



***Documents***  
***and***  
***Records***

## AMS - Aircraft Maintenance Services Documents and Records

Qty	Documents and Records	# of Pages
1	Quality Manual .....	18
1	Master Document List .....	2
1	Internal Audit Master Schedule .....	1
1	P-530 Quality Policy / Safety Policy Procedure .....	1
1	A-530-001 Quality Policy / Safety Policy and AMS 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 AMS Quotation / Proposal .....	1
1	P-740 Purchasing Procedure .....	2
3	F-740-1 AMS 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
1	PAR – Section 3 Corrective Action Requests.....	2
1	P-560 Management Review Procedure.....	2
1	F-560-001 Management Review Meeting Agenda.....	1
1	Minutes of Management Review.....	2

## **Section 4: Quality Management System**

### **4.1 General requirements**

AMS Aircraft Maintenance Services has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of AS9110A. The system is maintained and continually improved through the use of the quality policy, quality objectives, safety policy, safety objectives, audit results, analysis of data, corrective and preventive action and management review.

To design and implement the QMS, AMS Aircraft Maintenance Services 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
- § AMS Aircraft Maintenance Services manages these processes in accordance with the requirements of AS9110A.
- § Where AMS Aircraft Maintenance Services 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, safety policy, safety 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



**AMS Aircraft Maintenance Services - Internal Audits Master Schedule, 2011**

Prepared by: *J.Sample*      Date: April 2, 2011

Approved by: *A.Serviss*      Date: April 2, 2011

Area	Audit #1	#2	#3	#4	#5
Management	April 14	July 10	Oct 12	Dec 1	
Quality	April 14	July 10	Oct 12	Dec 1	
Manufacturing	April 14	July 10	Oct 12		Dec 15
Shipping	April 14	July 10	Oct 12		Dec 15

**Audit Areas and Applicable Clauses of the Standard**

Clause	Management	Quality	Manufacturing	Shipping
4	X	X	X	
5	X	X	X	X
6	X		X	
7		X	X	X
8		X	X	X



**AMS Aircraft Maintenance Services**

City Airport Center, Unit A  
Our Town, USA

**AMS - PURCHASE ORDER**

Order Date: March 2, 2011
PO Number:MP-1122 Ship via: FOB
Date Required: April 2, 2011 Date Promised: March 28, 2011

Purchase from: Cabin Accessories Ltd, San Diego, CA Attention: Sales manager

Phone: 321-654-0987 Fax: 322-654-0987

Units	Product ID	Product description	Unit price	Sub-total
24	2001-arr	Right arm rest – blue	\$11.95	\$286.80
24	2001-arl	Left arm rest - blue	\$11.95	\$286.80
24	2001-arr	Right arm rest – grey	\$13.95	\$334.80
24	2001-arl	Left arm rest - grey	\$13.95	\$334.80
24	2001-arr	Right arm rest – blue-grey	\$21.50	\$516.00
14	2001-arl	Left arm rest – blue-grey	\$21.50	\$301.00
			Pre-tax total	\$2,067.40
			Tax @ 5%	\$ 103.37
			<b>Order Total</b>	<b>\$2,170.77</b>

Approval: *D. Delany*, AMS Materials / Purchasing Manager

Date: March 2, 2011

All materials and workmanship utilized in this order shall be subject to inspection and testing from the buyer and its customers.

If any such inspection made on seller premises, seller shall provide without additional charge, all reasonable facilities and assistance.

Inspection at seller’s premises does not preclude rejection or other relief for any subsequent defects.

**CORRECTIVE ACTION REQUEST**
**F-852-001**

<div style="border: 1px solid black; background-color: #e0f7fa; padding: 2px; display: inline-block;"><b>P-D-C-A REPORT</b></div>	<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; background-color: #e0f7fa; padding: 2px; display: inline-block;"><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.				
<div style="border: 1px solid black; background-color: #e0f7fa; padding: 2px; display: inline-block;"><b>PLAN</b></div>	<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>				
<div style="border: 1px solid black; background-color: #e0f7fa; padding: 2px; display: inline-block; width: 100px;"></div>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">By Dept</th> <th style="width: 40%;">Promise date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">L. Parcels</td> <td style="text-align: center;">Jan 16 ,2011</td> </tr> </tbody> </table>	By Dept	Promise date	L. Parcels	Jan 16 ,2011
By Dept	Promise date				
L. Parcels	Jan 16 ,2011				
<div style="border: 1px solid black; background-color: #e0f7fa; padding: 2px; display: inline-block;"><b>DO</b></div>	<b>Actions Taken:</b> The AMS 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 AMS 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> <div style="border: 1px solid black; background-color: #e0f7fa; padding: 2px; display: inline-block; width: 100px;"></div> <input type="checkbox"/> Yes, <input checked="" type="checkbox"/> no...next follow-up date Feb 11, 2011  <input checked="" type="checkbox"/> <b>YES.</b>					
<div style="border: 1px solid black; background-color: #e0f7fa; padding: 2px; display: inline-block;"><b>CHECK</b></div>					
<div style="border: 1px solid black; background-color: #e0f7fa; padding: 2px; display: inline-block;"><b>ACT</b></div>	<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				