



AS9100 Store

QUALITY FOR AEROSPACE

AS9110A Quality Systems Manual

Street Address

City, State Zip

*This manual is to be used as a template in developing your AS9110A Quality Manual. Review the text; replace text to match your quality system requirements. At a minimum, the blue text should be replaced with your information.



The AS9100 Store

Introduction

Your Company developed and implemented a Quality Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

The Quality Management System of *Your Company* meets the requirements of the international standard SAE AS9110A. This system addresses the design, development, production, installation, and servicing of the company's products.

The manual is divided into eight sections that correlate to the Quality Management System sections of the ISO 9001 format and AS9110A. Each section begins with a policy statement expressing *Your Company's* obligation to implement the basic requirements of the referenced Quality Management System section. Each policy statement is followed by specific information pertaining to the procedures that describe the methods used to implement the necessary requirements.

This manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the AS9110A standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

President: _____

NOTES: DELETE AFTER EACH TASK IS COMPLETED.

- USE REPLACE FUNCTION – ENTER “YOUR COMPANY” IN FIND SPACE, ENTER YOUR COMPANY NAME IN REPLACE SPACE – SYSTEM SHOULD MAKE CHANGES THROUGHOUT THE ENTIRE DOCUMENT.
- (IF ANY OTHER INFORMATION IS AVAILABLE, THAT WOULD FURTHER ENHANCE THE COMPANY INTRODUCTION, PREFERABLY ELECTRONICALLY, THIS IS THE AREA IN THE MANUAL TO INSERT THAT INFORMATION)



The AS9100 Store

5.5.1.1 Accountable Executive Manager

Management has appointed an Accountable Executive Manager with the corporate authority to ensure that all ordered maintenance can be financed, necessary resources obtained and all ordered maintenance completed.

5.5.1.2 Maintenance Manger

Management has also appointed a Maintenance Manger who is responsible for assuring that all maintenance required is completed according to requirements.

5.5.2 Management representative

The *(position title) has* been appointed by *top management* as management representative. As management representative, they have the following responsibility and authority:

- Ensure that processes needed for the quality management system are established and implemented.
- Report to top management on the performance of the quality management system, and note needed improvements.
- Promote awareness of customer requirements throughout the organization.
- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS and
- Resolve matters pertaining to quality issues

5.5.3 Internal communication

Processes are established for communication within the organization. Methods of communicating the effectiveness of the QMS include *department and management meetings, management review, circulation of minutes of management review meetings, Internal Audit Closing meetings, and other routine business communication.*

5.6 Management review

5.6.1 General

Top management reviews the QMS *quarterly* at management review meetings. This review assesses the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes. Records are maintained for each management review meeting.



The AS9100 Store

7.5 Production and Service Provision

7.5.1 Control of production and service provision

Your Company plans and carries out production and service provision under controlled conditions according to documented procedure (MP-750).

Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product
- The availability of work instructions
- The use of suitable equipment
- The availability and use of monitoring and measuring equipment
- The implementation of monitoring and measurement
- The implementation of release, delivery and post-delivery activities
- Accountability for all product during manufacture (e.g., parts quantities, split orders, nonconforming product), part accountability to ensure bad parts have been destroyed
- Evidence that all manufacturing and inspection operations have been completed as planned, or as otherwise documented and authorized,
- Provision for the prevention, detection, and removal of foreign objects,
- Monitoring and control of utilities and supplies such as water, compressed air, electricity and chemical products to the extent they affect product quality, and
- Criteria for workmanship, which shall be stipulated in the clearest practical manner (e.g., written standards, representative samples or illustrations).
- Compliance with reference standards, quality plans manufacturers' recommendations
- Maintenance of a list of all approved maintenance capabilities or ratings
- Assuring maintenance operations do not adversely affect areas outside the scope of the planned maintenance.
- Using equipment, tools and materials recommended by the manufacturer or equivalent to them and acceptable by the customer or authority

Planning considers, as applicable:

- The establishment of process controls and development of control plans where key characteristics have been identified,