Blue text throughout the manual highlight areas for customization

Type Your Company Name Here

Quality Manual

AS9100 Rev C

Documents are in Microsoft Word for ease of editing

Provides general purpose and description of Quality Manual

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 AS9100 Rev C). 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 9001:2008 format and AS9100C. 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 AS9100 Rev C 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.

Note extra hints and suggestions

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

Section 5: Management Responsibility

The manual is divided into eight sections that correlate to the Quality Management System sections of AS9100 Rev C

Date printed 5/8/10 9:53 PM

Insert Company Name/Logo Here

Replace logo with your own

5.1 Management commitment

Top management has been actively involved in implementing the quality management system (QMS). It has provided the vision and strategic direction for the growth of the QMS, and established quality objectives and the quality policy. (*Have minutes of implementation meetings or implementation plans been maintained to be able to show this involvement? As you implement your quality system, prepare to support this statement.*)

Blue text gives guidance for customization

To continue to provide leadership and show commitment to the improvement of the QMS, management will do the following.

- Communicate the importance of meeting customer, statutory, and regulatory requirements.

- Establish quality objectives

- Establish the quality policy.

- Conduct *quarterly* management reviews.

- Ensure the availability of resources.

Any text may be edited. Blue text provides examples of what you may want to use. Black text is text that describes the QMS developed by the AS9100 Store

5.2 Customer focus

Our company strives to identify current and future customer needs, to meet customer requirements and exceed customer expectations.

You can search and replace "our company" with your own company name

Top management ensures that customer requirements are understood and met, *by requiring compliance with documented customer communication procedures.* Customer requirements are determined, converted into internal requirements, and communicated to the appropriate people in our organization (P-720).

5.3 Quality policy

Top management ensures that the quality policy is communicated to all employees. It is included in new employee training and training on the QMS. It is posted in prominent places throughout the facility to maintain high standards within our organization.

Management reviews the quality policy at each management review meeting to determine the policy's continuing suitability for our organization. The Quality Policy is documented on A-500-001, Quality Policy.

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.

5.6.2 Review input

Assessment of the QMS is based on a review of information inputs to management review. These inputs include the following:

- Results of audits
- Customer feedback
- Process performance and product conformity
- Company level quality data
- Status of preventive and corrective actions
- Follow-up actions from previous management reviews
- Planned changes that could affect the quality management system
- Recommendations for improvement

Requirements of the standard are all addressed

5.6.3 Review output

During these review meetings, management will identify appropriate actions to be taken regarding the following issues:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements
- Resource needs

Responsibilities for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions, and their due dates are recorded in the minutes of management review.

Related Procedures:

Customer Related Processes	P-720
Management Responsibility	P-500

Related documents are referenced

Insert Your Company Name/Logo Here

P-720-A
Customer Related Processes

1.0 Purpose

1.1 This procedure describes the process used for communicating with customers and reviewing information from the customer, including customer feedback.

2.0 Responsibilities

2.1 *Customer Service or Sales and Marketing Representatives* are responsible for taking orders from clients, determining customer requirements, and reviewing the orders for acceptance.

2.2 *Project Managers* are responsible for communicating with the client, keeping them informed as the project progresses, and getting feedback from the client.

3.0 Definitions

3.1 None

4.0 Equipment/Software

4.1 No additional equipment or software required.

5.0 Instructions

5.1 Request for *product or service:*

    5.1.1 Orders are accepted *electronically or by phone, fax or mail.*

    5.1.2 When a *customer service or sales and marketing* representative receives a request for *product or services* from a client or a potential client, *the representative* identifies and documents customer requirements.

    5.1.3 *Identify how you determine all customer requirements for each type of order.*

        For example, for orders received electronically, by fax or by mail, the order is reviewed using a checklist *(Create a checklist for your organization, and enter your form number here)* to make sure all required information has been provided.

        Required information includes: *(list your required information here. Include information important to your product such as:*

- *Catalogue number or other ID*
- *Quantity*
- *Statutory and regulatory requirements*
- *Additional requirements that Your Organization identifies*

    5.1.4 *Customer service* reviews the requirements to make sure:

        1. The client requirements are adequately defined,

        2. If *Your Company* is unable to meet the requirements *customer service* will contact the client to resolve the differences between what you can provide and customer requirements, or tell the customer you cannot provide the *product or service.*

During the early review stages and while assessing the customer requirements, you can document their needs on a Client assessment memo, F-720-001.

5.1.5   If *Your Company* is able to meet the requirements, accept the *order, contract or project.*

5.1.6   *If a confirmation will be sent to the customer, describe the steps here.*

1.   Customer feedback is requested from clients by using scheduled customer surveys and routine calls to the customer.

   ▪   *Project managers make routine calls to the customer as the project requires, and at the end of the project to ask the customer if requirements were met or exceeded.*

2.   Customer feedback, including complaints is measured and analyzed according to the Monitoring, Measuring and Analysis of Customer Feedback procedure (P-821).

6.0   Forms and Records

6.1   *Customer feedback spreadsheet*

6.2   *Order forms*

6.3   *Customer Inquiry Form*

6.4   *Client assessment memo, F-720-001*

7.0   Attachments

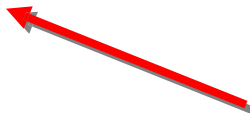7.1   None

8.0   Related Documents

8.1   P-821 Monitoring, Measuring and Analysis of Customer Feedback
8.2   P-852 Corrective Action
8.3   P-853 Preventive Action
8.4   P-712 Risk Management

Related forms, records and documents are referenced to comply with document control requirements.

9.0   References

9.1   None

10.0   Revisions

Revision	Date	Section	Paragraph	Summary of change	Authorized by
A				Initial issue	

Easily edit fields as they pertain to your organization

F-424-001
Quality Records Table

Document Number	Record ID	Responsible	Index	Filed	Retention Period	Disposition
F-423-001	Master List	Document Control Coordinator	(Identify electronic file)	Electronic on Network	Ongoing	
F-423-002	Software Inventory	Document Control Coordinator	(Identify electronic file)	Electronic on Network	Ongoing	
F-423-003	Document Change Request Forms	Document Control Coordinator	Document Number	Document Control	Two years	Destroyed
F-423-004	Document Revision Checklist	Document Control Coordinator	Document Number	Document Control	Two years	Destroyed
F-424-001	Quality Records Table	Document Control Coordinator	(Identify electronic file)	Electronic on Network	Ongoing	
F-500-001	Measuring, Monitoring and Analysis Table	Management Representative	Revision Date	Management Representative's Office	Five Years	Destroyed
F-500-002	Key Process Master List	Management Representative	Revision Date	Management Representative's Office	Five Years	Destroyed
F-560-001	Management Review Agenda	Management Representative	Date of Meeting	Management Representative's Office	Five Years	Destroyed
F-560-002	Management Review Checklist	Management Representative	Date of Meeting	Management Representative's Office	Five Years	Destroyed
560	Minutes of Management Review	Management Representative	Date of Meeting	Management Representative's Office	Five Years	Destroyed
F-622-001	Training Action Plans	Human Resources	Employee Name	Human Resources	Five years	Destroyed
F-622-002	Group Training Record	Human Resources	Employee Name	Human Resources	Five years	Destroyed