Your Logo

REDACTED

Your Company Name

ISO 9001 PMA and 14 CFR 21 QUALITY POLICIES HANDBOOK

Origination Date: XXXX

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Date:	Latest Revision Date
Document Revision:	Orig

Abstract:
This quality handbook describes the quality management system policies and procedures that achieve conformance with ISO 9001, FAA AC 21-43, FAA Order 8120.22 and 14 CFR Part 21.137.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

NOTE: Company policies herein are expressed from the perspective of "As-a-Matter-of-Fact". To apply this perspective, mentally add the phrase to the beginning of each paragraph herein. Delete this note prior to release of quality handbook.

TABLE OF CONTENTS

Section 1: Scope

(Your Company's) quality management system (QMS) policies and procedures summarize top management's stategic 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 ***ISO 9001, FAA AC 21-43, FAA Order 8120.22, 14 CFR Part 21.137*** and the ***QMS-16 Definitions and Abbreviations Procedure***.

Section 4: Context of the Organization

4.1 Understanding the organization and its context

The Company determines, monitors and reviews internal and external issues that affect its ability to achieve intended results according to the ***QMS-04 Management Process Procedure***.

4.2 Understanding the needs and expectations of interested parties

The Company considers the needs and expectations of interested parties that affect its ability to achieve intended results 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 responsibilities, methods, measurements and related performance indicators to ensure effective operation and control of the quality management system.

Non-Applicable Provisions of the QMS

The Company cites no exclusions to requirements of ***ISO 9001, FAA AC 21-43, FAA Order 8120.22 or 14 CFR Part 21.137***.

(User Info: If your Company strictly builds-to-print or performs a service and doesn't design tools for the job, then take exception to "design" and other features herein and report exclusion in other paragraphs, such as paragraph 8.3. Delete this "User Info" prior to release of quality manual.)

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 a process-oriented method of management, which emphasizes the importance of:

- [redacted]

During Management Review (*see 9.3*), process resources are discussed and allocated as applicable. Corrective action is taken to ensure processes achieve the desired results and continuously improve.

Every process has at least one ***QMS Procedure*** that defines it in greater detail that may include a process map.

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 way of criteria and methods specific to that process, such as [redacted]

Process maps define the details of each process, which includes [redacted] The relationship between QMS procedures and their applicable ***FAA AC 21-43*** and ***ISO 9001*** 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 effectively sustain its quality management system and to [redacted]

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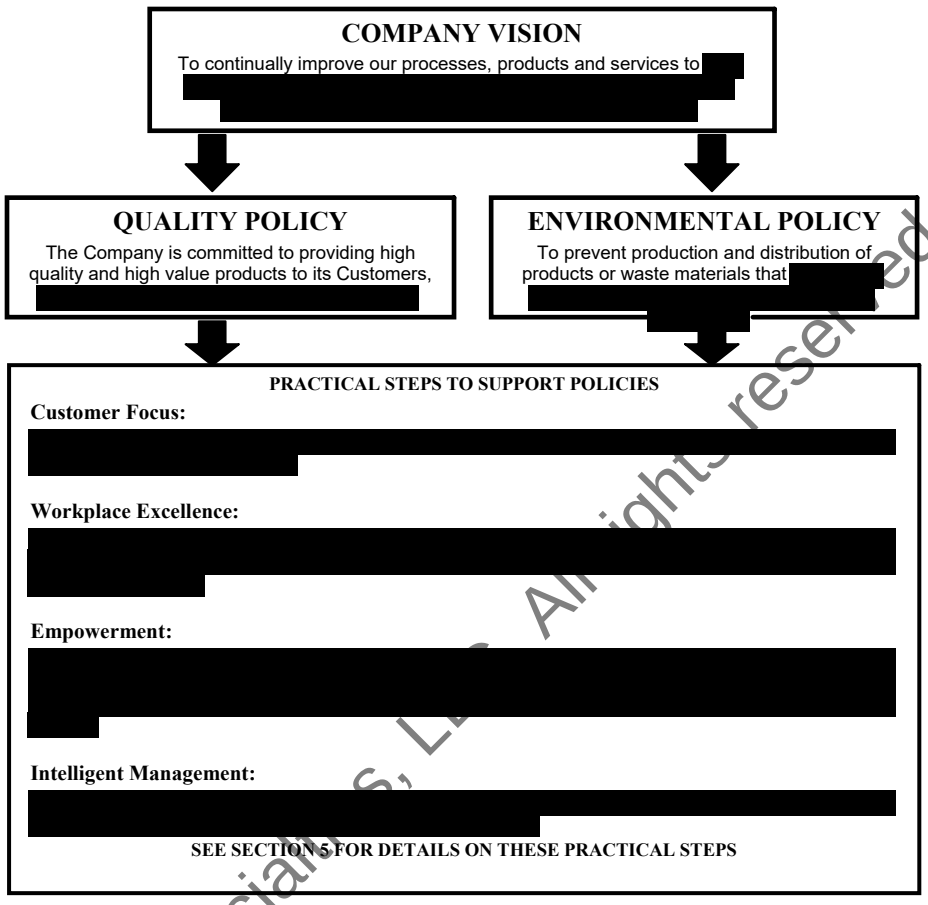
4.4.1 Vision and governing policies



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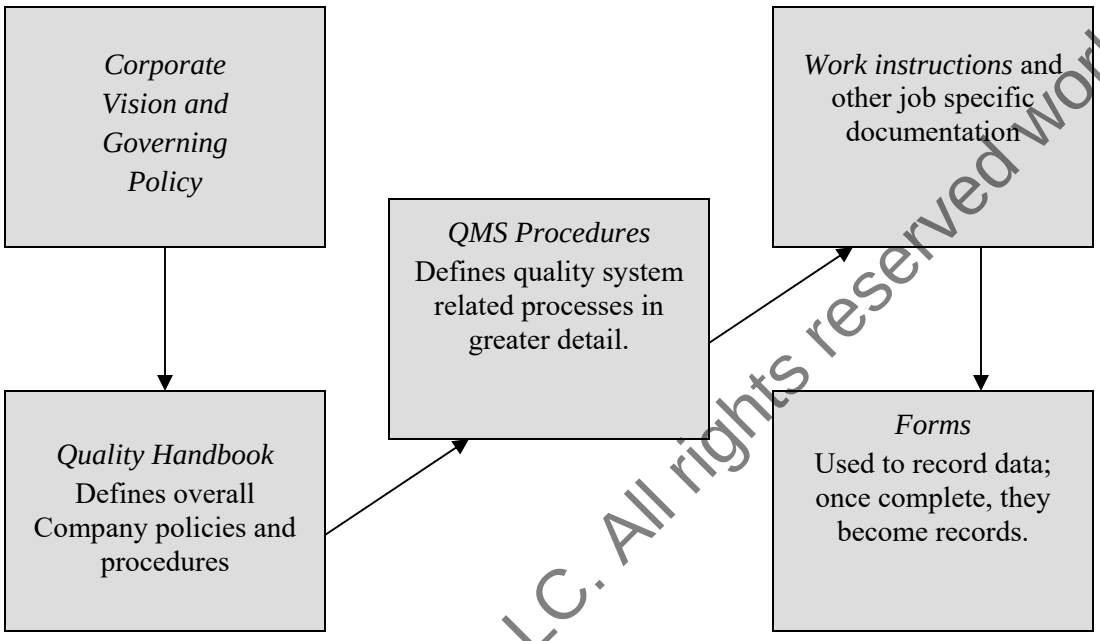
4.4.2 Overview of documentation

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



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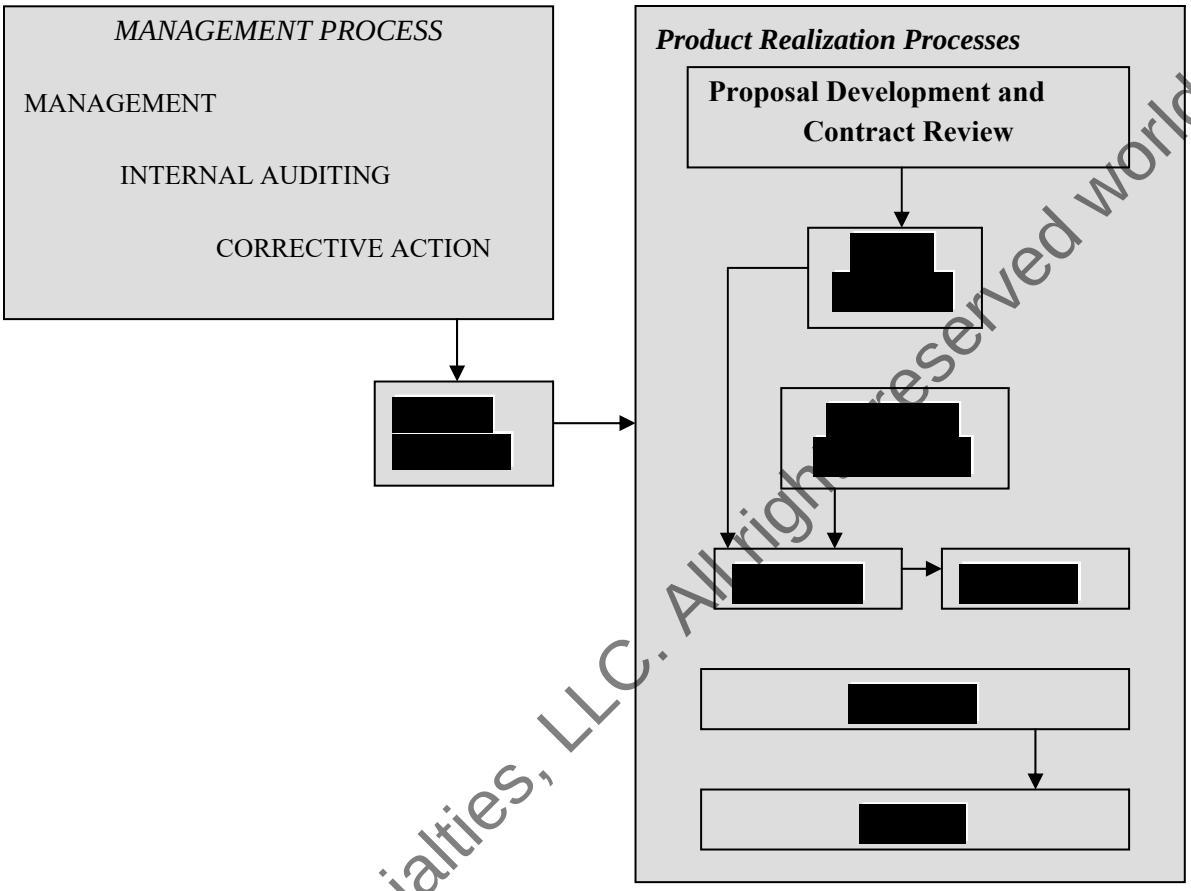
4.4.3 Overall process sequence and interaction



Section 5: Leadership

5.1 Leadership and commitment

The Company's Management is committed to [redacted]

5.1.1 General

The Company uses the quality management system to guide and validate its decisions and to encourage the discovery of new areas of improvement. 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 ensuring the maintenance and enhancement of Customer satisfaction through [redacted]

[redacted] according to the ***QMS-04 Management Process Procedure***.

5.2 Policy

5.2.1 Establishing the quality policy

The Company's quality policy defines the purpose and context of the organization and its strategic direction, which includes a framework for [redacted]

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 [redacted]

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 quality management system conforms to the requirements of ***ISO 9001***. Responsible authorities confirm processes are [redacted]

Section 6: Planning

6.1 Actions to address risks and opportunities

6.1.1 Planning for the QMS

Planning for the quality management system includes consideration of the context of the organization and the needs and expectations of interested parties. ***QMS-04 Management Process Procedure*** is used to address associated risks and opportunities to achieve [redacted] Supplemental FAA policies are defined in ***QMS-18, Supplemental Policies***.

6.1.2 Planning requirements

Proportionate actions are taken to address risks and opportunities that could impact requirements that are applicable to products and services according to the ***QMS-13 Corrective Action Procedure***. The Company integrates and implements these actions into quality management system processes (*see 4.4*) and evaluates their effectiveness.

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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 measurable and consistent with the quality policy and are [redacted]

6.2.2 Achieving quality objectives

The Company determines how to achieve its quality objectives according to [redacted]

6.3 Planning of changes

Changes to the quality management system are performed according to the ***QMS-02 Configuration Management Procedure***, which considers the purpose of changes and potential consequences and [redacted]

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 the establishment, implementation, maintenance and continual improvement of the quality management system according to the ***QMS-04 Management Process Procedure***, which considers [redacted]

7.1.2 People

The Company determines and provides the people necessary for the effective implementation of its quality management system and operation and control of its processes according to the ***QMS-04 Management Process Procedure*** and ***QMS-06 Training Procedure***.

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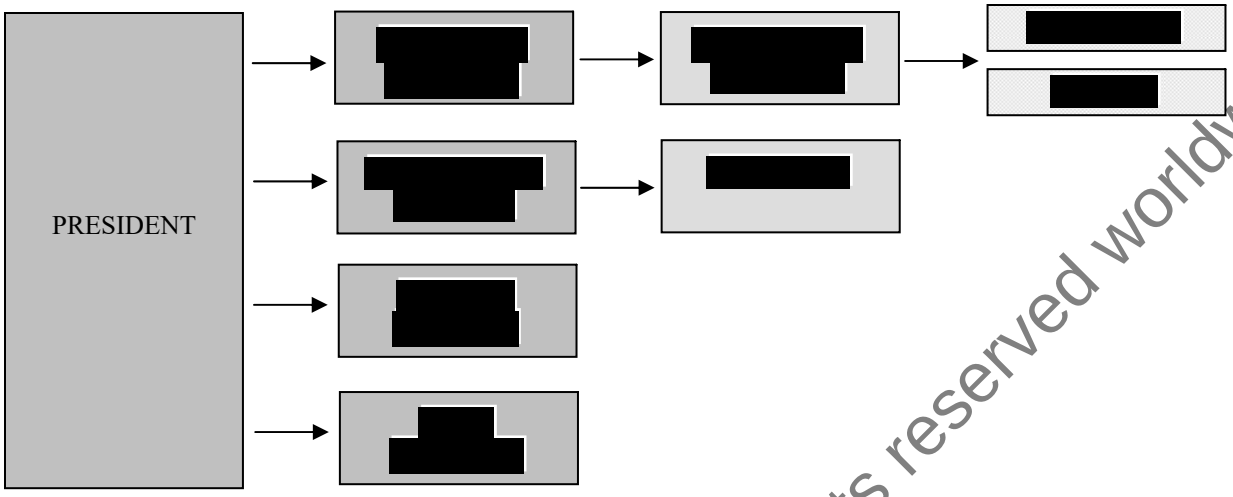
ORGANIZATION CHART



7.1.3 Infrastructure

The Company determines, provides and maintains the infrastructure necessary for the operation of its processes to achieve [redacted] according to the ***QMS-04 Management Process Procedure***.

The Company has determined and provides the basic infrastructure needed to achieve conformity to product requirements. Infrastructure requirements are regularly reviewed during Management Review and include a review of:

- [redacted]

The Company utilizes corrective maintenance and skilled maintenance personnel to [redacted]

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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 [redacted] according to the ***QMS-04 Management Process Procedure***.

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 and provides resources needed to [redacted]

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 [redacted] according to the ***QMS-15 Calibration Procedure***.

7.1.6 Organizational knowledge

The Company determines, maintains, uses and internally shares knowledge that is required to operate its processes. The Company considers the need for [redacted]

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 Employee competence according to [redacted] the ***QMS-04 Management Process Procedure***, ***QMS-06 Training Procedure*** and ***QMS-01 Control of Documented Information Procedure***.

All Company personnel are hired on the basis of their ability to [redacted]

The Company has implemented a training program that:

- [redacted]

Management conducts periodic reviews of employee performance. Appropriate records of education, training, skills and experience are maintained.

The internal auditing process evaluates the effectiveness of training and [redacted]

7.3 Awareness

The Company affirms Employees and Contractors are made aware of the Company's quality policy and applicable quality objectives. In addition, Employees and Contractors are made aware of their [redacted] according to the ***QMS-06 Training Procedure***.

7.4 Communication

Internal and external communications that are relevant to the QMS are determined, which includes [redacted] according to the ***QMS-04 Management Process Procedure***.

To ensure proper communication between and throughout all levels of Employees within the Company, internal communication is [redacted]

Management periodically communicates with employees to discuss Company policies and the status and effectiveness of the quality system and other information.

Employees are encouraged to [redacted]

7.5 Documented information

7.5.1 General

The Company's quality management system includes [redacted]

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

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

7.5.2 Creating and updating

During creation and update of documented information, the Company reviews and approves documents prior to release for [redacted]

The Company controls documented information to ensure it is [redacted] according to the ***QMS-01 Control of Documented Information Procedure***.

[redacted]

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 [redacted] For details, see ***QMS-01 Control of Documented Information Procedure*** and ***QMS-02 Configuration Management Procedure***.

The Company controls and distributes design data and changes. Release and distribution of new (or revised) FAA approved drawings and/or (major) process specifications and latest approved changes are made available to:

- [redacted]
- [redacted]

And manage records as:

- [redacted]
- [redacted]

The Company retains files for [redacted]

Note: The Company ensures that only FAA approved data is [redacted]

7.5.3.2 Activities for control of documented information

The Company controls the content, change disposition, revision level, access, use, retention, distribution and retrieval, preservation of legibility and storage of documented information that is maintained as evidence of conformity to [redacted]

Section 8: Operation

8.1 Organizational planning and control

Processes that are used to achieve compliance with requirements for deliverable products and services are monitored, measured and analyzed, suitable for their purpose and are planned according to *Section 6* herein (including special processes and airborne software) that have been identified and defined by FAA-approved design data. In planning the processes for product realization, management affirms [redacted]

The Company applies the ***QMS-07 Proposal Development and Contract Review Procedure*** to engage Responsible Authorities and [redacted]

The Company applies ***QMS-02 Configuration Management Procedure*** to approve processes and control changes. Consequences of unintended changes are [redacted]

- Suppliers used for outsourced processes are approved according to 8.4 herein and the ***QMS-08 Purchasing Procedure***.

8.2 Requirements for products and services

8.2.1 Customer communication

The Company communicates with its Customers by providing information relative to its products and services according to the ***QMS-07 Proposal Development and Contract Review Procedure*** and by obtaining [redacted] Additional Customer communication channels include [redacted] according to the ***QMS-10 Production Procedure***.

Left blank intentionally

8.2.2 Determining the requirements related to products and services

The Company determines that it can meet the claims for products and services it offers and ensures requirements for products and services are defined, which includes [redacted] according to the ***QMS-07 Proposal Development and Contract Review Procedure***.

8.2.3 Review of requirements related to products and services

8.2.3.1 Ability to meet requirements

The Company reviews Customer requirements according to the ***QMS-07 Proposal Development and Contract Review Procedure*** before accepting a contract, which includes [redacted]

8.2.3.2 Retain documented information of review

The Company establishes and maintains a record for each contract review that includes [redacted]

8.2.4 Changes to requirements for products and services

When the requirements for products and services are changed, the Company [redacted]

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 the nature, duration and complexity of design and development activities, stages and controls, 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
- 8.3.5 Design and development outputs
- 8.3.6 Design and development changes

Instructions for Continued Airworthiness (ICA) are kept current with design changes.

8.3.7 Copies of all drawings for FAA Approved articles are [redacted]

8.3.8 Design data is filed by Drawing Number and the latest revision is [redacted]

[redacted]

8.3.9 Minor design changes to the PMA Articles are [redacted]

8.3.10 Major design changes are [redacted] These design changes may require amendments or additions to:

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

8.4 Control of externally provided processes, products and services

The Company accepts responsibility for [redacted]

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 [redacted]

The Company determines and applies criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers that is based upon [redacted] according to requirements and ***QMS-08 Purchasing Procedure***. The Company retains documented information of these activities and any necessary actions arising from the evaluations, which includes [redacted]

8.4.2 Type and extent of control

The Company affirms externally provided processes, products and services do not adversely affect the Company's ability [redacted] according to the ***QMS-08 Purchasing Procedure*** and ***QMS-09 Receiving Procedure***. The Company takes into consideration [redacted]

The Company plans, implements and controls processes to prevent counterfeit or suspect counterfeit parts according to the ***QMS-03 Counterfeit Parts Prevention Procedure*** and ***QMS-04 Management Process Procedure***.

Material received is accompanied by a certification record and verified as noted on the ***Approved Supplier List***. Supplied items that support production and or assembly of FAA-PMA articles are [redacted]

a. Reports of unsatisfactory conditions are documented and nonconforming parts are segregated. All affected Suppliers are informed of possible FAA audit.

b. Review of documented unsatisfactory conditions increases Supplier surveillance to a more frequent basis. An on-site visit may be required that verifies:

- [redacted]
- [redacted]

c. [redacted]

d. [redacted]

e. [redacted]

Note: As part of the receiving inspection process, a comparison is made between the Supplier's packing sheet and the purchase order then each shipment is inspected for:

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

f. [redacted]

g. [redacted]

h. [redacted]

8.4.3 Information for external providers

The Company ensures that mandatory requirements are adequately documented prior to communicating with Suppliers according to 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:

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

- [redacted]

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 Production Procedure***. The engineering drawing, FAA-approved design data and/or other technical documentation provides the requirements for all deliverable supplies.

A ***Shop Routing Sheet*** is used to [redacted]

The Company services supplies returned to it for warranty work or repair - field servicing is**(is not)** performed. For such product work, [redacted]

Inspection methods may include [redacted]

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

- [redacted]

- [redacted]

In-process inspection and nondestructive testing (NDT) is conducted according to work instruction or other controlled document to [redacted]

"Request for Service Inspectors" (RFS) determine that each completed part conforms to the design data and is safe for installation on type certificated products. Inspectors perform the following:

- [redacted]

RFS Inspectors have access to FAA approved data and specifications when [redacted]

When witnessing acceptance tests, the Inspectors have access to FAA approved data used to verify and validate any test.

All inspection records described above and the record of disposition are [redacted]

The Responsible Authority completes the required inspection form, and by signing off, is [redacted]

The Company does not perform work operations where the resulting quality of the work cannot be ascertained prior to delivery. When the Responsible Authority determines that a latent deficiency is discovered, [redacted]

8.5.2 Identification and traceability

The Company uses suitable means to identify outputs when it is necessary to ensure [redacted]

The inspector affixes an initial on the ***Inspection Record*** indicating [redacted]

Rejected components are [redacted]

8.5.3 Property belonging to Customers or external providers

When outside sources provide property for processing or use, it is [redacted]

Property is controlled according to the ***QMS-10 Production Procedure***, specified contractual requirements, and [redacted]

8.5.4 Preservation

According to contractual directives, instructions are detailed in the applicable job documentation for [redacted] The Company preserves production and service outputs to ensure conformity to requirements according to the ***QMS-10 Production Procedure*** and ***QMS-11 Shipping Procedure***.

- [redacted]

8.5.5 Post-delivery activities

The Company meets requirements for post-delivery activities associated with the products and services according to [redacted]

The Company provides as applicable:

- [redacted]

8.5.6 Control of changes

To ensure continuing conformity with requirements, the Company [redacted] according to the ***QMS-02 Configuration Management Procedure***, ***QMS-10 Production Procedure*** and ***QMS-17 Design and Development Procedure***. The Company identifies and obtains Customer and/or regulatory authority approval for changes when [redacted]

8.6 Release of products and services

In-process inspections are conducted during production and service activities [redacted] according to the ***QMS-10 Production Procedure***. Products and services are released for delivery to Customers only after [redacted]

The Company is responsible for issuing ***FAA Form 8130-3*** for new, rebuilt and altered articles. Authorized Responsible Authority(s) that issue ***Form 8130-3*** are [redacted]

The Company retains and maintains records for the release of products and services that includes [redacted]

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 [redacted] according to the ***QMS-14 Control of Nonconformities Procedure***. Nonconforming outputs may be identified by the Customer and internal and external sources. The Company takes appropriate actions based on [redacted]

Procedures are available that establish a system for receiving, processing and tracking in-service failures, malfunctions and defects. The procedures include [redacted]

Service problems, unairworthy conditions, unsafe features and unsafe characteristics are reported to the FAA according to ***FAR §21.3 (§21.9)*** and are [redacted]

[redacted]

Nonconforming and rejected materials are [redacted]

Nonconforming parts may be reworked to achieve conformity, provided [redacted]

Major Change incorporation to FAA-PMA articles are first approved by FAA ***ACO and MIDO*** with ***PMA addition***.

Service Difficulty Reports (SDRs)

When in service difficulties are discovered, they are reported to the FAA ***ACO and MIDO***.

Note: The Company reports ***14 CFR 21.3*** conditions to the FAA ***ACO and MIDO*** within [redacted]

Self Disclosure Reporting

When in-service difficulties are found for an article, they are reported to the FAA's geographic ***MIDO***.

Airworthiness Directives (ADs)

In the event that an ***Airworthiness Directive*** is issued by the FAA, the Company [redacted]

When appropriate, changes related to an ***AD*** are [redacted]

A quality escape is defined as [redacted]

The Company notifies the FAA of any apparent quality escape by contacting the FAA ***MIDO*** office. Initial notice of a voluntary disclosure may [redacted]

Quality escape notifications include the following information:

- [redacted]

8.7.2 Retain documented information for nonconformities

Records used to disposition nonconformities clearly describe each nonconformance and include [redacted] according to the ***QMS-14 Control of Nonconformities Procedure***. The Company retains and maintains records according to the ***QMS-01 Control of Documented Information Procedure***.

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 [redacted] according to the ***QMS-04 Management Process Procedure***, ***QMS-12 Internal Auditing Procedure*** and ***QMS-01 Control of Documented Information Procedure***.

Documented information that is used for determining the acceptability of this quality management system may include, but are not limited to:

- [redacted]
- ports
- [redacted]

9.1.2 Customer satisfaction

To monitor and measure Customer satisfaction and fulfillment of expectations, the Company collects information about: (adjust "your list" as required - keep mandatory items - delete this note prior to release of quality handbook)

- [redacted] (mandatory)
- [redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]ance (mandatory)
- [redacted] (mandatory)
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

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

9.1.3 Analysis and evaluation

The Company evaluates [redacted] 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 information [redacted] according to the ***QMS-12 Internal Auditing Procedure*** and ***QMS-04 Management Process Procedure*** [redacted]

Request for Service Inspectors conduct Internal Audits according to [redacted]

See ***Internal Audit Control Log***:

(Log headings: [redacted])

9.2.2 Audit requirements

The Company assigns Responsible Authorities to [redacted]

9.3 Management review

9.3.1 General

Top management reviews the Company's quality management system at planned intervals to ensure [redacted] according to the ***QMS-04 Management Process Procedure***.

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 [redacted]

9.3.3 Management review outputs

Results from management reviews include [redacted]

according to the ***QMS-04 Management Process Procedure***.

Section 10: Improvement

It is the goal of all employees to continually improve the effectiveness of the quality management system through the use of [redacted]

10.1 General

The Company determines and selects [redacted] according to the ***QMS-04 Management Process Procedure***.

10.2 Nonconformity and corrective action

10.2.1 Required actions for nonconformities

When a nonconformity occurs in products and processes, including [redacted] according to the ***QMS-13 Corrective Action Procedure*** and ***QMS-14 Control of Nonconformities Procedure***. The Company evaluates the need for action to review, analyze, control, correct and eliminate the root cause of nonconformities, including [redacted]

Corrective actions are reviewed for nonconformities of produced articles to:

- [redacted]

Action is taken to:

- [redacted]

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

- [redacted]

10.2.2 Required records for nonconformities

The Company retains and maintains records regarding [redacted] according to the ***QMS-14 Control of Nonconformities Procedure*** and ***QMS-01 Control of Documented Information Procedure***.

10.3 Continual improvement

The Company continually improves [redacted] according to the ***QMS-04 Management Process Procedure*** using [redacted]

Section 11: PMA Article Part Marking 14 CFR 45.15

Responsible Authorities permanently and legibly mark all FAA PMA articles with the following:

1. [redacted]
2. [redacted]
3. [redacted]
4. [redacted]

If a part is too small or is impractical to mark, [redacted]

Sample of marking used on all PMA articles:

Your Sample Markings

Shipping / Export of Completed Articles

All required documents are [redacted]

Before exporting products to other Countries, ***FAA AC 21-2*** and ***Bilateral Agreements*** are reviewed for applicable requirements.

All shipping documents [redacted]

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Appendix A: Cross-Reference Matrix to ISO 9001 and AC 21-43

FAA AC 21-43A 10/01/15 Quality System (a – o)	Federal Aviation Regulation	Quality Manual and ISO 9001 Paragraph Numbers	Procedure Number
2.3 Design Data Control:	21.137(a)	7.5.3 Control of documented info 8.3.6 Design changes	QMS-01 Control of Documented Info QMS-17 Design and Development
2.4 Document Control:	21.137(b)	7.5.3 Control of documented info	QMS-01 Control of Documented Info
2.5 Supplier Control:	21.137(c)	8.4 Purchasing 8.4.1 Supplier evaluation 8.4.2 Purchasing information 8.6 Verification of purchased product 8.5.2 Identification & traceability 8.5.4 Preservation 8.7 Control of nonconformities	QMS-08 Purchasing QMS-09 Receiving QMS-10 Production QMS-14 Control of Nonconformities
2.6 Manufacturing Process Control: 2.7 Inspection and Testing:	21.137(d) 21.137(e)	7.5.3 Control of documented info 8.1 Planning of product realization 8.3.6 Design changes 8.5.1 Control of production 8.5.2 Identification & traceability 8.5.3 Customer property 8.5.4 Preservation 7.1.5 Control of measuring equipment 8.6, 9.1.1 Monitoring & measurement of product 8.7 Control of nonconformities	QMS-01 Control of Documented Info QMS-10 Production QMS-14 Control of Nonconformities QMS-15 Calibration
2.8 Inspection, Measuring and Test Equipment Control: 2.9 Inspection and Test Status:	21.137(f) 21.137(g)	7.1.5 Control of measuring equipment 8.5.2 Identification & traceability 8.6, 9.1.1 Monitoring & measurement of product	QMS-10 Production QMS-15 Calibration
2.10 Nonconforming Product and Article Control:	21.137(h)	8.7 Control of nonconformities	QMS-14 Control of Nonconformities
2.11 Corrective and Preventive Actions:	21.137(i)	10.2 Corrective action	QMS-13 Corrective Action
2.12 Handling and Storage:	21.137(j)	8.5.4 Preservation	QMS-10 Production
2.13 Control of Quality Records:	21.137(k)	7.5.3 Control of documented info	QMS-01 Control of Documented Info
2.14 Internal Audits:	21.137(l)	9.2 Internal audit	QMS-12 Internal Auditing
2.15 In-Service Feedback:	21.137(m)	5.1.2 Customer focus 8.3.6 Design changes 8.7 Control of nonconformities 10.2 Corrective action	QMS-00 Quality Manual QMS-13 Corrective Action QMS-14 Control of Nonconformities QMS-17 Design and Development
2.16 Quality Escapes:	21.137(n)	8.7 Control of nonconformities 10.2 Corrective action	QMS-13 Corrective Action QMS-14 Control of Nonconformities
2.17 Authorized Release	21.137(o)	8.6 Release of products	QMS-06 Training

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Appendix B: Company Process Cross Reference Matrix to ISO 9001

Process	Applicable ISO 9001 Clauses
Configuration Management	See 8.3.1 for 8.3.6, 8.5.6 Design and Development Changes, Control of Changes (was [redacted])
Control of Documents	7.5.2, 7.5.3 Creating and Updating, Control of Documented Information (was [redacted])
Control of Records	7.5.2, 7.5.3 Creating and Updating, Control of Documented Information (was [redacted])
Control of Nonconformities	8.7 Control of Nonconforming Outputs (was [redacted]nformances)
Corrective Action	10.2 Nonconformity and Corrective Action (was [redacted])
Internal Auditing	9.2 Internal Audit (was [redacted])
Management	4.4 Quality Management System and its Processes (was [redacted]rements) 7.5 Documented Information (was [redacted]) 5.1, 5.1.1 Leadership and Commitment, General (was [redacted]) 5.1.2 Customer Focus (was [redacted]) 5.2, 5.2.1, 5.2.2 Policy, Developing the Quality Policy, Communicating the Quality Policy (was [redacted]) 6.0 Planning (was [redacted]) 5.3 Organizational Roles, Responsibilities and Authorities (was [redacted]thority) 5.3 Organizational Roles, Responsibilities and Authorities (was [redacted]) 7.4 Communication (was [redacted]munication) 9.3 Management Review (was [redacted]) 7.1.1, 7.1.2 General, People (was [redacted]) 7.2 Competence (was [redacted]sources) 7.1.3 Infrastructure (was [redacted]) 7.1.4 Environment for the Operation of Processes (was [redacted]) See 8.3.1 for 8.3.6, 8.5.6 Design and Development Changes, Control of Changes (was [redacted]) 8.2.1 Customer Communication (was [redacted]) 8.5.1, 8.5.5 Control of Production & Service Provision, Post Delivery Support (was [redacted]) 7.1.5 Monitoring and Measuring Resources (was [redacted]) 9.1.1 Measurement, Analysis & Improvement: General (was [redacted]) 9.1.2 (was [redacted]) Customer Satisfaction 9.1.1 General (was [redacted]) 9.1.3 Analysis and Evaluation (was [redacted]) 10.1 General, Continual Improvement (was [redacted])
Production	8.1 Operational Planning and Control (was [redacted]) 8.5.1, 8.5.5 Control of Production and Service Provision, Post Delivery Support (was [redacted]) 8.5.2 Identification & Traceability (was [redacted]) 8.5.3 Property Belonging to Customers or External Providers (was [redacted]) 8.5.4 Preservation (was [redacted]) 8.6 Release of Products and Services (was [redacted]) 8.7 Control of Nonconforming Outputs (was [redacted])
Proposal Development & Contract Review	8.2.2 Determining the Requirements Related to Products and Services (was [redacted]) 8.2.3 Review of Requirements Related to Products and Services (was [redacted]irements)
Purchasing	8.4.1, 8.4.2 General, Type and Extent of Control (was [redacted]process) 8.4.3 Information for External Providers (was [redacted])
Receiving	8.6 Release of Products and Services (was [redacted]product) 8.5.2 Identification & Traceability (was [redacted]) 8.5.3 Property Belonging to Customers or External Providers (was [redacted]) 8.5.4 Preservation (was [redacted]) 8.6 Release of Products and Services (was [redacted]) 8.7 Control of Nonconforming Outputs (was [redacted])
Shipping	8.2.2 Determining Requirements Related to Products and Services (was [redacted]) 8.5.1, 8.5.5 Control of Production and Service Provision, Post Delivery Support (was [redacted]) 8.5.2 Identification & Traceability (was [redacted]) 8.5.4 Preservation (was [redacted]) 8.7 Control of Nonconforming Outputs (was [redacted])

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Appendix C: Company Processes and Applicable Documents

Process	Applicable Company Procedures	Applicable Company Records
Corrective Action	QMS-13 Corrective Action	Corrective action records 10.2 (was [redacted])
Design & Development	QMS-17 Design & Development	Realization processes and resulting product meet requirements 8.1 (was [redacted]) Design and development planning 8.3.2 (was [redacted]) Design inputs records 8.3.3 (was [redacted]) Design review records 8.3.4 (was [redacted]) Design verification records 8.3.4 (was [redacted]) Design validation records 8.3.4 (was [redacted]) Design and development outputs 8.3.5 (was [redacted]) Design change records see 8.3.1 for 8.3.6 (was [redacted])
Internal Auditing	QMS-12 Internal Auditing	Internal audits 9.2 (was [redacted])
Management	QMS-00 Quality Handbook QMS-01 Control of Documented Info QMS-02 Configuration Management QMS-04 Management Process Procedure QMS-05 Responsibilities & Authorities QMS-06 Training QMS-15 Calibration QMS-16 Definitions and Abbreviation	Management review minutes 9.3.1 (was [redacted]) Training records 7.2, 7.3 (was [redacted]) Calibration records 7.1.5 (was [redacted])
Production	QMS-10 Production QMS-14 Control of Nonconformities	Traceability records (if required) 8.5.2 (was [redacted]) Records of loss, damage or nonconformances 8.5.3 (was [redacted]) Records of release authority of inspected product 8.6 (was [redacted]) Records of first article inspection 8.6 (was [redacted]) Control of nonconformities 8.7 (was [redacted])
Proposal Development & Contract Review	QMS-07 Proposal Development & Contract Review	Contract review records 8.2.3 (was [redacted])
Purchasing	QMS-08 Purchasing	Supplier evaluation records 8.4.1, 8.4.2 (was [redacted])
Receiving	QMS-09 Receiving QMS-14 Control of Nonconformities	Records of loss, damage or nonconformances 8.5.3 (was [redacted]) Control of nonconformities 8.7 (was [redacted])
Shipping	QMS-11 Shipping QMS-14 Control of Nonconformities	Records of loss, damage or nonconformances 8.5.3 (was [redacted]) Control of nonconformities 8.7 (was [redacted])

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Appendix D: Outsourced Processes

The following processes are outsourced and controlled as indicated:

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

Direct shipment may be performed according to the latest revision of ***SAE ARP9114***, ***Direct Ship Guidance for Aerospace Companies***.

The following restrictions apply:

(1) [redacted]

(2) [redacted]

(3) [redacted]

(4) [redacted]

(5) The Buyer obligates the Supplier to:

(a) [redacted]

(b) [redacted]

(c) [redacted]

(d) [redacted]

(e) [redacted]

(f) [redacted]

(g) [redacted]

(h) [redacted]

(i) [redacted]

Appendix E: Quality Objectives

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

User Info: (Delete the following User Info prior to release of quality manual)

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 [redacted]

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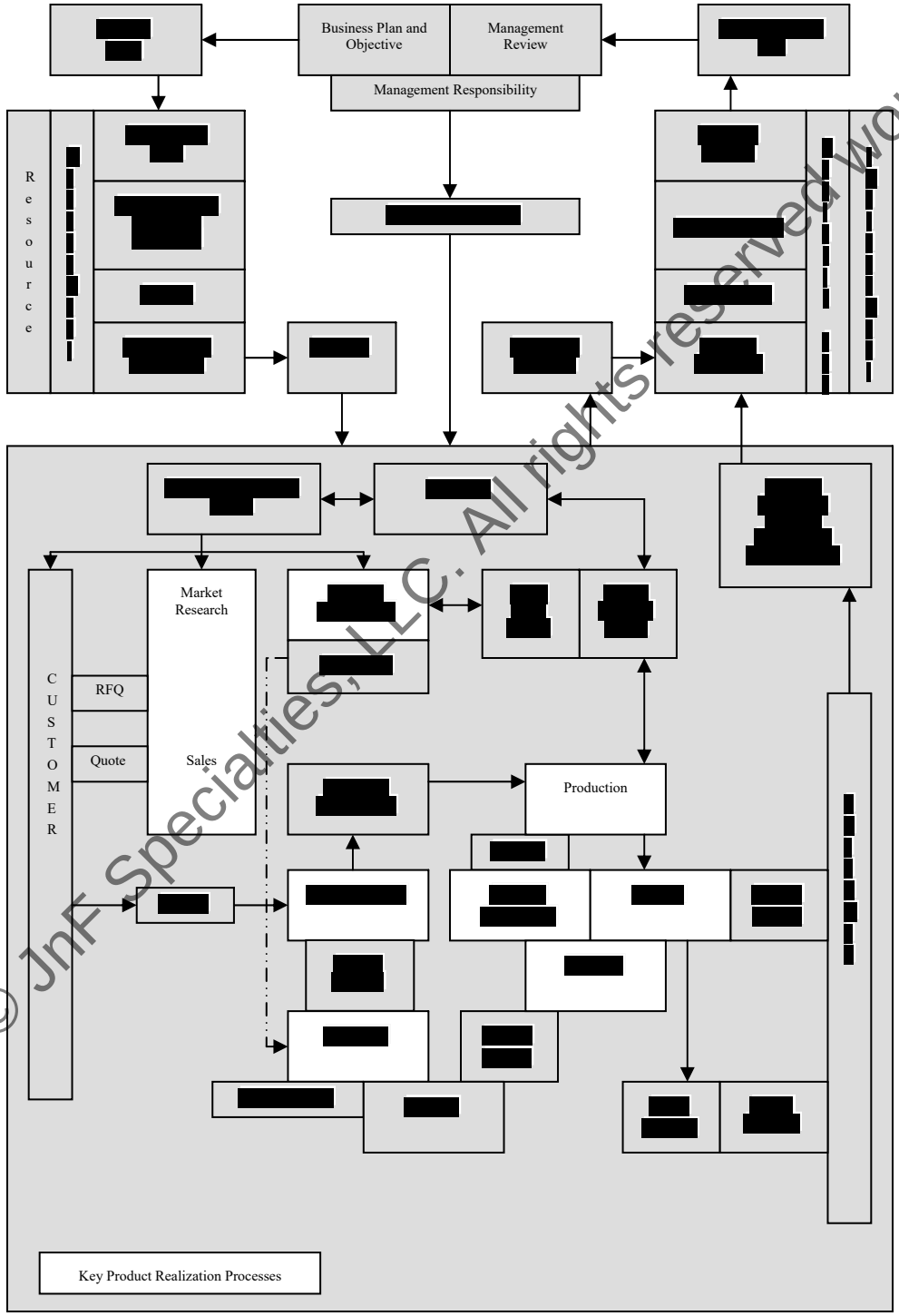
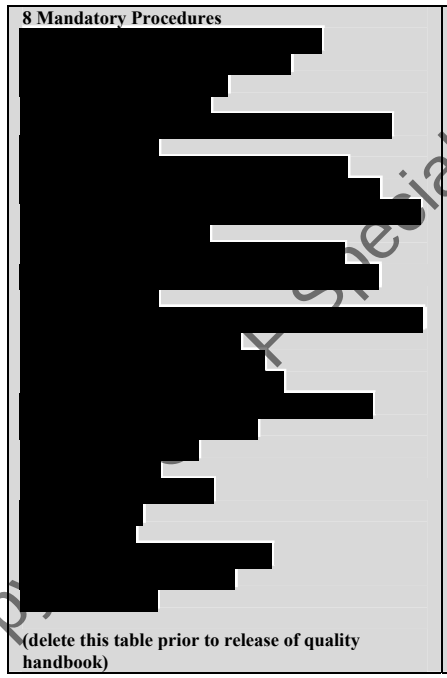
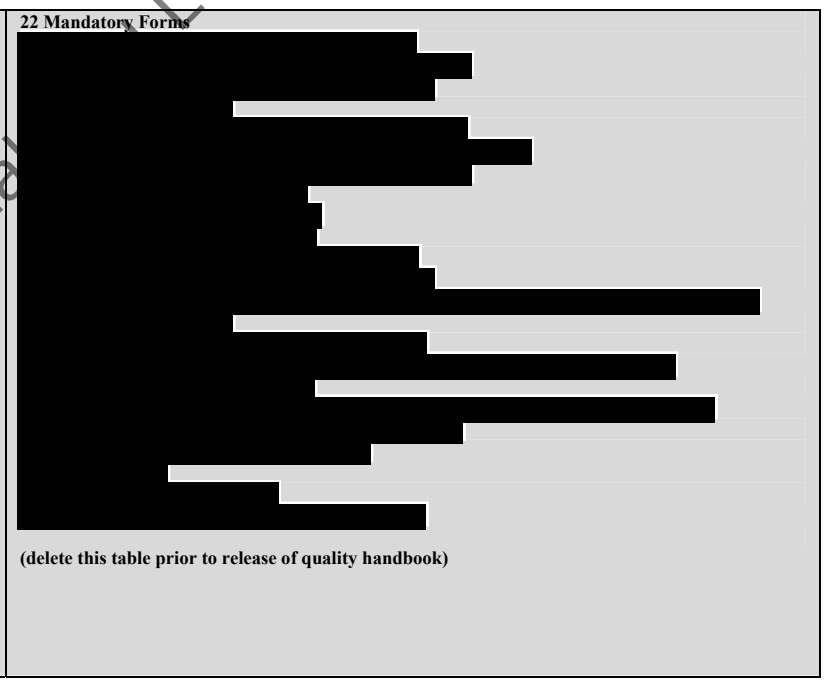
Appendix F: Identification of Key Product Realization Processes



Appendix G: Facility Layout

(Insert your facility map)





PMA and 14 CFR 21 QUALITY MANUAL

Origination Date: XXXX

Document Identifier:	QMS-00 Quality Manual
Date:	Latest Revision Date
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the quality management system for ***14 CFR 21***.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

Changes to the Quality System are approved by the FAA ***Manufacturing Inspection District Office (MIDO)*** prior to implementation.

The Company immediately notifies the FAA ***MIDO***, in writing, of changes that affect inspection, conformity or airworthiness of approved articles.

TABLE OF CONTENTS

1.0 SCOPE

This quality assurance manual is submitted to the Federal Aviation Administration (FAA) for information and conformance according to Regulatory Compliance requirements. This manual includes verification policies and procedures and instructions for the design, development and manufacture of Parts Manufacturer Approval (PMA) articles for various model aircraft under the authority of Title 14 Code of Federal Regulations (14 CFR).

This manual establishes and maintains a quality assurance system to ensure compliance and conformance with FAA-PMA Articles manufactured for use on certified aircraft or as detail components of an aircraft assembly.

Changes that impact inspection, conformity and airworthiness are only implemented into this manual with prior FAA approval.

The Company notifies the FAA in writing, in advance, when the manufacturing facility is relocated or expanded to other locations. Prior to shipping FAA-PMA parts from a new location, the new facility is evaluated and approved by the FAA.

The Company is committed to the ongoing maintenance and improvement of the quality management system; to ensure this, management focuses on deploying practical steps that positively support quality and environmental policies.

- **CUSTOMER FOCUS:** [redacted]
- **EMPOWERMENT:** [redacted]
- **INTELLIGENT MANAGEMENT**: [redacted]
- **WORKPLACE EXCELLENCE**: [redacted]

1.1 Overview of Responsibility and Authority

The organizational chart in Appendix 1 is an overview of the management structure of the Company. See personnel roster for the name of the Responsible Authority (RA) in each branch of management that includes multiple assignments. In all cases, the appropriate person has [redacted]

[redacted]

1.2 Management Representative

The Accountable Manager of the Company has been assigned the role of Quality System Management Representative. The Accountable Manager is responsible for [redacted]

The Accountable Manager is responsible for [redacted]

In addition, the Accountable Manager [redacted]

1.3 Internal Communication

To ensure proper communication between and throughout all levels of employees within the Company, internal communication is [redacted] This system requires management to [redacted]

1.4 Management Review

Management Review meetings are conducted according to the ***QMS-04 Management Process Procedure***. This procedure defines [redacted]

Section A: Design Data Control

A1 Copies of all drawings for FAA Approved articles are [redacted]

A2 Design data is filed by Drawing Number and the latest revision is [redacted]

A3 Minor design changes to the PMA Articles are [redacted]

A4 Major design changes are [redacted]

[redacted] These design changes may require amendments or additions to:

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

A5 Material Review Board (MRB) is [redacted]

Section B: Document Control

Documents are controlled to ensure information is [redacted] The controls for documents are defined in the ***QMS-01 Control of Documented Information Procedure.***

Paper records are controlled to provide evidence of conformity to requirements. The Company has established a documented procedure for control of electronic records. Electronic records are [redacted]

B1 Configuration Management

The configuration of products is controlled through advanced configuration management techniques that have been built upon the requirements of [redacted] Configuration management is conducted according to the ***QMS-02 Configuration Management Procedure.***

Section C: Supplier Control

C1 Materials received are required to [redacted] Supplied items that support manufacturing and or assembly of FAA-PMA articles are inspected for [redacted]

a. Reports of unsatisfactory conditions are [redacted]

b. Review of documented unsatisfactory conditions increases [redacted] An on-site visit may be required that verifies:

- [redacted]
- [redacted]

C2 Material is labeled to [redacted]

C3 Materials are stored [redacted]

C4 Vendors supply [redacted]

Note: As part of the receiving inspection process, a comparison is made between the Supplier's packing sheet and the purchase order then each shipment is inspected for:

- [redacted]

After acceptance of incoming shipments, the Responsible Authority [redacted]

C5 When discrepancies are encountered during inspections, the material or shipment is [redacted] according to the ***QMS-14 Control of Nonconformities Procedure***.

C8 Rejected articles are [redacted]

C9 Requirements

Purchasing is treated as a process within the Company's quality system. [redacted] The Company does not [redacted] The process is fully defined in the ***QMS-08 Purchasing Procedure***.

C9.1 Purchasing Process

The purchasing process [redacted]

C9.2 Purchasing Information

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

C9.3 Verification of Purchased Product

Incoming materials are [redacted] The process is defined in the ***QMS-09 Receiving Procedure***.

C10 Identification and Traceability

All products are identified throughout product life cycle. This is fully defined in ***QMS-10 Production Process***. Other identification and traceability requirements are [redacted]

C11 Preservation of Product

The Accountable Manager [redacted] The instructions are detailed in the applicable job documentation and general rules are defined in the ***QMS-11 Shipping Procedure***.

Section D: Manufacturing Control

The Design and Development process ensures that design activities are conducted in a controlled manner, which is defined in the ***QMS-17 Design and Development Procedure***. ***Instructions for Continued Airworthiness*** (ICA) are kept current with design changes.

D1 Materials received are required to [redacted]

D2 A ***Shop Routing Sheet*** is used to document the number of pieces at each step of the manufacturing process and is used to annotate any losses. A shop routing sheet is used for [redacted]

D3 The Company uses a folder for [redacted]

D4 Parts are inspected to [redacted]

D5 Small parts (sub-assemblies) are marked according to ***FAR 45.15(b)*** with a tag attached to the part or the packaging for the part.

D6 Parts are permanently marked or tagged with:

[redacted]

D7 Requirements:

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

- [redacted]

- [redacted]

In-process inspection is conducted according to [redacted]

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

D7.1 Production Documentation

Production operations are performed according to [redacted] In addition, the Company may utilize [redacted] These activities are fully defined in the ***QMS-10 Production Procedure*** and the ***QMS-17 Design and Development Procedure***.

D7.2 Control of Production Process Changes

Only the Configuration Control Board may approve changes to production processes. The Company identifies and obtains Customer and/or regulatory authority approval for changes when [redacted] These activities are fully defined in the ***QMS-10 Production Procedure*** and the ***QMS-17 Design and Development Procedure***.

D7.3 Control of Production Equipment & Tools

Production equipment, tools and programs are [redacted]

D7.4 Control of Work Transferred on a Temporary Basis Outside the Organization's Facilities

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

- [redacted]

D7.5 Control of Service Operations

The Company services supplies returned to it for warranty work or repair - field servicing is**(is not)** performed. For such product work, [redacted]

D8 Customer Property

Where Customer property is provided to the Company for processing or use, it is [redacted] Damaged or missing Customer property is [redacted]

Government and Customer property is controlled according to the ***QMS-10 Production Procedure***, specified contractual requirements and [redacted]

D9 Preservation of Product

The Accountable Manager specifies, where required and according to contractual directives, instructions for [redacted] The instructions are detailed in the applicable job documentation and general rules are defined in the ***QMS-11 Shipping Procedure***.

D10 Identification and Traceability

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

D11 Monitoring and Measurement of Product

To ensure the conformance of product to requirements, monitoring and measurement is conducted [redacted]

The Quality Group is responsible for [redacted]

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

[redacted] The inspection includes verification of compliance to: [redacted]

Inspection by statistical sampling is applied, as appropriate and when specified, in [redacted] Authorized sampling plans for product acceptance are based on ***SAE ARP9013, Statistical Product Acceptance Requirements*** and documented in work instructions. The specified sampling plan for a designated application is [redacted]

In the event supplies are needed prior to receipt of Certified Test Data, Certificate of Compliance or Analysis, approved ***Request for Deviation or Waiver*** or other limited risk condition, at least two applicable MRB members may [redacted]

D11.1 Inspection Documentation

The engineering drawing, FAA-approved design data and/or other technical documentation provide the requirements for all deliverable supplies. In all cases, this includes [redacted]

D11.2 First Article Inspection (FAI)

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

D12 Competence, Training and Awareness

All Company personnel are hired on the basis of their ability to [redacted]

The Company has implemented a training program that:

- [redacted]

Management conducts periodic reviews of employee performance. Appropriate records of education, training, skills and experience are [redacted] The training program is defined in the ***QMS-06 Training Procedure.***

Section E: Inspecting & Testing

E1 Request For Service Inspectors (RFS) determine that each completed part conforms to the design data and is [redacted] Inspectors perform the following:

- [redacted]

E2 RFS Inspectors have access to FAA approved data and specifications when inspecting FAA-PMA articles.
When witnessing acceptance tests, the Inspectors [redacted]

E3 All inspection records described above and the record of disposition are [redacted]

E4 Requirements

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

E4.1 In-Process Inspection

In-process inspections are conducted during production to [redacted]

[redacted]

E4.2 Final Inspection

Once all operations are complete, the lot is submitted to Quality for a final inspection. This is performed according to an accepted sampling plan, The sampling plan is [redacted]

Section F: Inspection, Measuring and Test Equipment Control

F1 Tools, gauges and test equipment are [redacted]

F2 Tools, gauges and test equipment that become inaccurate are [redacted]

F3 Special tools, shop aids, master gauges or molds manufactured by RFS that are contracted with or purchased from a vendor are [redacted]

F4 Inaccuracy of tools, gauges, test equipment and molds identified during periodic inspections are [redacted]

a) The Company notifies MIDO of any quality escape.
b) The Company processes actions according to Section N herein.

F5 Scales, shop aids and measuring devices used for inspection are [redacted]

- All inaccuracies are [redacted]
- Serviceable certifications are [redacted]
- Unserviceable tools are [redacted]

F6. Requirements

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

Section G: Inspection and Test Status

G1 The inspector affixes an initial on the ***Inspection Record*** indicating [redacted]

G2 Rejected components are [redacted]

Section H: Nonconforming Product and Article Control

H1 Nonconforming and rejected materials are [redacted]

H2 Nonconforming parts may [redacted]

H4 Major Change incorporation to FAA-PMA articles are first approved by FAA ACO and MIDO with PMA addition.

H5 Requirements

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

Procedures are available for receiving and processing feedback for in-service failures, malfunctions and defects. The procedures include [redacted]

Procedures are available that establish a system for receiving, processing and tracking in-service failures. The procedures include provisions to [redacted] Service problems, unairworthy conditions, unsafe features and unsafe characteristics are reported to the FAA according to ***FAR §21.3 (§21.9)*** and are [redacted] See the ***QMS-14 Control of Nonconformities Procedure.***

Section I: Corrective and Preventive Action

I1 Corrective actions review non-conformities of manufactured articles to:

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

I2 Action is taken to:

- [redacted]

I3 Preventive Action is taken to:

- [redacted]

I4 Requirements

I4.1 Corrective Action

The Company has implemented and maintains a robust system for identifying and reporting nonconformities requiring corrective action. These nonconformities can [redacted] This process is defined in ***QMS-13 Corrective Action Procedure***.

I4.2 Preventive Action

In addition to the preventive measures taken for corrective action requests (used to prevent recurrence of an existing problem) the Corrective and Preventive Action process is used to [redacted] This process is defined in the ***QMS-13 Corrective Action Procedure***.

Section J: Handling & Storage

J1 All materials are [redacted]

J2 Acceptable finished products are [redacted]

J3 Parts are [redacted]

J4 Parts are [redacted]

J5 Parts are [redacted]

J6 Requirements: Preservation of Product

The Responsible Authority specifies, where required and according to contractual directives, instructions for [redacted]

[redacted] general rules are defined in the ***QMS-11 Shipping Procedure***.

Section K: Control of Quality Records

K1 The Company controls and distributes [redacted] approved changes are made available to:

- [redacted]
- [redacted]

And manage records as:

- [redacted]
- [redacted]

K2 The Company retains files for [redacted]

Note: The Company ensures that only FAA approved data is used for manufacturing, instruction and support.

K3 Requirements: Control of Records

Paper records are [redacted] defined in procedure ***QMS-01 Control of Documented Information Procedure***.

Section L: Internal Audits

L1 Request For Service Inspectors conduct Internal Audits according to [redacted]

See Internal Audit control log:

[redacted]

L2 Requirements: 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 fully defined in the ***QMS-12 Internal Auditing Procedure***.

Section M: In-Service Feedback

Service Difficulty Reports (SDRs)

M1 When in service difficulties are discovered, they are reported to the FAA ACO and MIDO.

Note: The Company reports ***14 CFR 21.3*** conditions to the FAA ACO and MIDO within 24 hours, with the exceptions of weekends and recognized holidays.

Self Disclosure Reporting

M2 When in-service difficulties are found for an article, they are reported to the FAA's geographic MIDO.

Airworthiness Directives (ADs)

M3 In the event that an Airworthiness Directive is issued by the FAA, the Company immediately implements applicable changes, if any, to articles affected by the AD.

- When appropriate, changes related to an AD are [redacted]

Section N: Quality Escapes

A quality escape is defined as any article that has been released from the quality system that does not conform to the applicable design data or quality system requirements.

N1 The Company notifies the FAA of any apparent quality escape by contacting the FAA MIDO office. Initial notice of a voluntary disclosure may be submitted orally, by electronic means or by written hardcopy.

N2 Notification is made in a timely manner, normally within 24 hours of the discovery of the apparent quality escape, with the exception of weekends and recognized holidays.

N3 Quality escape notifications include the following information:

- [redacted]

Section O: Issuing Authorized Release Documents

The Company may issue authorized release documents for [redacted]

O1 The Company ensures that only qualified personnel issue authorized release documents. Evaluation of persons responsible for authorizing release documents includes [redacted]

O2 FAA Form 8130-3.

The Company's authorized personnel issue release documents using ***FAA Form 8130-3***.

O3 Conditional Requirement.

When applicable, the Company may obtain airworthiness approvals from the FAA.

Section P: PMA Article Part Marking

P1 PMA articles: Responsible Authorities permanently and legibly mark all FAA PMA articles with the following:

- [redacted]

P2 Sample of marking used on all PMA articles:

Your Sample Markings

P3 [redacted]

Section Q: Shipping / Export of Completed Articles

Q1 All required documents are [redacted]

Q2 Before exporting products to other Countries, ***FAA AC21-2*** and ***Bilateral Agreements*** are reviewed for applicable requirements.

Q3 All shipping documents are followed and completed according to [redacted]

Section R: Supplemental Requirements

Supplemental FAA policies are defined in ***QMS-18 Supplemental Policies***.

Appendix 1: Organization

INSERT ORG CHART

Appendix 2: Facility Layout

INSERT FACILITY MAP