Are adequate work and inspection instructions prepared		
	and implemented for handling, storage, and delivery of material?		
104. (2)	Are handling, storage, and delivery procedures monitored		
	in accordance with established quality program requirements?		
105. (3)	Are there procedures and regular schedules for the		
W.			
111 (1)	6.5 Nonconforming Material		
111. (1)	Does the supplier have an effective system for controlling		

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	nonconforming material?		
112. (2)			NO.
			Jed
			c (C)
			. ©3
			N'S
	6.6 Statistical Quality Control and Analysis		
117. (1)	Are supplier-designed sampling plans available for review by the Customer Representative?	11	
118. (2)	Do supplier-developed sampling plans provide valid confidence and quality levels?	>	
119. (3)			
	6.7 Indication of Inspection Status		
120. (1)	Does the supplier have an effective system for identifying the inspection status of products?		
121. (2)			
	7.0 Coordinated GE and/or Government/Supplier Ac7.1 GE Inspection at Supplier or Subtier Supplier Fa		
122. (1)	Do supplier purchasing documents require Customer or		
	Government source-inspection of subtier suppliers only when Customer or Government so requests?		
123. (2)			
+_ (7.2 Government Property		
1(1)	7.2.1 Government Furnished Material		
1600	7.2.2 Damaged Government Furnished Material (GF 7.2.3 Bailed Property	TM)	
125. (1)	Does the supplier examine GFM upon receipt for		
126 (2)	damage, quantity, completeness, and type?		
126. (2)			

A 3**			
Audit and HDBK 50 Question Number	MIL-Q-9858 Paragraphs	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter terse statement describing nature of nonconformance for each 'N' entry. Comments are mandatory for all objective evidence observed.
128. (4)			·ollo
			9/40
			1/60
132. (8)	? Are records of all inspections and maintenance work on		C.S.,
132. (0)	bailed property maintained and available for review by the Government Representative?		.6.0
	Are records of all inspections and maintenance work on bailed property maintained and available for review by the Government Representative?		

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- **CM Configuration Management**
- (Co) Your Company
- **CS Colorado Springs**
- **EO Engineering Order**
- **HP Handling Procedure**
- **IIS Inspection Instruction Sheet**
- **MCD- Manufacturing Control Document**
- **MN Materials Note**
- **PP Purchasing Policy**
- PR Process Record
- **QC Quality Control**
- **R&I Receiving and Inspection**
- **RFW Request For Waiver**
- RW Rework
- **WI Work Instruction**
- **WP- Welding Procedure**
- WS Workmanship Standard

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