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Service Quality Manual

(mo/yr)

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Letter	E.O. Number	Description	Date		
Used On	Contract#:		Your Co Name		
Prepared By:					
			Quality Policies		
			Your #		
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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 the tasks identified in the purchase order.

1.1 Definitions

(Your Definitions)

2.0 APPLICABLE DOCUMENTS

The documents listed below apply to the extent specified herein or in the purchase order. In the event of conflict between documents, their order of precedence is: Purchase 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

(Your Service/Items)

5.1.1 Delivery Schedule

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

5.1.2 Quality

The service must conform completely to the purchase order and be subject to all Customer requests according to (Your Workmanship Std). While meeting the requirements in section 5.1, (Your Co) will also make a reasonable attempt to keep to a minimum the number of different (Your List).

5.1.3 Documentation

Service documentation is summarized in Table 1. (Your Co) will prepare and deliver all documents listed in Table 1. Documents fall into two categories: “approval,” the initial submittal and all subsequent changes require approval of the Customer prior to implementation, and “Review,” this documentation is delivered to the Customer for information purposes only.

Table 1

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5.1.4 Equipment

Sufficient equipment will be available for [REDACTED]
[REDACTED]

5.2 Special Requirements

(Your Co) will provide a listing of [REDACTED]
[REDACTED]

5.3 Organization

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

5.3.1 Meetings and Reviews

A minimum of three (3) hours notice for (Your requirement) is required for all meetings and reviews identified in section 5.3.1.1 through 5.3.1.6 (the use of the following paragraphs is subject to the type of service organization you operate – tailor or delete them as required).

5.3.1.1 Status Reviews

(Your Co) will arrange meetings with the Customer or their Representatives for the purpose of [REDACTED]
[REDACTED]

5.3.1.2 Customer Meetings

The Customer reserves the right to call a special meeting at (Your Co) to [REDACTED]
[REDACTED]

5.3.1.3 Acceptance Meeting

(Your Co) will schedule an Acceptance Meeting for the purpose of [REDACTED]
[REDACTED]

5.3.1.4 Inspection Points

Mandatory Inspection Points during the service will be conducted.

5.3.1.5 Mandatory Inspection

A Mandatory Inspection Point is required before a service activity [REDACTED]
[REDACTED]

5.3.1.6 Readiness Review

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

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[Redacted]

5.4 Program Control

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

5.4.2 Change Control

Services will be performed according to controlled procedures. The procedures will be made available for review by the Customer and [Redacted]

5.4.3 Service Records

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

5.4.4 Damage Reporting

Damage that occurs during a service activity will be reported to the Customer or their Representative with corrective and preventive recommendations in writing within [Redacted]

5.4.5 Workmanship

Workmanship standards for the service will be produced that [REDACTED]
[REDACTED]

6.0 SERVICE VERIFICATION

6.1 Records

Service records and visual conformity will [REDACTED]
[REDACTED].

6.1.1 In-Process Service Verification

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

6.2 Acceptance

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

6.2.1 Items of Approval by the Customer

Approval as specified herein, does not relieve (Your Co) from [REDACTED]
[REDACTED]

6.2.2 Customer Review and Surveillance

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

7.0 REPORTING

7.1 Reports

(Your Co) will submit a letter-type progress report covering progress from [REDACTED]
[REDACTED] and includes:

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

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8.0 ENVIRONMENTAL CONTROL

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

[Redacted]

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1.0 Purpose

Assure conformance to Customer requirements using a documented inspection system that plans and organizes work functions to prevent and detect unsatisfactory conditions at the earliest practical point. Ensure designs permit and facilitate producibility, repeatability, inspectability and related quality requirements.

2.0 Buyer Surveillance

The Buyer may witness any or all work performed at (Your Co) as part of the terms and conditions of the contract subject to a mutually agreed upon date for each visit. Actions by the Buyer may determine whether the requirements of this Policy are met and contract items are of satisfactory quality and meet the intended design or use. The Buyer will be notified at least three (3) business days in advance of the start of work and final examination of the end item. The Buyer may delegate surveillance activities.

3.0 Control of Procurement Sources

Records of inspections and tests performed at Suppliers are available for review by the Customer. The requirements of this Policy are imposed on Suppliers to ensure the quality of their products. Inspections performed at the Supplier's facility do not relieve (Your Co) of the responsibility to deliver conforming articles.

4.0 Identification, Handling and Storage

Adequate methods and facilities are established for controlling the identification, handling and storage of deliverable items. These controls

5.0 Configuration Control

A configuration control program is established to control the configuration of components. Technical documentation, such as

5.1 Drawing and Change Control

(Your Co) ensures that deliverable items are fabricated, inspected and tested to the latest drawing or specification. All approved changes are

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Class I changes are submitted to the Buyer for review. Class I and Class II changes are defined as:

Class I - [REDACTED]

Class II - [REDACTED]

6.0 Inspections and Tests

Inspections and tests are performed to ensure that all supplies conform to applicable drawings and specifications with respect to [REDACTED]

[REDACTED]

6.1 Retest

When deliverable supplies are changed, the items involved are [REDACTED]

7.0 Indication of Inspection Status

(Your Co) maintains a system for indicating the inspection status of articles. This is accomplished by [REDACTED]

8.0 Process Control

(Your Co) establishes inspections and controls over processes as necessary to ensure compliance with quality requirements. These processes include [REDACTED]

[Redacted]

8.1 Workmanship

Workmanship is of the highest standards according to [Redacted]
[Redacted]

8.2 Contamination Control

(Your Co) controls contamination of manufacturing operations to eliminate possible particulate matter that could be detrimental to [Redacted]
[Redacted]

9.0 Nonconforming Material Control and Corrective Action

(Your Co) controls nonconforming items to prevent their use as articles offered for delivery. Nonconforming items are [Redacted]
[Redacted]

[Redacted]

9.1 Waivers

(Your Co) provides documentation to the Buyer for all requests for waivers for nonconforming materials or processes. Documentation provides sufficient information to [REDACTED]

10.0 Preservation, Packaging, Packing and Shipping

(Your Co) maintains adequate control of packaging, packing and shipping to ensure that the quality of the fabricated items is maintained and that [REDACTED]

11.0 Acceptance Data Package (ADP)

An ADP is prepared and delivered for each end item delivered to the Buyer, as applicable. The ADP may contain the following items:

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]
- e. [REDACTED]
- f. [REDACTED]
- g. [REDACTED]
- h. [REDACTED]

12.0 SAFETY

12.1 General

(Your Co) maintains a safe and healthy work environment and has a safety program that establishes [REDACTED]

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12.2 Hazard Identification

(Your Co) provides a systematic approach to identify, eliminate and control hazards associated with the design to protect the life, health and physical well being of personnel. Hazardous operations are assessed to [REDACTED]

[REDACTED]

The analysis considers the following:

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

Identified hazards that could [REDACTED]

12.3 Hazardous Materials

Personnel handling hazardous materials are instructed as to the hazard associated with their use and in [REDACTED]

[REDACTED]

[REDACTED]

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			QUALITY POLICY		
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It is a policy of the Company to

[REDACTED]

It is a goal of the company to

[REDACTED]

The Company's Mission is to

[REDACTED]

The Company's Vision is to

[REDACTED]

The Company will design and maintain an effective and economical quality program, covering

[REDACTED]

This quality program was developed in coordination with all the Company administrative and technical processes and applies to supplies and services produced at the Company or at any other source to the extent necessary to assure conformance to contractual requirements.

[REDACTED]

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Your Company Name and Logo

Date

(Your Co name) has made a commitment to our Customers to become ISO

[Redacted text block]

Thank you for your support,

(Your Signature)

(Your printed name)

[Redacted text block]

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CUSTOMER PERCEPTION SURVEY

(Your Co name)

Customer Name:			
Completed By:		Date:	
Please rate the following items from 0 to 10 (0 = Bad and 10 = Excellent)			
1)	Score	Satisfaction	
a)		Cooperation	
b)		Customer Representative support	
2)	Score	Performance	
a)		Accessibility (personnel / facility / suppliers)	
b)		Cooperation	
c)		Delivery	
3)	Score	Competitiveness	
a)		Cooperation	
b)		Negotiation	
c)		Plant capacity	
4)	Score	Prediction	
a)		Continued business	
Comments:			

Thanks again for your support
Please Fax the completed survey to: (Your Name and Fax#)

Your Form# (mo/yr)