QUALITY HANDBOOK

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Abstract:
This document describes the quality management system policies and procedures that achieve conformance with aerospace standard SAE AS9100D.
### REVISION LOG

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Section 1: Scope
(Your Company's) quality management system (QMS) policies and procedures summarize top management's strategic view to improve the QMS, enhance Customer satisfaction and assure consistent delivery of products and services that achieve conformance with Customer and applicable statutory and regulatory requirements.

Section 2: Normative References
Documents that are referenced herein are indispensable and their title's are displayed in Bold Italics.

Section 3: Terms and Definitions
Unless otherwise noted, the Company applies the definitions of key terms according to AS9100D and the QMS-16 Definitions and Abbreviations Procedure.

Section 4: Context of the Organization
4.1 Understanding the organization and its context
The Company according to the QMS-04 Management Process Procedure.

4.2 Understanding the needs and expectations of interested parties
The Company considers according to the QMS-04 Management Process Procedure.

4.3 Determining the scope of the quality management system
The Company's quality management system applies to all employees within all functional areas of the business operation.
The Company provides the following products and/or services:
Producer/Provider of [Your text]
NAICS code: [Your code(s)]
SIC code: [Your code(s)]
QMS policies and/or procedures outline The primary purpose of the Quality Handbook and QMS Procedures is to
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This Quality Handbook has been developed by top management to

Additional procedures and work instructions have been developed to Where subordinate documents are referenced, they are shown in **bold italics**.

### 4.3.1 Non-Applicable provisions of the QMS

The Company cites

### 4.4 Quality management system and its processes

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

The Company uses which emphasizes the importance of:

- 
- 
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During Management Review (see 9.3), process resources are

Every process has at least one QMS Procedure that defines it in greater detail that may

For each process identified in use by the Company, the sequence and interaction of processes has been determined (see **Process Orientation Checklist**) and the process controlled by

Process maps define the details of each process, which includes The relationship between QMS procedures and their applicable **AS9100D** clauses is shown in **Appendix A**. See **Appendix B** for applicable Company processes and documents. Outsourced processes and their controls are defined in **Appendix C**. See **Appendix E** for identification of key realization processes.

The Company maintains all required documentation to
4.4.1 Vision and governing policies

COMPANY VISION

QUALITY POLICY

ENVIROMENTAL POLICY

PRACTICAL STEPS TO SUPPORT POLICIES

Customer Focus:

Empowerment:

Intelligent Management:

Workplace Excellence:

SEE SECTION 5 FOR DETAILS ON THESE PRACTICAL STEPS

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4.4.2 Overview of documentation

The quality system documentation is comprised of a hierarchy of documents that flow from this Quality Handbook.

- **Corporate Vision and Governing Policy**
- **Quality Handbook** Defines overall Company policies and procedures
- **QMS Procedures** Defines quality system related processes in greater detail.
- **Work instructions and other job specific documentation**
- **Forms** Used to record data; once complete, they become records.

Left blank intentionally
4.4.3 Overall process sequence and interaction

Section 5: Leadership

5.1 Leadership and commitment
The Company’s Management is

5.1.1 General
The Company uses the quality management system to guide and validate its decisions and to
Management participation in the QMS is described in the QMS-04 Management Process Procedure.

5.1.2 Customer focus
The Company demonstrates leadership and commitment with respect to Customer focus by
5.2 Policy

5.2.1 Establishing the quality policy
The Company's quality policy defines

5.2.2 Communicating the quality policy
The Company's quality policy is available to interested parties and is maintained as documented information that is

5.3 Organizational roles, responsibilities and authorities
Assignment of responsibilities and authorities for relevant roles are communicated and understood throughout the organization according to the QMS-05 Responsibilities and Authorities Procedure to ensure

The organization chart below describes the basic management structure of the Company. In all cases, the appropriate person has , which is further defined in the QMS-05 Responsibilities and Authorities Procedure.

All employees are empowered to

The Quality Manager has been assigned the role of Responsible Quality Authority (RQA). As RQA, the Quality Manager is responsible for:
The Quality Manager has the responsibility and authority to

5.3.1 Organization chart

Section 6: Planning
This quality system was planned in advance and its documented policies and procedures were reviewed prior to implementation. Management affirms the QMS is

The QMS documentation acts as the overall quality plan for the Company. As required, specific quality processes

Quality system planning and control is treated as a process (called the Management Process) and is defined in the QMS-04 Management Process Procedure.
6.1 Actions to address risks and opportunities

6.1.1 Planning for the QMS
Planning for the quality management system includes...

6.1.2 Planning requirements
The Company determines the effectiveness of actions taken to establish process controls that...

6.2 Quality objectives and planning to achieve them

6.2.1 Establishing quality objectives
The Company establishes and maintains documented information for quality objectives at relevant functions, levels and processes according to the QMS-04 Management Process Procedure. Quality objectives are...

6.2.2 Achieving quality objectives
The Company determines how to achieve its quality objectives according to...

6.3 Planning of changes
Changes to the quality management system are performed according to the QMS-02 Configuration Management Procedure, which considers...

IMPORTANT:
The quality management system is maintained at its authorized revision level until planned changes are implemented.
Section 7:  Support

7.1   Resources

7.1.1 General
The Company determines and provides the resources needed for

7.1.2 People
The Company determines and provides the people necessary for

7.1.3 Infrastructure
The Company determines, provides and maintains the infrastructure necessary for

The Company has determined and provided

and include a review of:

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•

The Company utilizes maintenance practices and skilled maintenance personnel to

The Company utilizes corrective maintenance and skilled maintenance personnel to
7.1.4 Environment for the operation of processes
The Company determines, provides and maintains the environment necessary for the operation of its processes to achieve conformity of products and services. The work environment is

7.1.5 Monitoring and measuring resources

7.1.5.1 General
When monitoring or measuring is used to verify the conformity of products and services, the Company determines

7.1.5.2 Measurement traceability
All measuring and test equipment instruments and devices used to determine an item's conformance to specified requirements are according to the QMS-15 Calibration Procedure.

Measuring equipment is according to the QMS-15 Calibration Procedure.

7.1.6 Organizational knowledge

7.2 Competence
The Company determines and periodically reviews the necessary competence for Employees whose work affects the performance and effectiveness of the quality management system. The Company affirms

All Company personnel are
The Company has implemented a training program that:

- Management conducts
- [List of other training components]

7.3 Awareness

The Company affirms

7.4 Communication

Internal and external communications that are relevant to the QMS are handled according to the QMS-04 Management Process Procedure. To ensure proper communication which is documented in the QMS-04 Management Process Procedure.

Management periodically

Employees are encouraged to use the Request for Support (RFS) to submit suggestions for improvements. This system requires management to take action on quality related issues within the Company.
7.5 Documented information

7.5.1 General
The Company’s quality management system includes documented information required by AS9100D and records necessary for the effectiveness of the quality management system.

The Company maintains all required documentation to

All Managers are responsible for

The quality system documentation is comprised of a hierarchy of documents that flow from this Quality Handbook (see 4.4.2).

All documents must

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

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7.5.2 Creating and updating
During creation and update of documented information, the Company reviews and approves documents according to the QMS-01 Control of Documented Information Procedure.

The Company has developed a secure web-based document portal that enables
7.5.3 Control of documented information

7.5.3.1 Documents required by QMS and international standard
Documents are controlled so that the information on them is
For details, see QMS-01 Control of Documented Information Procedure and QMS-02 Configuration Management Procedure.

7.5.3.2 Activities for control of documented information
The Company controls
According to the QMS-01 Control of Documented Information Procedure. Superseded and/or obsolete documents may
according to the QMS-02 Configuration Management Procedure. Management provides guidelines for managing
according to the QMS-04 Management Process Procedure.

Section 8: Operation

8.1 Organizational planning and control
Processes that are used to achieve compliance with requirements for deliverable products and services are
The Company applies the QMS-07 Proposal Development and Contract Review Procedure to engage Responsible Authorities
The QMS-02 Configuration Management Procedure is used to approve processes and control changes. Consequences of unintended changes are
Inspection, testing and "on-time delivery" requirements are
Project management is used to
Key product realization processes include the following procedures:

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Quality objectives have been established for each key process. At times, additional quality objectives and measurements may 

Suppliers used for outsourced processes are approved according to 8.4 herein and the QMS-08 Purchasing Procedure. When the Company provides supplies for outside processing, such as acceptance testing, the work is performed under the following conditions:

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8.1.1 Operational risk management
Risk management for operational processes is conducted according to QMS-18 Risk Mitigation and Planning Procedure. Proportionate actions are 

8.1.2 Configuration management
The configuration of products and services is controlled according to the QMS-02 Configuration Management Procedure.

8.1.3 Product safety
The Company plans, implements and controls the processes according to the QMS-10 Manufacturing Procedure.
8.1.4 Prevention of counterfeit parts
The Company according to the QMS-03 Counterfeit Parts Prevention Procedure and QMS-04 Management Process Procedure.

8.2 Requirements for products and services

8.2.1 Customer communication
The Company communicates with its Customers by

8.2.2 Determining the requirements related to products and services
The Company determines it can meet the claims for products and services it offers and affirms according to the QMS-07 Proposal Development and Contract Review Procedure.

The Company captures all contractual and special requirements of the Customer as well as

8.2.3 Review of requirements related to products and services

8.2.3.1 Ability to meet requirements
Applicable functions within the Company review Customer requirements according to the QMS-07 Proposal Development and Contract Review Procedure.

The Company pays particular attention to

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8.2.3.2 Retain documented information of review
The Company establishes and maintains a record for each contract review that includes

8.2.4 Changes to requirements for products and services
When the requirements for products and services are changed, the Company affirms

8.3 Design and development of products and services

8.3.1 General through 8.3.6 design and development changes
The Company's design and development process is conducted in a controlled manner according to

which are defined in the QMS-17 Design and Development Procedure that includes policies for:

- 8.3.2 Design and development planning
- 8.3.3 Design and development inputs
- 8.3.4 Design and development controls
- 8.3.4.1 Validation and verification tests
- 8.3.5 Design and development outputs
- 8.3.6 Design and development changes

8.4 Control of externally provided processes, products and services
The Company does not

8.4.1 General
The Company affirms externally provided processes, products and services conform to requirements according to the QMS-08 Purchasing Procedure and QMS-09 Receiving Procedure. The Company determines the controls to be applied to externally provided processes, products and services when

8.4.1.1 External provider abilities
The Company determines and applies criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers that is based upon
processes or products and services according to requirements and **QMS-08 Purchasing**

### 8.4.2 Type and extent of control

The Company affirms externally provided processes, products and services

### 8.4.3 Information for external providers

The Company affirms mandatory requirements are

### 8.5 Production and service provision

#### 8.5.1 Control of production and service provision

The Company implements production and services under controlled conditions according to the **QMS-04 Management Process Procedure** and **QMS-10 Manufacturing Procedure**, which includes provisions for:

- 8.5.1.1 Control of Equipment, Tools and Software Programs
- 8.5.1.2 Validation and Control of Special Processes
- 8.5.1.3 Production Process Verification

The Company plans and carries out processes for product realization. In general, this includes assurances that:

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In-process inspection is conducted according to the QMS-10 Manufacturing Procedure and QMS-02 Configuration Management Procedure.

8.5.2 Identification and traceability

The Company uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services, and identifies the status of outputs with respect to QC stamps or registered names and initials of inspectors may

8.5.3 Property belonging to Customers or external providers

When outside sources provide property for processing or use, it is suitably identified as such to
Property is controlled according to the **QMS-10 Manufacturing Procedure**.

### 8.5.4 Preservation

According to contractual directives, instructions are detailed in the applicable job documentation according to the **QMS-10 Manufacturing Procedure** and **QMS-11 Shipping Procedure**.

### 8.5.5 Post-delivery activities

The Company meets requirements for post-delivery activities associated with the products and services according to the **QMS-10 Manufacturing Procedure**.

The Company provides as applicable:

- [ ]
- [ ]
- [ ]
- [ ]
- [ ]

### 8.5.6 Control of changes

To ensure continuing conformity with requirements, the Company reviews and controls

### 8.6 Release of products and services

In-process inspections are conducted during production and service activities to ensure ongoing quality of work according to the **QMS-10 Manufacturing Procedure**. Products and services are released for delivery to Customers only
8.7 Control of nonconforming outputs

8.7.1 Identify and control nonconforming outputs
The Company affirms outputs that do not conform to requirements are

Nonconforming outputs may be identified by

The Company takes appropriate actions based on

Nonconformances are corrected then reverified to confirm outputs are in compliance with requirements. When appropriate, the Company

8.7.2 Retain documented information for nonconformities
Records used to disposition nonconformities clearly describe each nonconformance and includes

Section 9: Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General
The Company’s determines methods for monitoring, measurement, analysis and evaluation to ensure valid results by

Documented information that is used for determining the acceptability of this quality management system may include, but are not limited to:
9.1.2 Customer satisfaction
To monitor and measure Customer satisfaction and [adjust "your list" as required - retain mandatory items - delete this note prior to release of quality handbook]

The Company continuously improves Customer satisfaction according to the QMS-04 Management Process Procedure.

9.1.3 Analysis and evaluation
The Company evaluates [ ] according to the QMS-04 Management Process Procedure.

9.2 Internal audit

9.2.1 Conduct internal audits at planned intervals
The Company conducts internal audits at planned intervals to provide [ ]
9.2.2 Audit requirements
The Company assigns Responsible Authorities to perform internal audits and report audit results to management according to the QMS-12 Internal Auditing Procedure.

9.3 Management review

9.3.1 General
Top management reviews the Company's quality management system at planned intervals to

9.3.2 Management review inputs
Management review is planned and carried out according to the QMS-04 Management Process Procedure, which takes into consideration

9.3.3 Management review outputs
Results from management reviews include

Section 10: Improvement
It is the goal of all employees to

10.1 General

10.2 Nonconformity and corrective action

10.2.1 Required actions for nonconformities
When nonconformity occurs in products and processes, including , the Company takes action and

The Company affirms corrective actions are appropriate to the effects of nonconformities, and:

- 
10.2.2 Required records for nonconformities
The Company retains and maintains records regarding the nature of nonconformances, subsequent actions and

10.3 Continual improvement
The Company continually improves

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## Appendix A: Company Processes and Applicable AS9100D Clauses

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<td>8.5.1.3 Production Process Verification (was)</td>
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<td>5.1.1 Control of Production Equipment, Tools and Software Programs (was)</td>
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<td>8.5.5 Post-Delivery Activities (was)</td>
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<td>8.5.2 Identification and Traceability (was)</td>
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<tr>
<td>8.5.3 Property Belonging to Customers or External Providers (was)</td>
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<tr>
<td>8.5.4 Preservation (was)</td>
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<tr>
<td>8.6 Release of Products and Services (was)</td>
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<td>8.7 Control of Nonconforming Outputs (was)</td>
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### Manufacturing

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<thead>
<tr>
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<tr>
<td>8.2.2 Requirements Related to Products and Services (was)</td>
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<td>8.2.4 Changes to Requirements for Products and Services (was)</td>
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<td>8.4.1 Control of Externally Provided Processes, Products and Services: General (was)</td>
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<td>8.4.3 Information for External Providers (was)</td>
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### Proposal Development & Contract Review

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### Receiving

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### Shipping

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## Appendix B: Company Processes and Applicable Documents

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Appendix C: Outsourced Processes

The following processes are outsourced and controlled as indicated:

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## Appendix D: Quality Objectives

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**COMMENT:**

The quantity of quality objectives listed above should be evaluated and adjusted to meet actual value-added goals of the Company, and match the list of procedures displayed in paragraph 8.1 and highlighted in Appendix E. The objectives that are listed above are

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Appendix E: Identification of Key Product Realization Processes

[Diagram showing a flowchart of key product realization processes]

Customer Complaints, Customer Assessments, Product Returns

Manufacturing

Sales

Market Research

RFQ

Quote

Customer

Management
Review

Business Plan and Objective

Management Responsibility

Key Product Realization Processes
Delete this page prior to release of quality handbook.
(paragraph numbers in parentheses are from the AS9100D standard)

Mandatory Procedures:

Recommended Procedures:

Applicable Records:
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(paragraph numbers in parentheses are from the AS9100D standard)

Applicable Records continued…

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