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Software QA Manual

Mo/Yr

Revisions				Rev:	
Letter	E.O. Number - Description			Date	

Used On	Contract#:		**Your Company Name**		
Prepared By:		Date			
Your Dept:		Date			
Your Dept:		Date	**YOUR PROGRAM**		
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Your Company Logo

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1.0   MANAGEMENT RESPONSIBILITY

1.1   Quality Policy

Operations of the Company are guided by documented objectives. Our policy is to provide Customers with products and services of the highest quality and the greatest possible value, thereby gaining and holding their respect and loyalty. The essence of Customer satisfaction is our commitment to quality, a commitment that extends to every phase of our operation. Products must be designed to provide superior performance and long, trouble-free service. We must work closely with Suppliers to ensure that we receive the highest quality materials on time to meet our production schedules. Once in production, our products must

We believe that improvements in what we produce and the services we offer can be achieved by practicing Total Quality Management, a practice based on the fact

We place the responsibility for process improvement directly on the employee responsible for each process to encourage employees to practice Continuous Improvement. TQM is a long-term philosophy and methodology that will enable us to

1.2   Organization

1.2.1 Responsibility and Authority
The Management Team is responsible for

2.0   QUALITY SYSTEM

The Quality System ensures that necessary procedures and instructions are in place as a required documented part of the work process to assure that manufactured products consistently conform to the planned performance standards and that necessary record of activities are retained. *The quality system focuses attention on*
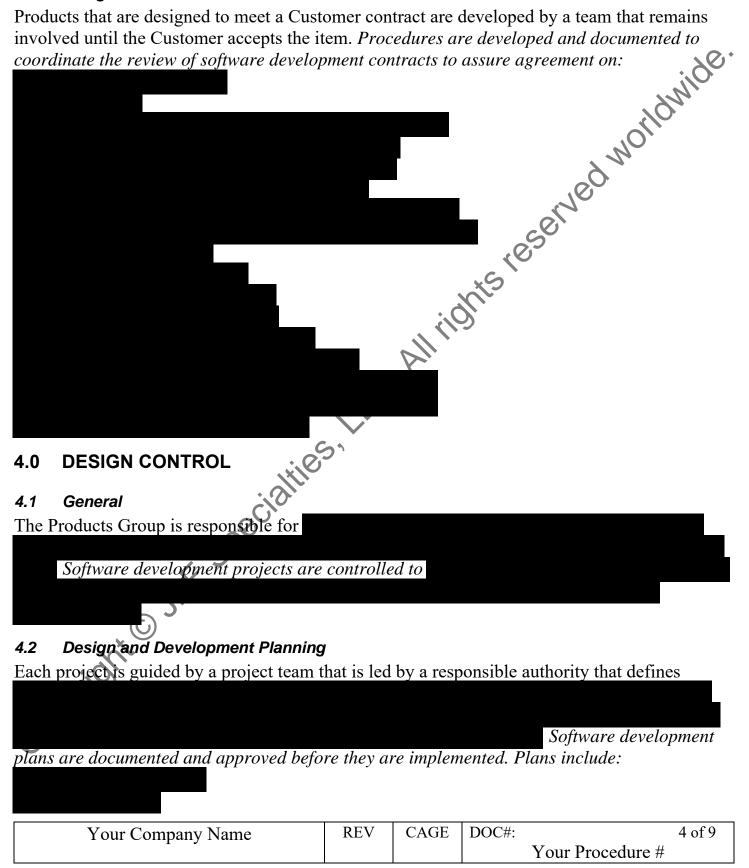
Detailed quality plans and procedures are produced to

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3.0 CONTRACT REVIEW

3.1 Design to Contract

Products that are designed to meet a Customer contract are developed by a team that remains involved until the Customer accepts the item. *Procedures are developed and documented to coordinate the review of software development contracts to assure agreement on:*

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4.0 DESIGN CONTROL

4.1 General

The Products Group is responsible for █████████████████████████████████████
██

Software development projects are controlled to ███████████████████████
███
████████████████████

4.2 Design and Development Planning

Each project is guided by a project team that is led by a responsible authority that defines ██
██
██████████████████████████████████ *Software development plans are documented and approved before they are implemented. Plans include:*

███████████████████
████████████████

Software development plans define:

4.3   Design Input

A product specification is established for each design that is refined until compatible with the final product. *Design input requirements should be specified by the Customer; however, when the Customer expects the Company to develop the design-input specification, the Company will:*

4.4   Design Output

The project's responsible authority ensures that the design achieves intended performance and application goals. Design reviews are performed throughout the development cycle and results are communicated to affected personnel. The design is validated to ensure conformance to the original concept and application. *Design output documents are prepared using ████████ The Company will:*

4.5   Change Control

Changes are implemented as needed during the early stages of product development. An Engineering Order is required to implement a change after approval by the Customer or release from the project team.

5.0   DOCUMENT AND DATA CONTROL

5.1   Document, Data Approval and Issue Control

Documents that must be controlled are ███████████████████████████████ ███████████████████ Documents that do not affect form, fit or function of a product may be controlled by individual departments. Masters of local controlled documents are held by the originating departments. Department procedures and standards may be controlled and authorized by affected department managers. Document release is authorized through ██ ██ ██ The Company has responsibility for ████████████████████████████ ██ ██ ██

5.2   Document Modifications

New documents are issued upon approval and authorization of the Originator. Changes to released documents are created and authorized by an approved change process that identifies the nature of the change. An approved change process is also used to ████████████████ ██ ██ ████████████████████████████ Product operating information is updated using information supplied through an approved change process. Controls are in place to ensure ████████████████ ██ ██

6.0   PURCHASING

6.1   General

The quality of products *and services* is tied to the quality of purchased items and their Suppliers. Selection and cultivation of competent Suppliers is essential. The technical and

commercial activity related to Suppliers, components and materials is carried out by ███
███
███████████████████████████████████

6.2   Verification or Purchased Product

If specified in the Customer's purchase contract, the Customer or nominated representative is
afforded the opportunity to perform source inspection at any stage of product manufacture or
shipment prior to acceptance. Acceptance will not ██████████████████████████████
██
██████████████

7.0   CONTROL 0F CUSTOMER SUPPLIED PRODUCT

A negotiated Customer agreement to verify, store and maintain Customer supplied product shall
be established and any product that is lost, damaged or is otherwise unsuitable for use shall be
recorded and reported to the Customer. *The Company will control* ████████████████
███████████████████████████████

8.0   PRODUCT IDENTIFICATION AND TRACEABILITY

Procedures are developed to assign unique identifiers to software products and components.
Identifiers are assigned during ██
███
Configuration management methods are used to
███
███

9.0   PROCESS CONTROL

Systems are in place to control, verify and correct activities and equipment within
manufacturing operations to ensure that events occur in an orderly and timely way.
For software process control the Company will:
███
███
███████████████████████████████████

10.0 INSPECTION AND TESTING

10.1 Receiving Inspection and Testing

Incoming supplies are source controlled. Deliveries are checked against inspection instructions
and purchase orders. *Software test plans are developed and controlled to* ████████████
██
███

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10.2   Final Inspection and Testing

Software validation tests and software acceptance tests are performed according to ███████ ████████.

11.0   CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT

Inspection, measuring and test equipment is purchased and installed according to ████████ ████████████████████████████. *Tools, techniques and equipment are used to test whether* ██.

12.0   INSPECTION AND TEST STATUS

The status of instruments, assemblies and components is maintained by relevant personnel to indicate the successful completion of assembly, test and/or inspection operations. *Methods are developed to* ████████████████████████████████████.

13.0   CONTROL OF NONCONFORMING PRODUCT

Nonconforming software is placed into a separate environment. Software and component defects and nonconformities are ████████████████████████ ████████████████████.

14.0   CORRECTIVE AND PREVENTIVE ACTION

Configuration management and document and data control procedures are used to control corrective and preventive actions that affect software items and products. Preventive actions are developed by ████████████████████████ ████████████.

15.0   HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY

15.1   Handling

Product handling procedures help prevent damage to software products and avoid deterioration. Procedures are developed to ████████████████████████ ████████████████████████████████ ████████████████████████. *Procedures are developed and documented to* ████████████████████.

16.0   CONTROL OF QUALITY RECORD

Software quality records are documents and files that prove that quality activities were performed and quality results were achieved.

17.0 INTERNAL QUALITY AUDITS

An internal audit plan or program is developed and documented for software projects.

18.0 TRAINING

Training that will be needed to develop software products and to manage software development projects is identified. Training needs are ███ ████████████████████████

19.0 SERVICING

Procedures are developed to control the software maintenance process. Plans are developed to ██.

20.0 STATISTICAL TECHNIQUES

Statistical techniques are used to ████████████████████████████████ ███████████████████████

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