AS9003 QUALITY MANUAL

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Abstract:
This document describes the quality management system processes for aerospace standard SAE AS9003.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

Section 1: Welcome to (Your Company)

The Company is a developer and manufacturer of INSERT TEXT HERE

The Company has provided INSERT TEXT HERE

The Company also provides INSERT TEXT HERE

The Company currently has INSERT TEXT HERE

The Company has always applied high quality standards as guidelines for its processes and operations but has revised its systems to fully comply with ***ISO 9001*** and ***AS9003***.

The Company is dedicated to the principle of maintaining the highest levels of quality and integrity in communicating with people inside and outside of its business operation.

We invite you to see our quality system in action.
To arrange a visit, contact us at:

Your Company Name
Address
Phone
Email
Website: www.yourcompany.com

Your Photo (for embellishment if desired)

Section 2: Company Vision and Governing Policies

COMPANY VISION

To continually improve our processes, products and services to meet our Customers' requirements, allowing us to prosper as a business and to produce a reasonable return on capital investment.

QUALITY POLICY

The Company is committed to [redacted]

ENVIRONMENTAL POLICY

To prevent production and distribution of products or waste materials that [redacted]

PRACTICAL STEPS TO SUPPORT POLICIES

Customer Focus:

[redacted]

Workplace Excellence:

[redacted]

Empowerment:

[redacted]

Intelligent Management:

[redacted]

Section 3: Scope, Exclusions and Definitions

3.1 Scope

The Company's quality management system applies to all employees within all functional areas of the Company's business operation. The Company's scope of business is defined as follows:

Manufacturer of INSERT TEXT HERE

NAICS code: (Your code)

SIC code: (Your code)

3.2 Exclusions

The Company cites no exclusions to ***ISO 9001*** or ***AS9003*** standards.

NOTE: The Company has fully implemented ***ISO 9001*** and ***AS9003*** with the intent of certification to both standards. This manual is intended for verification of compliance to ***ISO 9001*** and ***AS9003***.

3.3 Definitions and Conventions

Unless otherwise noted, the Company applies the definitions of key terms according to ***ISO 9001***, ***AS9003*** and ***QMS-16 Definitions and Abbreviations Procedure.***

Subordinate or external documentation is referenced in ***Bold Italics***.

Section 4: Quality Management System

4.1 General Requirements

The Company's quality system is fully documented and implemented and is maintained as needed to meet the requirements of our Company vision and governing policies.

The Company has adopted a process-oriented method of management. This approach emphasizes the importance of:

a) [redacted].
b) [redacted]
c) [redacted]
d) [redacted].

For each process identified in use by the Company, the sequence and interaction of processes has been determined and the process controlled by way of [redacted]

The following are the processes in use by the Company.

- Calibration (7.6)
- Configuration management (7.1.1)
- Contract review (7.2)
- Control of nonconforming product (8.2)

- Control of documents (4.2.2)
- Control of production (7.5.1)
- Control of records (4.2.3)
- Corrective actions (8.3)
- Internal audit (8.4)
- Purchasing (7.4)
- Receiving (7.4.3)
- Responsibility and authority (5.1)
- Shipping (7.5.3)
- Training (6.1)

Every process has at least one QMS Procedure that defines it in greater detail and many procedures include a process map. These process maps define [redacted]

The relationship between the listed processes and their applicable ***AS9003*** clauses is shown in *Appendix A* and applicable Company documentation is shown in *Appendix B*.

Outsourced processes and their controls are defined in *Appendix C*.

4.2 Documentation Requirements

The Company maintains all required documentation to effectively sustain its quality management system. All Managers are responsible for [redacted]

The quality system documentation is comprised of a hierarchy of documents that flow from this Quality Manual. All documents support and enhance the primary mandates of the Corporate Vision and Governing Policies as defined in *Section 2*.

4.2.1 Quality Manual

The primary purpose of the Quality Manual and QMS Procedures is to describe and document the Quality Management System in place at the Company and to [redacted]

Copies of the manual are controlled according to the ***QMS-01 Document Control Procedure***. Uncontrolled copies may [redacted]

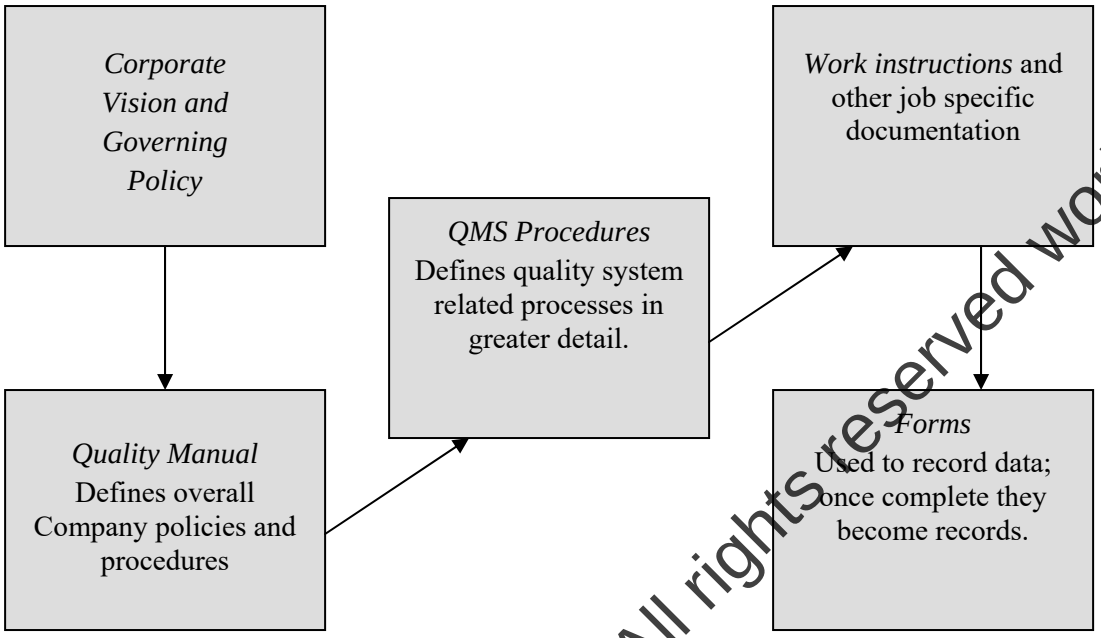
This Quality Manual has been developed by top management to define the quality system processes and policies in use by the Company. It is meant to be used by employees as the primary source of official Company quality policies. This manual is accessible to Customers, regulatory authorities and third parties that wish to verify the Company's quality management system. Externally distributed copies [redacted]

Additional procedures and work instructions have been developed to further clarify specific instructions for the execution of these procedures. Where subordinate documents are referenced, they are shown in ***bold italics***.

4.2.2 Control of Documents

Documents are controlled so that the information on them is [redacted]

The controls for documents are defined in the ***QMS-01 Document Control Procedure***.



4.2.3 Control of Records

Records are controlled to provide evidence of conformity to requirements. Records that are subject to control are maintained according to the ***QMS-03 Records Control Procedure***.

The Company has developed a secure web-based document portal that allows authorized users to access documents anywhere in the world via internet as well as throughout the Company facilities via intranet. Only the latest approved versions of documents are available through the internet and intranet portals.

Section 5: Management Responsibility

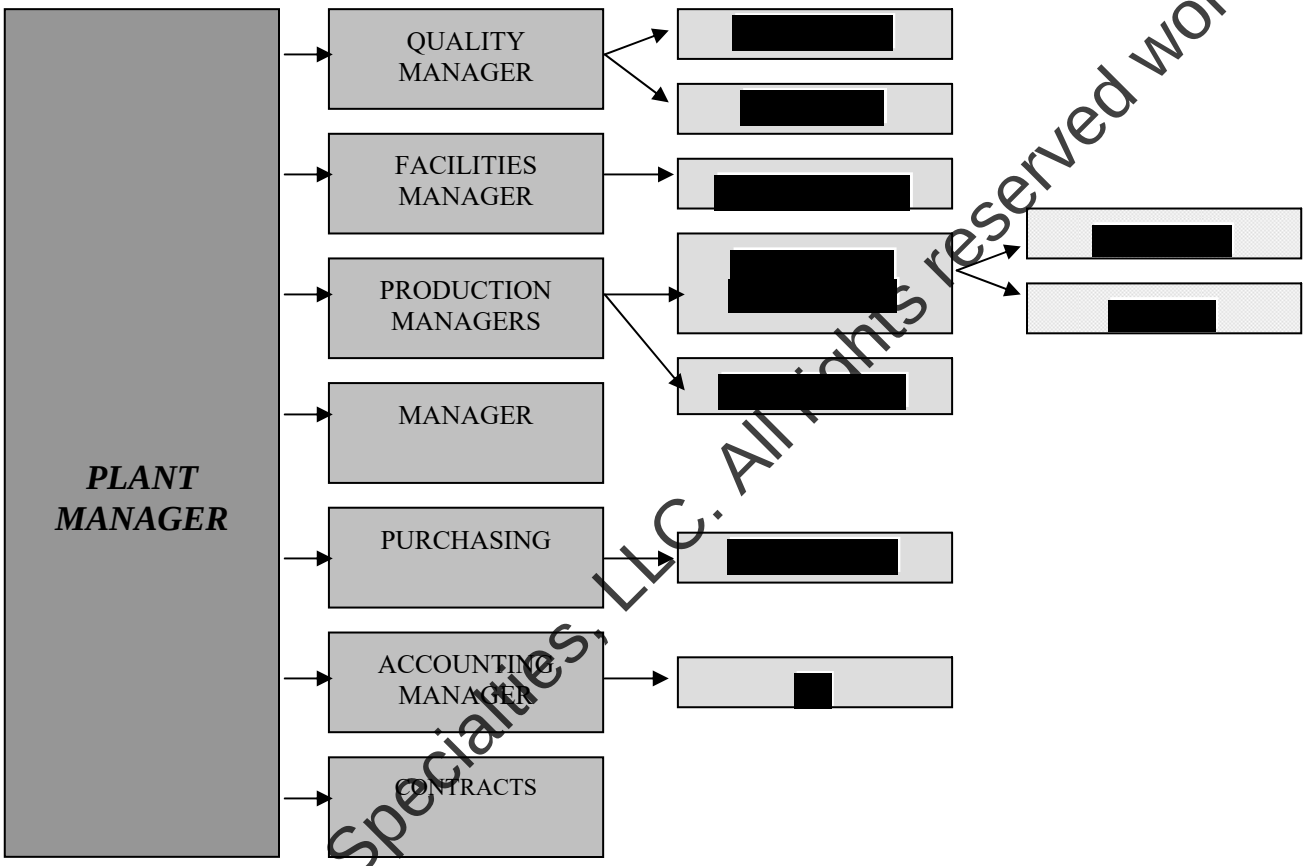
5.1 Management Representative

The Quality Manager has been assigned the role of Quality Manager. The Quality Manager is responsible for [redacted]

The Quality Manager is responsible for [redacted] The Quality Manager has the responsibility and authority to [redacted] In addition, the Quality Manager ensures the promotion of awareness of Customer requirements throughout the organization.

The organizational chart below defines the basic management structure of the Company. In all cases, the appropriate person has been granted both the responsibility and authority for their position's duties, which are further defined in the ***QMS-05 Responsibilities and Authorities Procedure***.

All employees are empowered to request corrective or preventive action to prevent the occurrence of nonconformities relating to product, process or the Quality Management System. The Quality Manager oversees this effort and makes sure that [redacted]



Section 6: Resource Management

6.1 Human Resources

The Company's employees are selected, trained and evaluated to ensure that those personnel performing work affecting process or product requirements are [redacted]

The process is defined in the ***QMS-06 Training Procedure***.

6.2 Work Environment

The Company has determined and provides the basic work environment requirements needed to achieve conformity to product requirements. The work environment is [redacted]

For more on management's control over the work environment see the ***QMS-04 Management Process Procedure***.

6.3 Corrective Maintenance

The Company utilizes corrective maintenance and skilled maintenance personnel to ensure the ongoing performance of process equipment. No preventive maintenance action is performed unless [redacted]

The Facilities Manager ensures the ongoing maintenance of the facilities. IT resources are overseen by the IT staff, reporting to the Facilities Manager.

Section 7: Product Realization

7.1 Planning of Product Realization

In planning the processes for product realization, management has ensured that the processes are consistent with the requirements of the other processes within the quality system. Product realization processes include the following procedures:

- ***Configuration Management***
- ***Document Control***
- ***Management Process***
- ***Production***
- ***Proposal Development and Contract Review***
- ***Records Control***

For each process, quality objectives have been established. At times, additional quality objectives and measurements may be set for a given product; in such cases, [redacted]

7.1.1 Configuration Management

The configuration of products is controlled through advanced configuration management techniques that have been built upon the requirements of ***ISO 10007*** and ***MIL-STD-973***. Configuration management is conducted according to the ***QMS-02 Configuration Management Procedure***.

7.2 Customer-Related Processes

7.2.1 Determination of Requirements

The Company captures all contractual and special requirements of the Customer as well as any necessary and unstated requirements and applicable statutory or regulatory requirements as part of the Proposal Development and Contract Review process. The process also defines [redacted]

This process is defined in the ***QMS-07 Proposal Development and Contract Review Procedure***.

7.2.2 Review of Requirements

Once contractual and special requirements are captured they are [redacted] The process is defined in the ***QMS-07 Proposal Development and Contract Review Procedure***.

The order of precedence of order-specific documentation is as follows unless otherwise directed by Customer requirements:

- [redacted]

7.3 Design and Development

This requirement is not applicable.

7.4 Purchasing

Purchasing is treated as a process within the Company's quality system. The Company accepts responsibility for the quality of products that are purchased from Suppliers including Customer designated sources. The Company does not use [redacted]

The process is fully defined in the ***QMS-08 Purchasing Procedure***.

7.4.1 Purchasing Process

The purchasing process ensures the Company [redacted]

7.4.2 Purchasing Information

Purchase orders are used to transmit the Company's requirements to Suppliers.

7.4.3 Verification of Purchased Product

Incoming materials are inspected to ensure they meet requirements before use and as a means of monitoring ongoing Supplier quality. The process is defined in the ***QMS-09 Receiving Procedure***.

7.5 Production

7.5.1 Control of Production

The Company plans and carries out processes for product realization according to section 7.1 of this manual. In general, this includes assurances that:

- [redacted]

In-process inspection is conducted according to work instruction or other controlled document to verify product conformity to requirements on an ongoing basis. The Quality inspector [redacted]

These activities are fully defined in ***QMS-10 Production Procedure***.

7.5.1.1 Production Process Verification

Production operations are performed according to documentation developed by Responsible Authorities. The work instruction, drawings and other documents define [redacted]

These activities are fully defined in the ***QMS-10 Production Procedure***.

First Article Inspection (FAI)

When required by purchase order or Customer specification, a First Article Inspection (FAI) will be performed. The FAI is [redacted]

7.5.1.2 Control of Production Process Changes

Only the Configuration Control Board can approve changes to production processes. The Company will identify and obtain Customer and/or regulatory authority approval for changes when required.

The results of changes to production processes are [redacted]

These activities are fully defined in the ***QMS-10 Production Procedure*** and ***QMS-02 Configuration Management Procedure***.

7.5.2 Identification and Traceability

All products are identified throughout their life cycle as defined in the ***QMS-10 Production Procedure***. Other identification and traceability requirements are [redacted]

7.5.3 Preservation of Product

According to contractual directives, instructions are detailed in the applicable job documentation for [redacted] General rules are defined in the ***QMS-10 Production Procedure and QMS-11 Shipping Procedure***.

7.6 Control of Monitoring and Measuring Equipment

All measuring and test equipment instruments and devices used to determine an item's conformance to specified requirements are [redacted]

The controls for such equipment and calibration activities are defined in the ***QMS-15 Calibration Procedure***.

Section 8: Measurement, Analysis, and Improvement

8.1 Monitoring and Measurement of Product

To ensure the conformance of product to requirements, monitoring and measurement is conducted throughout the product's lifecycle. These checks occur [redacted]

[redacted]

Inspection methods may include but are not limited to: [redacted]

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]

Applicable MRB members can release supplies [redacted]

8.1.1 Inspection Documentation

The engineering drawing or other technical documentation and identified critical items including key characteristics provide the requirements for all deliverable products. In all cases, this must include [redacted]

Required inspections, test steps and measuring equipment are defined in various documents depending on the nature of the product or order. These include [redacted]

Various inspection records are used to record the results of inspections and tests along with any nonconforming measurements. Records are in a form that is suitable to the method of operation. The required record to use is [redacted]

8.1.2 Incoming Inspection (Receiving)

Receiving is treated as a process within the quality system and is defined in the ***QMS-09 Receiving Procedure.***

Incoming materials are inspected to [redacted]

8.1.3 In-Process Inspection

In-process inspections are conducted during production to ensure ongoing quality of work. These may be done [redacted]

8.1.4 Final Inspection

Once all operations are complete, supplies must be submitted to Quality for a final inspection and to determine [redacted]

8.2 Control of Nonconforming Product

All deliverable supplies that are found to be nonconforming against specified requirements are [redacted]

See the ***QMS-14 Control of Nonconforming Product Procedure*** and ***QMS-13 Corrective and Preventive Action Procedure.***

8.3 Corrective Action

The Company has implemented and maintains a robust system for identifying and reporting nonconformities requiring corrective action. These nonconformities can be related to product, processes or other criteria. Such reports result in [redacted]

This process is defined in the ***QMS-13 Corrective and Preventive Action Procedure***.

8.4 Internal Audit

Internal quality audits are conducted to ensure ongoing compliance with requirements of the Company's policies and procedures. This is accomplished by [redacted]

The internal audit process is defined in the ***QMS-12 Internal Auditing Procedure***.

Appendix A: Company Processes and Applicable AS9003 Clauses

Process	Applicable AS9003 Clauses
Corrective and Preventive Action	8.3 Corrective Action
Internal Auditing	8.4 Internal Audit
Management	4.1 QMS General Requirements 4.2 Documentation Requirements 5.1 Management Representative 6.1 Human Resources 6.2 Work Environment 7.1.1 Configuration Management 7.5.1 Control of Production 7.6 Control of Monitoring and Measuring Equipment 8.1 Monitoring and Measurement of Product
Production	7.1 Planning of Product Realization 7.5.1.1 Production Process Verification 7.5.1.2 Control of Production Process Changes 7.5.2 Identification and Traceability 7.5.3 Preservation of Product 8.1 Monitoring and Measurement of Product 8.2 Control of Nonconforming Product
Proposal Development and Contract Review	7.2 Customer Related Processes
Purchasing	7.4.1 Purchasing Process 7.4.2 Purchasing Information
Receiving	7.4.3 Verification of Purchased Product 7.5.2 Identification and Traceability 7.5.3 Preservation of Product 8.1 Monitoring and Measurement of Product 8.2 Control of Nonconforming Product
Shipping	7.5.2 Identification and Traceability 7.5.3 Preservation of Product 8.3 Control of Nonconforming Product

Appendix B: Company Processes and Applicable Documents

Process	Applicable Company Procedures	Applicable Company Records
Corrective Action	Corrective Action	[redacted]
Internal Auditing	Internal Auditing	
Management	Quality Manual Document Control Configuration Management Record Control Management Process Responsibilities and Authorities Training Calibration Definitions and Abbreviation	[redacted]
Production	Production Control of Nonconforming Product	[redacted]
Proposal Development and Contract Review	Proposal Development and Contract Review	[redacted]
Purchasing	Purchasing	[redacted]
Receiving	Receiving Control of Nonconforming Product	[redacted]
Shipping	Shipping Control of Nonconforming Product	[redacted]

Appendix C: Outsourced Processes

The following processes are outsourced and controlled as indicated:

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

When the Company provides supplies for outside processing, such as acceptance testing, the work is performed under the following controls:

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

Appendix D: Quality Objectives

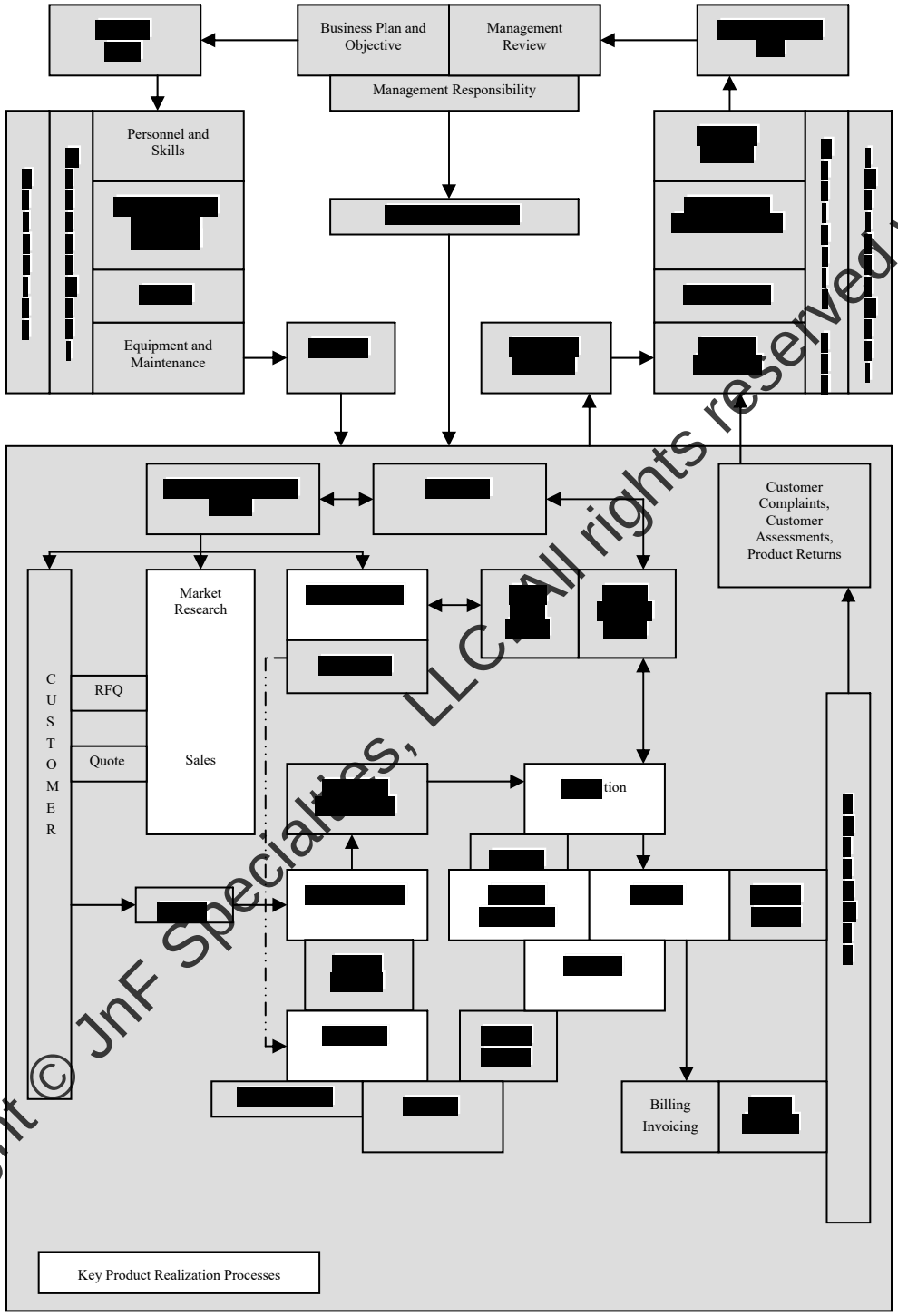
Process	Quality Objective	Metric
Corrective Action	[redacted]	[redacted]
Internal Auditing		[redacted]
Management		[redacted]
Production	[redacted]	[redacted]
Proposal Development and Contract Review	[redacted]	[redacted]
Purchasing	[redacted]	[redacted]
Receiving	[redacted]	[redacted]
Shipping	[redacted]	[redacted]

COMMENT:

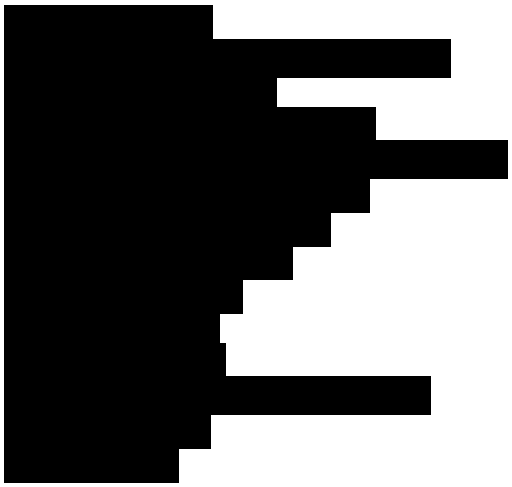
The quantity of quality objectives listed above should be evaluated and adjusted to meet actual value-added goals of the business operation. The objectives that are listed above are typical for manufacturers but there may be too few or too many for your business.

Delete above COMMENT prior to release of quality manual.

Appendix E: Identification of Key Product Realization Processes



Applicable Company Procedures:



Applicable Company Records:

Delete this page prior to release of quality manual.

Contract Review

Program Name:				
Program Source:	Internal Customer ☐		External Customer ☐	
RFP#:	Contract Type: Commercial ☐		Gov ☐	R&D ☐
Customer:				
Contract#:	Contract Type:			
[redacted]				
Analysis Made By:		Reviewed By:		
	Date:		Date:	

Form Rev: Orig

Compliance Matrix-1

(Program Name - Contract - Revision)

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]				
			x	x
[redacted]				

Form Rev: Orig

Compliance Matrix-2

(Program Name - Contract - Revision)

[redacted]	[redacted]	[redacted]

Form Rev: Orig

Work Breakdown Structure

Program Name – Contract - Revision		
[redacted]	[redacted]	[redacted]
[redacted]		
☐		
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[redacted]		
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Form Rev: Orig

Check-off each item that is completed

Your Company Name and Logo

Date

(Your Co name) has made a commitment to our Customers to [redacted]

Thank you for your support,

_____
(Your Signature)
(Your printed name)

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)		
b)		
c)		
d)		
e)		
f)		
g)		
h)		
i)		
2)	Score	**Performance**
a)		
b)		
c)		
d)		
e)		
f)		
g)		
h)		
i)		
3)	Score	**Competitiveness**
a)		
b)		
c)		
d)		
e)		
4)	Score	**Prediction**
a)		
b)		
c)		
Comments:		

Thanks again for your support

Please Fax the completed survey to: (Your Name and Fax#)

Form Rev: Orig

CUSTOMER SATISFACTION SURVEY

Your Logo

Date: (input date)

To: Customer Contact Name
Customer Company Name
Customer Address
Customer City, State, Postal Code

From: Your Name
Your Company Name
Your Address
Your City, State, Zip

Greetings,

We are asking you to spend a few minutes out of your busy day to respond to our survey. The information you provide will help us improve our products and services for your organization. Using a scale from 1 to 10 (1 is bad, 10 is best and 5 is average), please circle the number representing our performance:

[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
1	2	3	4	5	6	7	8	9	10
[redacted]									
Please give an example of [redacted]									
Please give an example of [redacted]									

Thank you for your participation in our survey - please fax your response to:
Your Name - Phone: Your# - Fax: Your#
Email: Your email

Form Rev: Orig

Your Logo

Your Company Name

RECEIVING, IN-PROCESS AND FINAL INSPECTION SAMPLING PLAN

Origination Date: XXXX

Document Identifier:	Name, Number, Unique ID
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the C=0 sampling plan.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 Scope

The Zero Acceptance Number plan developed by Nicholas L. Squeglia, available at ASQ.org; ISBN 0-87389-305-0, was originally designed and used to provide equal or greater Consumer protection with less inspection than the corresponding MIL-STD-105 sampling plan. In addition to the economic advantages, the plan is [redacted]

2.0 Theory

The basic objective of sampling is often overlooked. Why sample? Sampling is employed to [redacted]

3.0 Alternate Sampling Plans

Continuous Sampling

This plan is used when units of products are submitted for inspection one at a time. If a frequency check discovers a nonconformance then [redacted]

Lot-by-Lot Attribute Inspection

This plan is used when units of product are submitted for inspection in a group, batch or lot instead of one at a time. The characteristics evaluated either conform or do not conform to

acceptance criteria. Go-No/Go type gauges are prevalent in attribute plans – measurement of characteristics is not required. MIL-STD-105 defines the requirements for the number of samples to randomly select for a lot quantity and lot acceptance is based upon a specified number of nonconformances. ANSI Z 1.4 has replaced MIL-STD-105.

Lot-by-Lot Variables Inspection
This plan is used when [redacted]

4.0 Relationship of C=0 to MIL-STD-105

The MIL-STD-105 sampling plan is based upon the A.Q.L. concept (Acceptance Quality Level), which provides a Producer Risk lot acceptance probability of 90% to 98%, a Consumer Risk lot rejection probability of 2% to 10% and acceptance of a lot based upon a percent defective that is established for major and/or minor characteristics. The C=0 plan is associated with the A.Q.L.'s of MIL-STD-105 as well as [redacted]

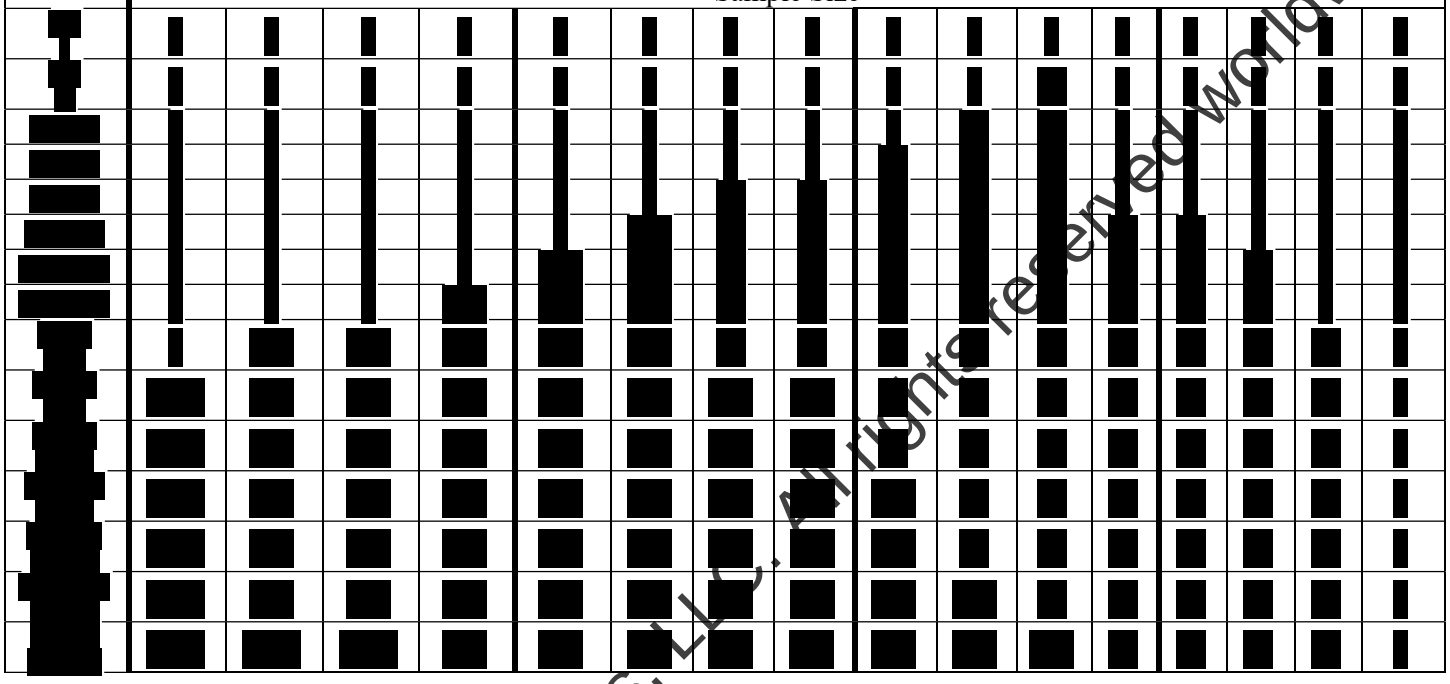
The C=0 plan is used when: [redacted]

5.0 C=0 Sampling Plan

Use MIL-STD-105/ANSI Z 1.4 to establish an A.Q.L., which is normally 1.0 for critical characteristics and 4.0 for minor characteristics. Using Table I, find a lot size in the left-hand column and read across the columns to the appropriate A.Q.L. then read down the column to find the sample size. For instance, [redacted]

Table I

C=0 Sampling Plan - Associated A.Q.L.'s

Lot Size	0.010	0.015	0.025	0.040	0.065	0.10	0.15	0.25	0.40	0.65	1.0	1.5	2.5	4.0	6.5	10.0
	Sample Size															
																

* entire lot must be inspected

Acceptance number is zero (0) in all cases