



***Documents  
and  
Records***

## ASD Manufacturing Documents and Records

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1	Quality Manual .....	16
1	Master Document List .....	2
1	Internal Audit Master Schedule .....	1
1	P-530 Quality Policy Procedure .....	1
1	A-530-001 Quality Policy and Quality Commitment .....	1
1	P-710 Planning for Product Realization Procedure .....	1
1	F-710-001 Quality Planning Table .....	2
1	A-710-010 Process Flow Chart .....	1
1	P-720 Customer Related Processes Procedure.....	2
1	F-720-001 ASD Quotation / Proposal .....	1
1	P-740 Purchasing Procedure .....	2
3	F-740-1 ASD Purchase Order / Amended Purchase Order .....	3
1	F-740-002 Register of Approved Suppliers Form.....	1
1	F-740-003 Subcontractor Problem Log Form.....	1
1	P-852 Corrective Action procedure .....	2
1	R-850 Register of Improvement Action Reports - NCR-CAR-PAR .....	1
1	F-852-001 Corrective Action Request Form (CPAR).....	1
1	NCR – Section 1 Corrective Action Requests.....	2
1	CAR – Section 2 Corrective Action Requests.....	3
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1	P-560 Management Review Procedure.....	2
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## **Section 4: Quality Management System**

### **4.1 General requirements**

ASD Manufacturing has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of AS9100A. The system is maintained and continually improved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.

To design and implement the QMS, ASD Manufacturing has:

- § Identified the processes needed for the QMS and their application throughout the organization and documented them on the Process Flow Diagram.
- § Determined the sequence and interaction of these processes, and illustrated them on the Process Flow Diagram
- § Determined criteria and methods needed to ensure that the operation and control of the processes are effective, and documented them in quality plans, work instructions and the Measuring, Monitoring and Analysis Table
- § Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes
- § Established systems to monitor, measure and analyze these processes, and
- § Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes
- § ASD Manufacturing manages these processes in accordance with the requirements of AS9100C.
- § Where ASD Manufacturing chooses to outsource any process that affects product conformity, the company ensures control over such processes. Control of such processes is identified with the QMS.

### **Section 4.2 Documentation requirement**

#### **4.2.1 General**

The documentation of the quality management systems includes our quality policy, quality objectives, a quality manual, procedures required by this standard, and other documents needed by the organization to ensure the effective planning, operation and control of the processes. Quality records will be maintained as objective evidence of the effective operation of the system.

#### **4.2.2 Quality manual**

The quality manual includes the scope of the quality management system, any exclusions, reference documented procedures required to operate the quality system, and a description of the interaction between the processes of the quality management system.

#### **4.2.3 Control of documents**

Documents required by the quality management system are controlled. Procedure P-423 defines how the requirements of this standard are met, including review and approval prior to issue, proper distribution and control of obsolete documents.



### **QMS Master Document List**

This Master Document List provides the responsibility, approval date, and revision status for the documents. A latest copy of each Procedure and Instruction is included in the manual.

<b>QMS Document</b>	<b>Description</b>	<b>Responsibility</b>	<b>Approve date</b>	<b>Revise date</b>	<b>Revise date</b>
QM-001	Quality Management system manual	President			
P-423	Control of documents	Management rep.			
P-424	Control of records	Management rep.			
P-500	Management responsibility	Management rep			
P-622	Competence, awareness and training	HR manager			
P-630	Infrastructure	Technical services manager			
P-710	Planning of product realization	Manufacturing manager			
P-713	Configuration management	Manufacturing manager			
P-720	Customer related processes	Sales & marketing manager			
P-740	Purchasing	Purchasing manager			
P-745	Inventory Control	Materials manager			
P-750	Control of production and service provision	Manufacturing manager			
P-753	Identification and traceability	Manufacturing manager			
P-754	Customer property	Manufacturing manager			

## P-710 Planning of product realization processes procedure

### 1.0 Purpose

1.1 This procedure describes planning of all product realization processes.

### 2.0 Responsibilities

2.1 Management is responsible for assigning responsibility to a project manager for the quality planning for new products, processes or projects.

2.2 The project manager is responsible for completing a Quality-planning table F-710-001 and a process flow chart A-710-010.

### 3.0 Definitions

3.1 Product Realization: Processes from customer input through delivery and service that lead to the creation of the final product or service.

### 4.0 Instructions

4.1 As new products, processes or projects are introduced, quality objectives and product requirements are determined as appropriate.

4.1.1 Management assigns responsibility to initiate a quality-planning table.

4.1.2 The project manager initiates quality-planning tables.

4.2 Quality planning tables include:

4.2.1 Quality objectives or product requirements for the product

4.2.2 Processes, documents and resources

4.2.3 Verification, validation, monitoring, inspection and test activities

4.2.4 Criteria for product acceptance

4.2.5 Records required

4.2.6 Configuration management

4.3 The project manager investigates and completes each applicable section of the quality-planning table.

4.4 The project manager assigns responsibility and timelines for preparing documentation and implementing processes.

4.5 When the project is completed, management reviews the quality planning table to make sure that all requirements have been met, and signs to indicate approval.

### 5.0 Forms and Records

5.1 A-710-010 Process flow chart

5.2 F-710-001 Quality Planning Table

### 6.0 Record of Revisions

Revision	Date	Section	Paragraph	Summary of change	Authorized by
A	1-4-11			Initial issue	<i>M. Ryan</i>

**CORRECTIVE ACTION REQUEST**

**F-852-001**

<b><u>P-D-C-A REPORT</u></b>	<input checked="" type="checkbox"/> <b>CUSTOMER NONCONFORMITY REPORT - NCR # 11-N-01</b> <input type="checkbox"/> CORRECTIVE ACTION REQUEST - CAR # _____ <input type="checkbox"/> PREVENTION ACTION REQUEST - PAR # _____ <b>CAR prepared by : L. Parcels</b> <span style="float: right;"><b>Date: Jan 16, 2011</b></span>		
<b>Service/Product:</b> Delivery of order to customer AAA Inc on Jan 15, 2011  <b>Problem Reported by:</b> L. Parcels Date 1-16-11  <b>Identification of Nonconformity:</b> The order was delivered to the customer's shipping dock rather than to the receiving dock resulting in stock location problems at the customer.			
<div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 5px;"><b>PLAN-DO-CHECK-ACT</b></div> <b>Resolution of nonconformity assigned to:</b> L. Parcels, Shipping manager.  <b>Evaluation: Analysis indicates actual cause of problem to be:</b> The receiving dock was very busy and the delivery driver used the available shipping dock.			
<b>PLAN</b>	<b>Actions Required:</b> Contact the customer to offer assistance in relocating the stock to its proper place. <i>Use reverse side if required.</i>	<b>By Dept</b> L. Parcels	<b>Promise date</b> Jan 16 ,2011
<b>DO</b>	<b>Actions Taken:</b> The ASD driver, T. Gear returned to the customer on Jan 16, 2011 and located the misplaced delivery. L. Parcels conducted a meeting on Jan 17, 2011 with all 6 ASD drivers in attendance to re-emphasize the importance of following the instructions from customers. Follow up on 2-11-11 indicated no further delivery drop-off problems.		
<b>Actions Effective:</b>			
<b>CHECK</b>	<input type="checkbox"/> Yes, <input checked="" type="checkbox"/> no...next follow-up date Feb 11, 2011  <input checked="" type="checkbox"/> <b>YES.</b>		
<b>ACT</b>	<b>P-D-C-A Report is closed-out</b> Actual Completion/Implementation date 2-11-11  Quality Review by: <i>J. Sample</i> Date: 2-11-11		

## INTERNAL MEMO

April 2, 2011

From: J Sample,

To: A.S. Doer, R Ryan, D Delany, D Thomas, M T Moore, A Bolt

### **Subject: Minutes of Management review meeting of April 2, 2011**

The management team met to review the quality management system. The minutes summarize the discussions and include the decisions taken and actions required to ensure that the quality system continues to be suitable, adequate and effective.

#### 1. Results of internal audits.

Since the 1<sup>st</sup> internal audit at ASD is yet to be conducted and is scheduled for April 14, 2011, no results are available at the time of this management review; however, results of the internal audit will be reviewed by May 14, 2011.

#### 2 - Customer feedback to products / services provided

Year to date, one customer complaint has been received. Product was delivered to the shipping dock rather than to the receiving dock and caused part location problems at the customer AAA Inc. Corrective action was taken with the delivery driver.

#### 3. Process performance / Product conformance

Our stock-pick and stock-packing processes continue to perform well with no major shut-downs or repairs required. Our products continue to be well presented, identified, protected and delivered on time.

#### 4. Status of Corrective / Preventive actions

The Register for QMS action reports, R-850 is set up to manage the corrective and preventive actions required for reported problems. So far we handled the wrong dock delivery problem, a late delivery from a supplier of bag handling equipment, and the addition of a framed Quality policy in the reception area.

However, we have not focused enough attention to the identification of preventive action.

We are prepared to address any non-conformances that may be reported during the internal audit on April 14, 2011 and determine formal resolution.

#### 5. Follow up actions from earlier reviews

Not applicable since this meeting is our 1<sup>st</sup> management review meeting.

#### 6. Changes affecting the QMS

Our new QMS appears to be effective and needs to mature before changes are contemplated.