



**AS9100 Store**

QUALITY FOR AEROSPACE

# **AS9120 Rev A Quality Systems Manual**

**Street Address  
City, State Zip**

\*This manual is to be used as a template in developing your AS9120 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

## 4.1 General requirements

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*Your company* has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of AS9120 Rev A. 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.

The QMS at *Your company* has been designed to address customer, statutory and authority QMS requirements.

To design and implement the QMS *Your Company* has:

- Identified the processes needed for the QMS and their application throughout the organization and documented them on the Process Flow Diagram at the end of this section of the Quality Manual
- 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

## 4.2 Documentation Requirements

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### 4.2.1 General

The QMS documentation includes:

- A documented Quality Policy
- This Quality Manual
- Documented Procedures
- Documents identified as needed for the effective planning, operation and control of our processes
- Quality Records
- Records required by regulatory authorities.



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## 5.4 Planning

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### 5.4.1 Quality objectives

Quality objectives are established to support our organization's efforts in achieving our quality policy and reviewed *annually* for suitability. Objectives have been established for the following: *(describe the levels at which objectives have been established. For example, quality objectives have been established for each division, department, and team. Make sure that objectives to meet product requirements are included)*. Quality objectives are measurable, and reviewed against performance goals at each management review meeting.

*(State where quality objectives have been documented. This can be stated here, in your management responsibility procedure, or in the Quality Policy document A-500-001.)*

### 5.4.2 Quality management system planning

The quality system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the AS9120 Rev A standard. Quality planning takes place as changes that affect the quality system are planned and implemented.

### 5.4.3 Safety Objectives

Management has established a safety policy and objectives which include those needed to meet requirements for product. Objectives are established at all relevant functions and levels within the organization. They are measurable, and consistent with the quality policy.

## 5.5 Responsibility, authority and communication

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### 5.5.1 Responsibility and authority

An organizational chart has been established to show the interrelation of personnel in the organization. Job descriptions define the responsibilities and authorities of each of the positions on the organizational chart. Job descriptions and the organizational chart are reviewed and approved by top management for adequacy. These documents are available throughout the organization to help employees understand responsibilities and authorities. *An organizational chart is located on page \_\_\_\_ of this manual.*



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## 7.1 Planning of product realization

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Quality planning is required before new products or processes are implemented. The quality planning may take place as a design project, or according to the Planning of Product Realization procedure (MP-710). During this planning, management or assigned personnel identify:

- The quality objectives and requirements for the product,
- Processes, documentation and resources required
- Verification, validation, monitoring, inspection and test requirements, and
- Records needed as evidence of processes and products meeting requirements
- Configuration management appropriate to the product

The output of quality planning includes documented quality plans, processes, procedures and design outputs.

### 7.1.1 Configuration Management

Configuration management is defined in MP-713, Configuration Management. The procedure defines the process for:

- Configuration management planning
- Configuration identification
- Change control
- Configuration status accounting
- Configuration audit

### 7.1.4 Control of Work Transfers

Temporary or permanent transfer of work is planned to control and verify the conformity of the work to requirements. Planning takes place according to the Planning of Realization Processes procedure (MP-710).

## 7.2 Customer-related processes

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### 7.2.1 Determination of requirements related to the product

*Your Company* determines customer requirements before acceptance of an order. Customer requirements include those:

- Requested by the customer
- Required for delivery and post-delivery activities



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## 8.5.3 Preventive action

*Your Company* determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure (QP-853) defines requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Records of results of action taken
- Reviewing the effectiveness of the preventive action taken
- Evaluating the need for action based on human factors to prevent reoccurrence

## Related Documents

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Management Responsibility AP-500

Customer Related Processes SP-720

Monitoring, Measuring and Analysis of Customer Satisfaction AP-821

Internal Audits QP-822

Monitoring and Measuring of Product and Realization Processes MP-824

Control of Nonconforming Product QP-830

Corrective Action QP-852

Preventive Action QP-853

Statistical Techniques QP-840