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Service Quality Manual

(mo/yr)

Revisions		Rev:	
Letter	E.O. Number – Description	Date	
Used On:	Contract#:	Your Co Name	
Prepared By:			
		Quality Policies	
		Your #	
			Your Form # (mo/yr) 1 of 7

Your Logo

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Your Co Name	REV	CAGE	DOC#:	2 of 7 Your #
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1.0 SCOPE

This quality manual establishes the scope of effort required to deliver the services described herein for (Your Service). (Your Co) will supply all the facilities, equipment, personnel and management skills required to perform required tasks.

1.1 Definitions

(Your Definitions)

2.0 APPLICABLE DOCUMENTS

The documents listed below apply to the extent specified herein. In the event of conflict between documents, their order of precedence is: Order, (then Your Docs), then applicable lower tier documents.

2.1 (Your Docs, e.g., workmanship standards...)

3.0 EQUIPMENT

3.1 (Your list of equipment)

4.0 MATERIALS

4.1 (Your list of materials)

5.0 REQUIREMENTS

5.1 Services

(Describe or List Your Services)

5.1.1 Delivery Schedule

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

5.1.2 Quality

The service must conform completely to the order and be subject to

5.1.3 Documentation

Service documentation is summarized in Table 1. (Your Co) will prepare all documents listed in Table 1.

Your Co Name	REV	CAGE	DOC#:	3 of 7
			Your #	

Table 1

Menu
Website
(your list for banquet or catering)

5.1.4 Equipment

Sufficient equipment will be available for use (at or by) (Your Co) to provide the service ordered by the Customer. Equipment and its documentation will be [REDACTED]

5.2 Special Requirements

(Your Co) will provide a listing of any materials or support required from the Customer that is necessary for the completion of the order.

5.3 Organization

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

5.3.1 Meetings and Reviews

A minimum of three (3) hours notice is required for all banquet and catering meetings and reviews identified in section 5.3.1.1 through 5.3.1.6.

(Comment: The use of the following paragraphs is subject to the type of service organization you operate. If you do not provide catering or banquet service they may be tailored or deleted as required.)

5.3.1.1 Status Reviews

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

5.3.1.2 Customer Meetings

The Customer reserves the right to call a special meeting at (Your Co) to resolve issues, concerns and/or problems. Customer Representatives may attend meetings.

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			Your #	

5.3.1.3 Acceptance Meeting

(Your Co) will schedule an Acceptance Meeting for the purpose of review and acceptance of the service. All information [REDACTED]

5.3.1.4 Inspection Points

Inspections will be performed during the service.

5.3.1.5 Mandatory Inspection

A mandatory inspection point is required before a service activity begins.

5.3.1.6 Readiness Review

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

5.4 Program Control

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

5.4.1 Milestones for Planning and Reporting

Typical service activity milestones for planning and progress reporting are listed in Table 2. Actual milestones used should be consistent with the scope of the service activity.

Table 2

Banquet
Catering
Menu
Website

Your Co Name	REV	CAGE	DOC#:	5 of 7
			Your #	

5.4.2 Change Control

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

5.4.3 Service Records

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

5.4.4 Damage Reporting

Damage that occurs during a service activity will be reported to the Customer or their Representative with corrective and preventive recommendations in writing within (Your #) of calendar days. Any damage estimated [REDACTED]

5.4.5 Workmanship

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

6.0 SERVICE VERIFICATION

6.1 Records

Service records and visual conformity will be [REDACTED]

6.1.1 In-Process Service Verification

Verification of compliance with certain in-process service activities can be made at the discretion of the Customer according to Table 2.

6.2 Acceptance

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

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			Your #	

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6.2.1 Items of Approval by the Customer

Approval as specified herein, does not relieve (Your Co) from meeting the requirements of the order. Where a deviation or waiver is requested to the order, a specific request for deviation or waiver will be made by (Your Co) for approval by the Customer.

6.2.2 Customer Review and Surveillance

The work activities, operations and documentation of (Your Co), subcontractors and suppliers are

[REDACTED]

7.0 REPORTING

7.1 Reports

(Your Co) will submit a letter-type progress report covering progress from (Your Schedule). The report is due on (Your Day) of the month and includes:

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

8.0 ENVIRONMENTAL CONTROL

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

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			Your #	

ACTION PLAN

Page: _____ of _____

Date: _____

Department:		Responsible Authority:	
Team Designation:			

Form Rev: Orig

Your Logo

REQUEST FOR CORRECTIVE ACTION

1	RFCA#:	Date:	MR#:
2	<input type="checkbox"/> Internal	<input type="checkbox"/> External	
3	To:	Return To: Your Co. Attention: Address:	
4	[Redacted]		
5	Part Description:		
6	[Redacted]		
7	[Redacted]		
8	[Redacted]		
9	[Redacted]		
10	[Redacted]		

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