Your Logo

Your Company Name

QUALITY MANUAL

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Abstract:
This document describes the tailored quality management system for the build to Customer requirements version of ISO 9001.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

Section 1: Welcome to (Your Company Name)

The Company is a developer and producer of (your product description).

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

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.

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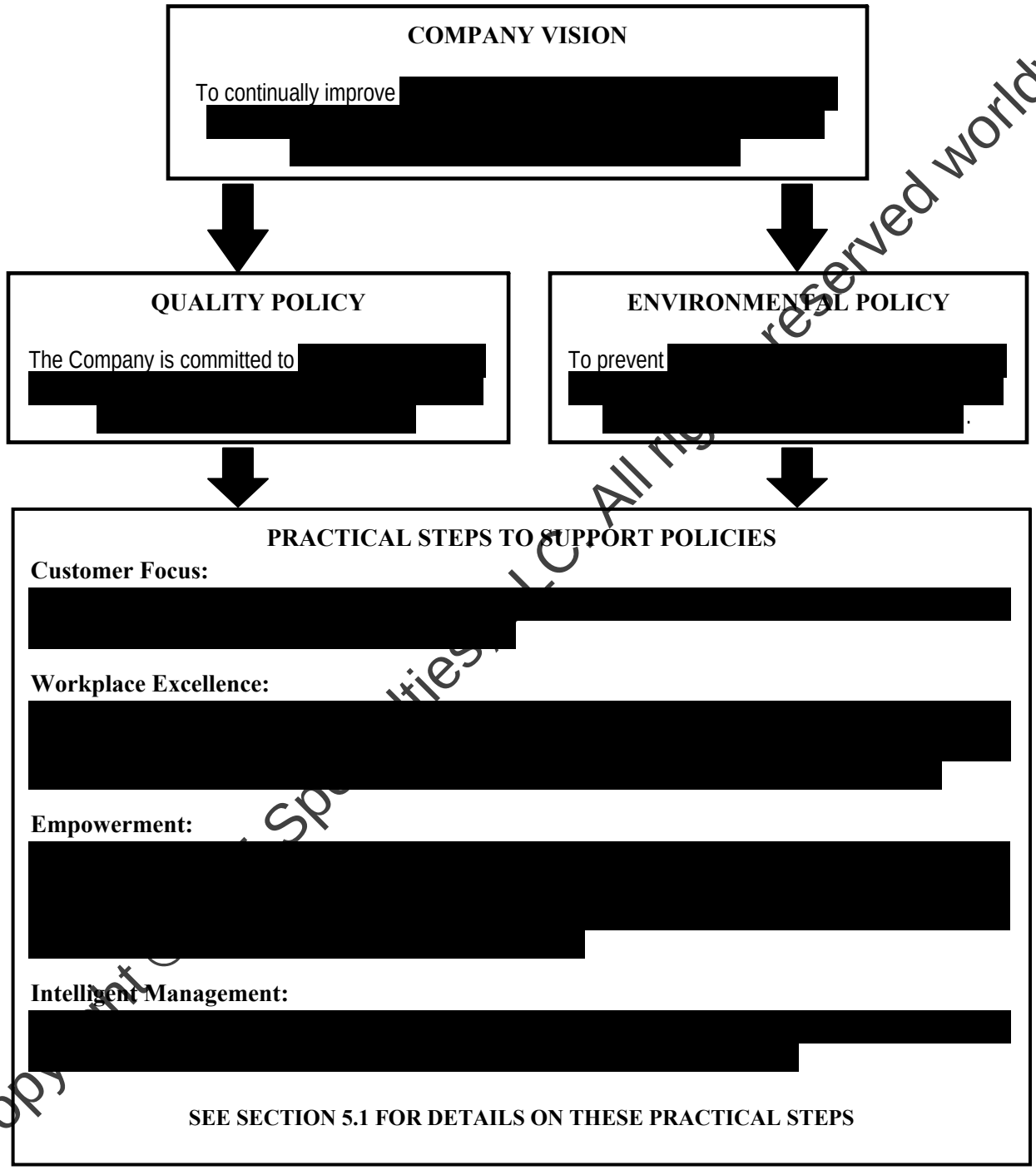
Section 2: Company Vision and Governing Policies



Section 3: Scope, Exclusions and Definitions

3.1 Scope

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

(List your products or services)

SIC code: (Your SIC Code)

NAICS code: (Your NAICS Code)

3.2 Exclusions

The Company cites the following exclusions to the ***ISO 9001*** standard according to contract flowdown requirements of ***DLA's Tailored ISO 9001 quality system***:

5.2 Customer Focus (not required by contract but retained for Customer support)
5.4 Planning
5.5 Responsibility, Authority and Communication
5.6 Management Review except for 6.4 Work Environment
6.1 Provision of Resources
6.2.1 General
6.3 Infrastructure
7.3.1 through 7.3.6 Design and Development Planning through Validation
7.4.2 Purchasing Information
7.5.2 Validation of Processes
8.2.1 Customer Satisfaction
8.2.3 Monitoring and Measurement of Processes
8.4 Analysis of Data
8.5.1 Continual Improvement

3.3 Definitions & Conventions

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

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

Section 4: Quality Management System

4.1 General Requirements

4.1.a) The Company's quality system has been 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:

1) [redacted]
2) [redacted]
3) [redacted]
4) [redacted]

Every process has at least one QMS Procedure that defines it in greater detail and may include a process map. These process maps define [redacted] The relationship between the listed processes and their applicable ***ISO 9001*** clauses is shown in the tables in ***Appendix A***. Outsourced processes and their controls are defined in ***Appendix C.***.

4.1.b) For each process identified in use at the Company, the sequence and interaction of processes has been determined, see Figure 1.

4.1.c) Processes are controlled by way of criteria and [redacted]

4.1.d) Resources and necessary information is used to [redacted]

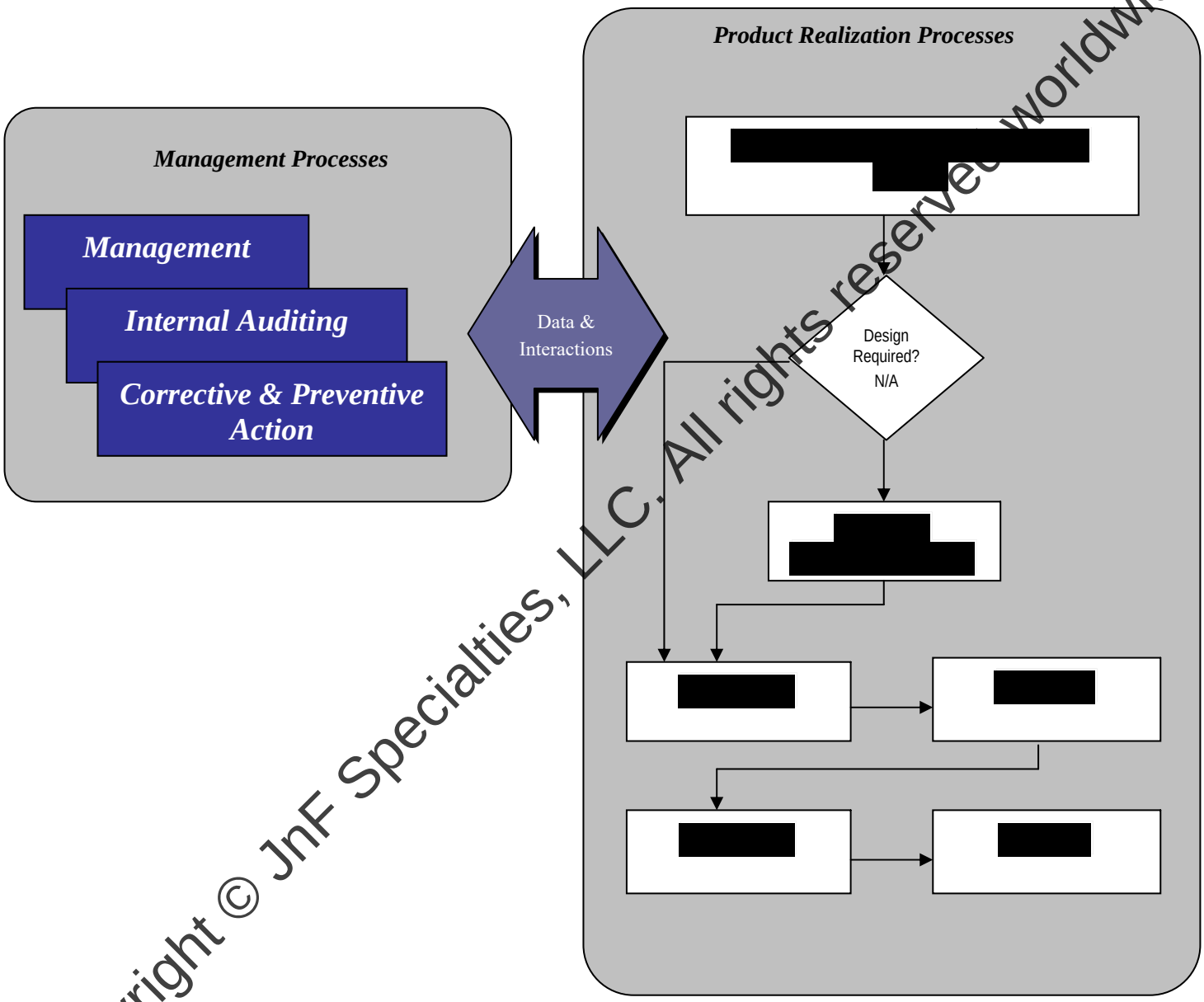
4.1.e) Objectives are set for key processes and [redacted]

4.1.f) Corrective and preventive action is taken to [redacted]

The following are the processes in use by the Company.

- Competence, training and awareness (6.2.2)
- Configuration management (7.3.7)
- Control of documents (4.2.3)
- Control of monitoring and measuring equipment (7.6)
- Control of nonconformances (8.3)
- Control of production and service (7.5.1)
- Control of records (4.2.4)
- Corrective and preventive actions (8.5.2, 8.5.3)
- Customer property (7.5.4)
- Determination of requirements (7.2.1)
- Identification and traceability (7.5.3)
- Internal audit (8.2.2)
- Monitoring and measurement of product (8.2.4)
- Preservation of product (7.5.5)
- Verification of purchased product (7.4.3)

Figure 1: Overall Process Sequence and Interaction



4.2 Documentation

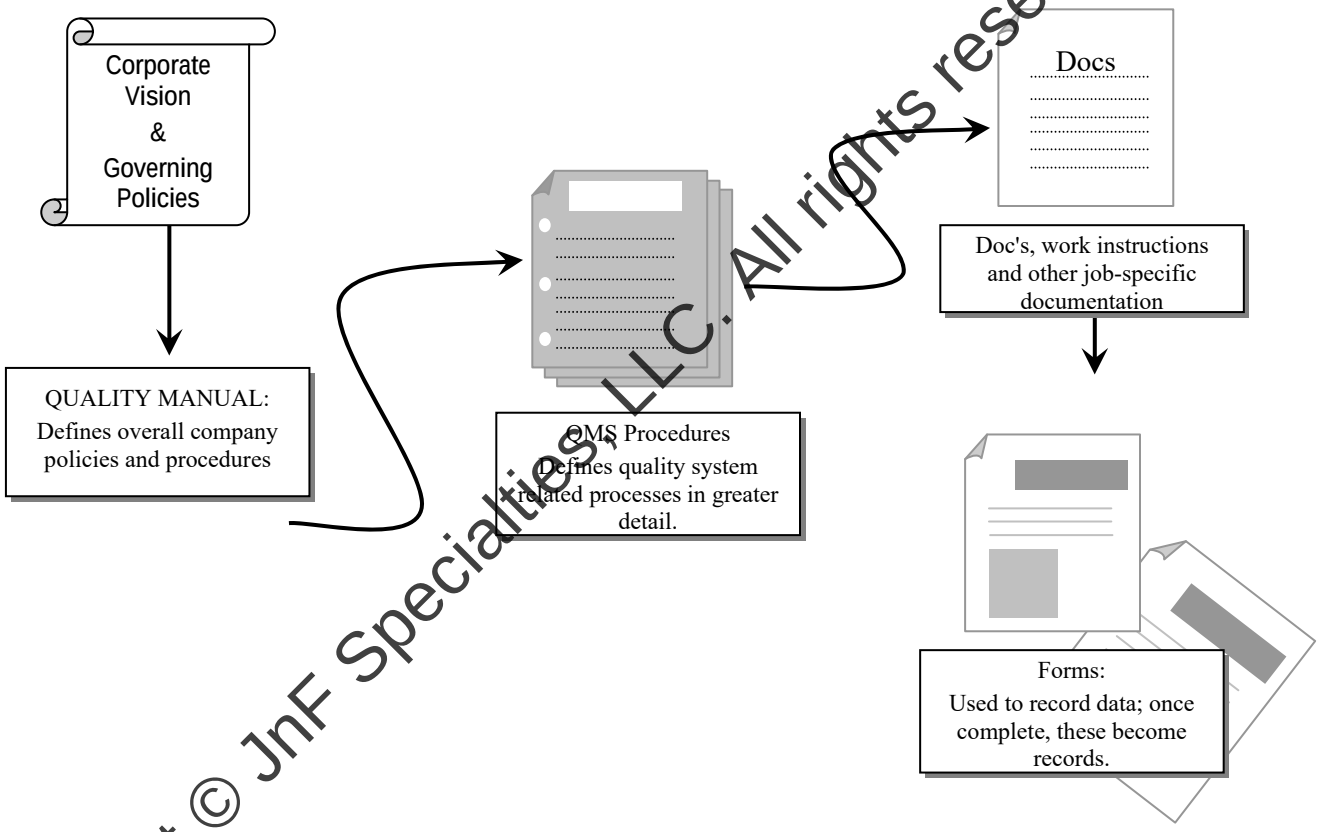
4.2.1 General

4.2.1.a) The Company's quality policy is defined in Section 2 and quality objectives are defined in Appendix D.

4.2.1.b) Provisions for the Company's quality manual are defined in paragraph 4.2.2.

4.2.1.c) The Company maintains all required documentation to [redacted]

4.2.1.d) 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.



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

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

4.2.2 Quality Manual

4.2.2.a) This Quality Manual has been developed by the Operations Manager to define the quality system processes and policies in use at the Company. It is meant to be used by the Company as the primary source of official quality policies as well as Customers and third parties that wish to verify the Company's quality management system. Exclusions and their justifications are listed in paragraph 3.2.

The primary purpose of the Quality Manual and QMS Procedures is to [redacted]

4.2.2.b) Quality system processes are defined in paragraph 4.1.f and Appendix B.

4.2.2.c) Interactions between the processes of the quality management system are defined in Appendix E.

4.2.3 Control of Documents

The controls for documents are defined in ***QMS-01 Document Control Procedure.*** Previous versions and legacy documents are segregated and retained in a document control library for historical purposes.

Documents are controlled to:

4.2.3.a) [redacted]

4.2.3.b) [redacted]

4.2.3.c) [redacted]

4.2.3.d) [redacted]

4.2.3.e) [redacted]

4.2.3.f) [redacted]

4.2.3.g) [redacted]

4.2.4 Control of Records

Records are controlled to provide evidence of conformity to requirements and [redacted] Records subject to control are defined in the ***QMS-03 Records Control Procedure***.

Section 5: Management Responsibility

5.1 Management Commitment

The Company's Operations Manager is committed to the ongoing maintenance and improvement of the quality management system. To ensure this, the Company [redacted]

5.1.a) We communicate the importance of meeting Customer, regulatory and statutory requirements through Employee orientations (see 6.2.2) and [redacted]

5.1.b) The Operations Manager has established quality policy, see Section 2.

5.1.c) The Company has established quality objectives for key processes (see Appendix D) and [redacted]

5.1.d) The Company conducts management reviews to make decisions based on [redacted]

5.1.e) The Company ensures [redacted]

5.2 Customer Focus

The Proposal Development and Contract Review process ensures that Customer requirements are [redacted]

5.3 Quality Policy

The Quality Policy has been developed and approved by the Operations Manager. The Quality Policy is defined in Section 2.0. The Quality Policy is contained in the Quality Manual that is controlled according the ***QMS-01 Document Control Procedure.*** The Quality Policy may also be issued as a stand-alone document, separately controlled.

The Company ensures the quality policy:

5.3.a) [redacted]

5.3.b) [redacted]

5.3.c) [redacted]

5.3.d) [redacted]

5.3.e) [redacted]

5.4 Planning - N/A

The Company cites exclusion to this section. (***Planning***)

5.5 Responsibility, Authority and Communication - N/A

The Company cites exclusion to this section. (***Responsibility, Authority and Communication***)

5.6 Management Review - N/A

The Company cites exclusion to this section (***Management Review***) except for 6.4 Work Environment.

Section 6: Resource Management

6.1 Provision of Resources - N/A

The Company cites exclusion to this section. (***Provision of Resources***)

6.2 Human Resources

6.2.1 General - N/A

The Company cites exclusion to this section. (***General***)

6.2.2 Competence, Training and Awareness

All Company personnel are hired on the basis of their ability to perform acceptable work. Subsequent training is performed to ensure each employee is knowledgeable in their job function and their role within the Company.

The Company has implemented a training program that:

6.2.2.a) [redacted]

6.2.2.b) [redacted]

6.2.2.c) [redacted],

6.2.2.d) [redacted]

6.2.2.e) [redacted].

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

6.3 Infrastructure - N/A

The Company cites exclusion to this section. (***Infrastructure***)

6.4 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]

Section 7: Product & Service Realization

7.1 Planning of Product Realization

In planning the processes for product realization, the Operations Manager has ensured that the processes are consistent with the requirements of other processes within the quality system. At times, additional quality objectives and measurements may be set for a given product; in such cases, [redacted]

7.1.a) [redacted]

7.1.b) [redacted]

7.1.c) [redacted]

7.1.d) [redacted]

7.1.e) For purposes of determining conformance with requirements of deliverable supplies, all specified (dimensional tolerance) limits are absolute limits, as defined in ***ASTM E29 "Using Significant Digits in Test Data to Determine Conformance with Specifications".***

7.2 Customer-Related Processes

7.2.1 Determination of Requirements

The Company captures all requirements of the Customer as well as any applicable statutory or regulatory requirements as part of the Proposal Development & Contract Review process. This process is defined in the ***QMS-07 Proposal Development & Contract Review Procedure, which includes:***

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

7.2.2 Review of Requirements

Once requirements are captured, they are reviewed [redacted] as defined in the ***QMS-07 Proposal Development & Contract Review Procedure, which includes:***

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

Records of the results of the review and actions arising from the review are maintained. Where the Customer provides no documented statement of requirement, Customer requirements are [redacted]

7.2.3 Customer Communication

The Company treats Customer communication as an important method of gaging its success and ability to meet Customer requirements in relation to:

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

Communication methods may include [redacted]

7.3 Design and Development – 7.3.1 through 7.3.6 N/A

The Company cites exclusion to 7.3.1 through 7.3.6 (***Design and Development***)

7.3.7 Control of Design and Development Changes

The configuration management process ensures that changes in Company procedures, work instructions and production tooling are conducted in a controlled manner, which is defined in the ***QMS-02 Configuration Management Procedure***. Design and development changes are [redacted]

7.4 Purchasing

Purchasing is treated as a process within the Company's quality system. The Company accepts responsibility for [redacted] The Company does not use Customer verification as evidence of effective control of quality by the Supplier.

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

7.4.1 Purchasing Process

The Company ensures that purchased product conforms to specified purchase requirements. The type and extent of control applied to the Supplier and the purchased product is [redacted]

7.4.2 Purchasing Information - N/A

The Company cites exclusion to this section. (***Purchasing Information***)

7.4.3 Verification of Purchased Product

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

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

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

7.5.1.a) [redacted]

7.5.1.b) [redacted]

7.5.1.c) [redacted]

[redacted]

7.5.1.d) [redacted]

7.5.1.e) [redacted] These activities are fully defined in the ***QMS-02 Configuration Management Procedure***.

7.5.1.f) [redacted]

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

7.5.1.1 Control of Work Transferred on a Temporary Basis Outside the Organization's Facilities

When the Company provides supplies for outside processing, such as machining and plating, the processes are performed under the following controls:

- [redacted]

7.5.1.2 Control of Service Operations

The Company services supplies returned to it for warranty work or repair - field servicing is [redacted]

7.5.2 Validation of Processes for Production and Service Provision - N/A

The Company cites exclusion to this section. (***Validation of Processes***)

7.5.3 Identification and Traceability

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

7.5.4 Customer Property

Where Customer property is provided to the Company for processing or use, it is suitably identified as such to [redacted]

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

7.5.5 Preservation of Product

According to contractual directives, instructions are detailed in the applicable job documentation for the proper handling, preservation, storage, packaging and shipping of supplies to [redacted] General rules are defined in the ***QMS-10 Production 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 provided and maintained and are calibrated and/or verified at regularly scheduled intervals that are determined [redacted] as defined in the ***QMS-15 Calibration Procedure***.

To ensure valid measurement results, measuring equipment:

7.6.a) [redacted]

7.6.b) [redacted]

7.6.c) [redacted]

7.6.d) [redacted]

7.6.e) [redacted]

In addition, the Company assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements and takes appropriate action on the equipment and any affected product.

When computer software is used in the monitoring and measurement of specified requirements, its [redacted]

Section 8: Measurement, Analysis, & Improvement

8.1 General

Measuring, analyzing and improvement is conducted through implemented processes that ensure the Company can:

8.1.a) [redacted]

8.1.b) [redacted]

8.1.c) [redacted]

Where statistical techniques are used, these are defined in associated work instructions; in all cases, [redacted]. The Responsible Authority collects data for determining the acceptability of this quality program, which may include, but are not limited to:

- [redacted]

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction - N/A

The Company cites exclusion to this section. (***Customer Satisfaction***)

8.2.2 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]
Audit requirements include those of ***DLA's Tailored ISO 9001*** and the Company's Quality Manual, as well as [redacted] The internal audit process is fully defined in the ***QMS-12 Internal Auditing Procedure***, which determines if the quality management system:

8.2.2.a) [redacted]

8.2.2.b) [redacted]

An audit program is planned, taking into consideration the [redacted]

8.2.3 Monitoring and Measurement of Processes - N/A

The Company cites exclusion to this section. (***Monitoring and Measurement of Processes***)

8.2.4 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]

When applying a sampling plan, inspectors and operators randomly select samples from a specified lot without [redacted]

Whenever a material or process condition exists that differs from "normal", the Responsible Authority [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, the Responsible Authority may [redacted]

8.2.4.1 Inspection Documentation

The engineering drawing or other technical documentation provides the requirements for all deliverable supplies. In all cases, this includes [redacted] Required inspection and test steps are defined in various documents depending on the nature of the product or order. These include [redacted]

8.2.4.2 First Article Inspection (FAI)

When required by purchase order or Customer specification, a First Article Inspection (FAI) is performed. The FAI is a thorough inspection of each dimension on the first production article produced. The inspector conducting a first article inspection records all results on the form of the Customer's choice. If the Customer does not have a preference, the ***First Piece Inspection Form*** may be used. First piece inspection is not subject to the requirements of standard ***SAE AS9102***.

8.2.4.3 Incoming (R&I) Inspection:

See section 7.4.3.

8.2.4.4 In-Process Inspection:

In-process inspections are conducted during production to ensure ongoing quality of work. These may be done [redacted] Records of in-process inspections are kept on the traveler and/or production logs located in the applicable production area.

8.2.4.5 Final Inspection:

Once all operations are complete, supplies are submitted for a final inspection, which is performed according to [redacted]

Company owned gauges, inspection devices and test equipment are [redacted]

8.3 Control of Nonconformances

All supplies found to be nonconforming against specified requirements are identified, documented, segregated (if possible), evaluated and dispositioned to prevent unintended use or delivery. This applies to [redacted] See the ***QMS-14 Control of Nonconformances Procedure*** and ***QMS-13 Corrective and Preventive Action Procedure***, which enables processing of nonconformances by:

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

When nonconforming product is corrected, it is subjected to re-verification to demonstrate conformity to the requirements. Records of the nature of nonconformities [redacted]

8.4 Analysis of Data - N/A

The Company cites exclusion to this section. (***Analysis of Data***)

8.5 Improvement

8.5.1 Continual Improvement - N/A

The Company cites exclusion to this section. (***Continual Improvement***)

8.5.2 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 the ***QMS-13 Corrective & Preventive Action Procedure***, which defines requirements for:

8.5.2.a) [redacted]
8.5.2.b) [redacted]

8.5.2.c) [redacted]
8.5.2.d) [redacted]
8.5.2.e) [redacted]
8.5.2.f) [redacted]

8.5.3 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 & Preventive Action Procedure***, which defines requirements for:

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

Appendix A: Company Processes and Applicable *ISO 9001* Clauses

Process	Applicable ISO 9001 Clauses
Configuration Management	7.3.7 Control of design and development changes
Control of Documents	4.2.3 Control of Documents
Control of Records	4.2.4 Control of Records
Control of Nonconformances	8.3 Control of Nonconformances
Corrective & Preventive Action	8.5.2 Corrective Action 8.5.3 Preventive Action
Internal Auditing	8.2.2 Internal Audits
Management	4.1 QMS General Requirements 4.2 Documentation Requirements 5.1 Management Commitment 5.2 Customer Focus 5.3 Quality Policy 5.4 Planning - N/A 5.5.1 Responsibility and Authority - N/A 5.5.2 Management Representative - N/A 5.5.3 Internal Communication - N/A 5.6.1 Management Review – N/A 6.1 Provision of Resources - N/A 6.2 Human Resources (6.2.1 is N/A) 6.3 Infrastructure - N/A 6.4 Work Environment 7.2.3 Customer Communication 7.3.1 through 7.3.6 Design and Development - N/A 7.5.1 Control of Production & Service Provision 7.6 Control of Monitoring & Measurement Equipment 8.1 Measurement, Analysis & Improvement: General 8.2.1 Customer Satisfaction - N/A 8.2.3 Monitoring & Measurement of Processes - N/A 8.4 Analysis of Data - N/A 8.5.1 Continual Improvement - N/A
Production	7.1 Planning of Product Realization 7.5.1.1 Production Documentation 7.5.1.2 Control of Production Process Changes 7.5.1.3 Control of Production Equipment 7.5.1.4 Post Delivery Support 7.5.2 Validation of Processes - N/A 7.5.3 Identification & Traceability 7.5.4 Customer Property 7.5.5 Preservation 8.2.4 Monitoring & Measurement of Product 8.3 Control of Nonconformances
Proposal Development & Contract Review	7.2.1 Determination of Requirements 7.2.2 Review of Requirements - N/A
Purchasing	7.4.1 Purchasing Process 7.4.2 Purchasing Information - N/A
Receiving	7.4.3 Verification of Purchased Product 7.5.3 Identification & Traceability 7.5.4 Customer Property 7.5.5 Preservation 8.2.4 Monitoring & Measurement 8.3 Control of Nonconformances
Shipping	7.2.1 Determination of requirements related to deliverables 7.5.1 Control of Production and Service Provision 7.5.3 Identification & Traceability 7.5.5 Preservation 8.3 Control of Nonconformances

Appendix B: Company Processes and Applicable Documents

Process	Applicable Company Procedures	Applicable Company Records
Corrective & Preventive Action	QMS-13 Corrective & Preventive Action	Corrective action records (8.5.2.e) Preventive action records (8.5.3.d)
Design & Development	QMS-17 Design & Development - N/A except for 7.3.7	Realization processes and resulting product meet requirements (7.1.d) Design inputs records (7.3.2) - N/A Design review records (7.3.4) - N/A Design verification records (7.3.5) - N/A Design validation records (7.3.6) - N/A Design change records (7.3.7) - see Management
Internal Auditing	QMS-12 Internal Auditing	Internal audits (8.2.2)
Management	QMS-00 Quality Manual QMS-01 Document Control QMS-02 Configuration Management - only 7.3.7 QMS-03 Record Control QMS-04 Management Process - only 6.4 QMS-05 Responsibilities & Authorities - N/A QMS-06 Training QMS-15 Calibration QMS-16 Definitions and Abbreviation	Management review minutes – N/A Training records (6.2.2) Control of design and development changes (7.3.7) Calibration records (7.6)
Production	QMS-10 Production QMS-14 Control of Nonconformances	Traceability records (7.5.3) Records of loss, damage or nonconformances (7.5.4) Records of release authority of inspected product (8.2.4) Records of first article inspection (8.2.4.2) Control of nonconformances (8.3)
Proposal Development & Contract Review	QMS-07 Proposal Development & Contract Review	Contract review records (7.2.2)
Purchasing	QMS-08 Purchasing	Purchase Orders (7.3.3, 7.4) Supplier evaluation records (7.4.1)
Receiving	QMS-09 Receiving QMS-14 Control of Nonconformances	Receiving inspection records (7.4.3) Records of loss, damage or nonconformances (7.5.4) Control of nonconformances (8.3)
Shipping	QMS-11 Shipping QMS-14 Control of Nonconformances	Records of loss, damage or nonconformances (7.5.4) Control of nonconformances (8.3)

Appendix C: Outsourced Processes

The following processes may be outsourced and controlled as indicated:

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

Appendix D: Quality Objectives

Process	Quality Objective	Metric
Corrective & Preventive Action	[redacted]	[redacted]
Design & Development (Optional for 7.3.7)	[redacted]	[redacted]
Internal Auditing	[redacted]	[redacted]
Production	[redacted]	[redacted]
Proposal Development & Contract Review	[redacted]	[redacted]
Purchasing	[redacted]	[redacted]
Receiving	[redacted]	[redacted]
Shipping	[redacted]	[redacted]

Appendix E: Identification of Key Realization Processes