

(Company Name, Address and Telephone Number--Can be Letterhead)

Sample Quality Assurance Manual

Copy Number: _____

Issue Date: _____

Approved By:

Name:
Title: (Quality Head)

Name:
Title (Company Head)

Quality Assurance Manual

Section: Revision
Revision: _____
Approved: _____
Date: _____
Page: of _____

Quality Manual Revision Status

<u>Rev Description of Change</u>	<u>Date</u>	<u>Approved by</u>
A. Clarification of Responsibilities	06/06/99	John Supplier

Quality Assurance Manual

Section: Revision
Revision: _____
Approved: _____
Date: _____
Page: of _____

Table of Contents

<u>Section</u>	<u>Element</u>
1.0	Scope and Policy
2.0	Amendments and Revisions to the Quality Manual
3.0	Organization
4.0	Quality Program
5.0	Procurement Document Control
6.0	Instructions, Procedures and Drawings
7.0	Document Control
8.0	Control of Purchased Items
9.0	Identification and Control of Items
10.0	Inspection
11.0	Control of Measuring and Test Equipment
12.0	Control of Nonconforming Articles
13.0	Corrective Action
14.0	Quality Records
 <u>Appendix</u>	
A.	Receiving Report
B.	Calibration Intervals
C.	Shipping Document

Quality Assurance Manual

Section: Revision
Revision: _____
Approved: _____
Date: _____
Page: _____ of _____

1.0 Scope

This manual describes (Insert Company's_Name) Quality System Policies and Procedures. These policies and procedures control all activities from Supplier procurement to customer shipment of articles.

1.1 Policy

The quality program is developed to assure customer satisfaction by providing quality products. We will perform all activities in a manner, which meets or exceeds the expectations of our customers.

1.2 Application

The quality System described herein is mandatory for all activities performed at (Location or Company's Name) to assure product conformance to the applicable drawing, catalog item specification and/or contract requirement.

Quality Assurance Manual

Section: Revision
Revision: _____
Approved: _____
Date: _____
Page: of _____

2.0 Amendments and Revisions to the Quality Manual

2.1 Revision Control

This manual will be revised by Quality Assurance as required. Whenever revisions occur, all holders of controlled copies will be distributed copies of the application revised pages, including a new revision page describing the changes.

2.2 Reviews

Management reviews of operations are continuous and any problems indicated with the Quality Program or its implementation will be addressed and corrected as directed by Management.

3.0 Organization

3.1 Quality Manager

The Quality Manager reports directly to (Title of Person) and is delegated authority and organizational freedom to identify and evaluate quality problems and to initiate, recommend or provide solutions.

3.2 Responsibilities

The Quality Manager is responsible for:

- a. Update and distribution control of the Quality Manual as required.
- b. Planning to meet customer's quality requirements.
- c. Determining inspection points within the system.
- d. Approval of quality work instructions.
- e. Directing inspection activities.
- f. Surveillance of procurement documents.
- g. Approval of Suppliers.
- h. Maintaining a listing of approved suppliers.
- i. Monitoring procedures to assure compliance
- j. Reviewing and maintaining Quality Records.
- k. Calibration of Measuring and Test Equipment.
- l. Approval of disposition of Nonconforming Articles
- m. Corrective action coordination

4.0 Quality Program

4.1 Documentation

The Quality Program is documented within this manual and may be supported at any point by desk or work instructions that may be selected to increase control of a quality function. Desk or work instructions affecting Quality shall be approved by the Quality Manager.

4.2 Planning

The Quality Program is planned to control products from the requirements of a customer order to include procurement practices, receipt of material, receipt inspection of supplier material, handling and storage to the eventual shipment of an article to our customer.

4.3 Indoctrination and Training

Employees are indoctrinated and trained, as necessary, to assure that suitable proficiency is achieved and maintained throughout our operation systems. Training is performed as "On the Job Training" under the direct supervision of management. Procedural changes are implemented by training of any individual(s) affected by the change.

5.0 Procurement Document Control

5.1 System of Procurement

Procurement documents are (computer) (manually) generated and include appropriate technical and quality requirements. When a customer has special requirements, such as a Certified Material Test Report (CMTR), our program is designed to include the requirement into our procurement documents.

5.2 Review and Approval

Procurement documents are reviewed and approved by the Purchasing Manager. The Quality Manager performs random surveillance of procurement documents semi-annually and documents the results.

5.3 Changes to Documents

Changes to procurement documents are subject to the same level of control as in preparation of the original document.

Quality Assurance Manual

Section: Revision
Revision: _____
Approved: _____
Date: _____
Page: of _____

6.0 Instructions and Drawings

6.1 Work Instructions

Work or desk instruction are utilized in support of this Quality Manual to improve the control of a specific operation or evaluation, but in no circumstances shall these documents supersede or change the requirements of this manual.

6.2 Drawings

Drawings, specifications and/or catalog criteria shall be used to control the technical requirements of products offered to our customers.

Quality Assurance Manual

Section: Revision
Revision: _____
Approved: _____
Date: _____
Page: of _____

7.0 Document Control

7.1 Current Issues

The latest issue of drawings, specifications, catalogs, work instructions and Customer orders will be utilized to control articles throughout the operations system.

7.2 Modification or Design Changes

Obsolete documents caused by modification or design change will be identified as such and removed from use.

8.0 Control of Purchased Items

8.1 Incoming Articles

Receipt of purchased articles is documented on a Receiving Report (Appendix A). The requirements of the Purchase Order are (included in) (attached to) the Receiving Report to provide the inspection function with complete criteria for evaluation of the receipt.

8.2 Inspection

Articles are inspected in accordance with the requirements of the receiving documents. As a minimum, all articles are inspected for count, identification and damage.

8.3 Certifications

Certifications and Certified Material Test Reports (CMTRs) are reviewed for compliance and accuracy of contents as required by procurement documents. Certified reports or other proof of

Quality used as a basis for acceptance shall be (validated by independent testing on an annual basis) (validated by audit of the supplier on a triennial basis).

8.4 Rejected Articles

Rejected articles will be documented as nonconforming on the Receiving Report to prevent inadvertent use or further processing. The Quality Manager will approve final disposition.

8.5 Acceptance

Acceptance of the receipt will be documented on the Receiving Report as accepted and the identity of the inspector will be included by initialing the document

Quality Assurance Manual

Section: Revision
Revision: _____
Approved: _____
Date: _____
Page: of _____

9.0 Identification and control of Items

The Original Equipment Manufacturer (OEM) articles will retain their identity through our receipt, stocking and delivery function traceable to the procurement and receipt documents containing acceptance status.

Quality Assurance Manual

Section: Revision
Revision: _____
Approved: _____
Date: _____
Page: _____ of _____

10.0 Inspection

10.1 Stock

Stock reinspection will be implemented on specific articles in storage as a result of a customer complaint or any suspected Quality problem concerning an article. Rejected articles will be identified or segregated and disposition in accordance with control of nonconforming material. Accepted articles will be returned to the stock location.

10.2 Final Inspection

Inspection of articles to be delivered to a customer will be accomplished prior to packaging for identification, damage and in accordance with the shipping document. The customer ordered requirements are included (with) (in) the shipping document. Rejected articles will be identified or segregated and disposition in accordance with control of nonconforming material. Accepted articles will be identified on the shipping document as accepted by (signature) (stamp impression) (initials)

10.3 Shipping Inspection

Inspection of the packaging will include evaluation to determine adequacy to preclude damage during delivery and any special requirements directed by the customer order. Customer requirements for Certifications and/or Certified Material Test Reports will be included with the articles.

11.0 Control Of Measuring and Test Equipment

11.1 Commercial Equipment

Calibration of normal commercial equipment (i.e., rulers, tape, measures, levels, and other similar devices) is not required. It is the responsibility of the user to report worn or damaged equipment to management to prevent inadvertent use.

11.2 Special Devices

Calibration will be performed and maintained at prescribed intervals in accordance with Appendix B. An Outside Calibration Laboratory is contracted to supply this service. The supplier is certified and performs calibrations traceable to recognized national Standards.

11.3 Identification of Equipment

Each item is identified with current status of calibration and the user is responsible to verify an item is serviceable. Items too small to be identified are serialized, and calibration status is maintained by a traceable record supporting a calibration recall system.

12.0 Control of Nonconforming Articles

12.1 Disposition

All nonconforming articles are reviewed to determine disposition; the disposition is documented on the accompanying paperwork.

12.2 Approval of Dispositions

A. The quality Manager approves all dispositions of nonconforming articles as follows:

1. Return to Supplier
2. rework to Specification
3. Scrap

B. Customer approval of the following dispositions shall be requested and required prior to delivery of articles:

1. Use as Is (waiver)
2. Repair to a Useable Condition

12.3.1.1.1 Reworked and repaired items are reinspected and/or tested in accordance with disposition instructions.

13.0 Corrective Action

Conditions adverse to quality shall be promptly identified and corrected. In the case of significant conditions adverse to Quality, the cause of the condition shall be determined and action planned to correct and preclude repetition.

13.1 Customer Complaints

Responses to Customer complaints will be documented by letter or on forms required by the customer. Responses will include cause of the condition, actions taken to prevent a future occurrence and effective date.

Quality Assurance Manual

Section: Revision
Revision: _____
Approved: _____
Date: _____
Page: of _____

14.0 Quality Records

14.1 Retention

Quality records traceable to an article or lot of articles will be stored by the identifying part number. Quality records traceable to a Customer will be stored by the Customer's Order Number. The retention of Quality records is a minimum of three years or as otherwise directed by a Customer Order Requirement

Quality Assurance Manual
Appendix A
Page

Receiving Report

INCLUDE A COPY OF YOUR COMPANY'S EFFORT OR
WHATEVER IS USED TO INDICATE RECEIVED ARTICLES.

Form should include identity of Supplier, item, quantity received, any special requirements, and space for indicating evidence of inspection, status of acceptance, disposition and identity of inspector.

Quality Assurance Manual
Appendix B
Page

CALIBRATION INTERVALS:

<u>Equipment</u>	<u>Interval</u>
Master Gage Block Set	Two Years
Thread plug and ring gages	Six Months
Micrometer	One Week
Caliper	One Year
Surface Plate	Three Years
Volt/Ohm Meter	One Year
Hole Plug Gage	After Each Use

NOTE: Items and Intervals are for example only and do not accurately describe tools your company may use or property interval which must be determined by use potential wear and calibration history of each item

Quality Assurance Manual
Appendix C
Page

Shipping Document

**INCLUDE A COPY OF YOUR COMPANY'S REPORT OR
WHATEVER IS USED TO SHIP PRODUCTS TO CUSTOMERS.**

The form should contain any special conditions included in the customer's order such as, Requirements for data, test reports, certifications, marking or packaging. The form should also include some space to indicate evidence of acceptance by inspection was performed.