

# REDACTED

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## Service Quality Manual

(mo/yr)

Revisions		Rev:	
Letter	E.O. Number	Description	Date
Used On	Contract#:	<b>Your Co Name</b>	
Prepared By:			
Your Dept:			
Your Dept:		<b>Quality Policies</b>	
Your Dept:		Your #	
Your Dept:		Size: <b>A</b> CAGE:	Your Form # (mo/yr) 1 of 7

Your Logo

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## 1.0 SCOPE

This quality manual establishes the scope of effort required to deliver the services described herein for (Your Service). (Your Co) will supply all the facilities, equipment, personnel and management skills required to perform required tasks.

### 1.1 Definitions

(Your Definitions)

## 2.0 APPLICABLE DOCUMENTS

The documents listed below apply to the extent specified herein. In the event of conflict between documents, their order of precedence is: Order, (then Your Docs), then applicable lower tier documents.

### 2.1 (Your Docs, e.g., workmanship standards...)

## 3.0 EQUIPMENT

### 3.1 (Your list of equipment)

## 4.0 MATERIALS

### 4.1 (Your list of materials)

## 5.0 REQUIREMENTS

### 5.1 Services

(Describe or List Your Services).

#### 5.1.1 Delivery Schedule

(Your Schedule Commitment for each service activity, e.g., number of minutes, or hours, or days if banquet or catering, etc.)

#### 5.1.2 Quality

The service must conform completely to the order and be subject to [REDACTED] While meeting the requirements in section 5.1, (Your Co) will also make a reasonable effort to [REDACTED]

#### 5.1.3 Documentation

Service documentation is summarized in Table 1. (Your Co) will prepare all documents listed in Table 1.

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### Table 1

Menu  
Website  
(your list for banquet or catering)

#### 5.1.4 Equipment

Sufficient equipment will be available for use (at or by) (Your Co) to provide [redacted]  
[redacted]

#### 5.2 Special Requirements

(Your Co) will provide a listing of any materials or support required from the Customer that is necessary for the completion of the order.

#### 5.3 Organization

(Your Co) will assign and organize personnel as required to assure [redacted]  
[redacted]

##### 5.3.1 Meetings and Reviews

A minimum of three (3) hours notice is required for all banquet and catering meetings and reviews identified in section 5.3.1.1 through 5.3.1.6.  
(Comment: The use of the following paragraphs is subject to the type of service organization you operate. If you do not provide catering or banquet service they may be tailored or deleted as required.)

##### 5.3.1.1 Status Reviews

(Your Co) will arrange meetings with the Customer or their Representatives for the purpose of reviewing progress and/or technical and managerial problems. The meetings will generally be [redacted]

[redacted] Each Review will address:

(Your List)

##### 5.3.1.2 Customer Meetings

The Customer reserves the right to call a special meeting at (Your Co) to resolve issues, concerns and/or problems. Customer Representatives [redacted]

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**5.3.1.3 Acceptance Meeting**

(Your Co) will schedule an Acceptance Meeting for the purpose of review and acceptance of the service. All information will [REDACTED]

**5.3.1.4 Inspection Points**

Inspections will be performed during the service.

**5.3.1.5 Mandatory Inspection**

A mandatory inspection point is required before a service activity begins.

**5.3.1.6 Readiness Review**

(Your Co) will conduct a review to demonstrate the overall readiness of the service activity prior to starting the operations. The objectives are [REDACTED]

The review will be a joint working level review conducted by (Your Co) and subcontractor teams (if any). The Customer and/or their Representative(s) may [REDACTED]

**5.4 Program Control**

(Your Co) will employ controls in a manner that will assure prompt and accurate schedule control. Appropriate levels of management will [REDACTED]

Schedule logs will [REDACTED]

**5.4.1 Milestones for Planning and Reporting**

Typical service activity milestones for planning and progress reporting are listed in Table 2. Actual milestones used should be consistent with the scope of the service activity.

Table 2

- Banquet
- Catering
- Menu
- Website

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			Your #	

### 5.4.2 Change Control

Services will be performed according to documented procedures. The procedures will be made available for review by the Customer and changes will not be made without management approval. (Your Co) will maintain effectivity dates of documents and all subsequent changes for [REDACTED]

### 5.4.3 Service Records

(Your Co) will maintain a service log and appropriate documentation for each service activity that can be [REDACTED]

### 5.4.4 Damage Reporting

Damage that occurs during a service activity will be reported to the Customer or their Representative with [REDACTED]

### 5.4.5 Workmanship

Workmanship standards for the service will be produced that are consistent with the food service or agreements of the order.

## 6.0 SERVICE VERIFICATION

### 6.1 Records

Service records and visual conformity will be sufficiently detailed to permit Customer acceptance of the service.

#### 6.1.1 In-Process Service Verification

Verification of compliance with certain in-process service activities can [REDACTED]

### 6.2 Acceptance

Final acceptance of all service activities shall be deemed to have occurred when [REDACTED]

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### 6.2.1 Items of Approval by the Customer

Approval as specified herein, does not relieve (Your Co) from meeting the requirements of the order. Where a deviation or waiver is requested to the order, a specific request for deviation or waiver will be made by (Your Co) for approval by the Customer.

### 6.2.2 Customer Review and Surveillance

The work activities, operations and documentation of (Your Co), subcontractors and suppliers are subject to [REDACTED]

The Customer reserves the right to witness or monitor the service activity if schedule or technical difficulties warrant.

## 7.0 REPORTING

### 7.1 Reports

(Your Co) will submit a letter-type progress report covering progress from (Your Schedule). The report is due on (Your Day) of the month and includes:

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]

## 8.0 ENVIRONMENTAL CONTROL

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

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