Documents are in Microsoft Word for ease of editing

AS 9120 Rev B

Quality Management Systems Documentation

Quality Manual / Documented Information

Document No. QM-9120-B

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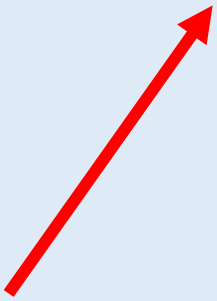

Blue text throughout the manual highlight areas for customization

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Any text may be edited.

Blue text provides examples of what you may want ot use.

Black text describes the QMS.

Section A Scope or the Quality Management System **Provides general purpose and description of Quality Manual**

General

To determine and establish the scope of the QMS, Your Company determined the boundaries and applicability of the QMS and considered the external and internal issues, the requirements of relevant interested parties, and the products and services of the company. The scope is available and maintained as documented information stating the products and services covered by the QMS.
Your Company applies all the requirements of AS 9120 Rev B when they are applicable within the determined scope of the QMS.
As developed with procedure P-400 for Organizational context, include the scope of your QMS here:

Blue text gives guidance for customization.

_____

_____

For example, if you are a distributor of landing gear tires, the scope of the Quality Management System includes the major product and service categories associated with the distribution of landing gear tires from the Main Street warehouse location to regional, national, and international aviation, space, and defense customers.

Conformity to the standard may only be claimed if the requirements determined as not being applicable do not affect the organization's ability or responsibility to ensure the conformity of its products and services and the enhancement of customer satisfaction.
In the event that any requirement is not applicable at Your Company, justification for any instance where a requirement cannot be applied is documented.
Your Company has determined that the following requirement(s) is/are not applicable to the operations at this site:

_____.

As determined with procedure P-400, identify the requirement(s) that do not apply and document the justification here:

Related documents are referenced.

_____

_____Fo

r example, if you are a distributor of aircraft tires, a requirement that does not apply:

Clause 8.3 for design and development does not apply to the company. The product is designed and developed and meets requirements through the designer and provider of landing gear tires.

Section B References

a. Normative reference
9100:2016 Quality Management Systems – Requirements for aviation, space, and defense organizations,
ISO 9000:2015 Quality Management Systems – Fundamentals and vocabulary.
ISO 9001:2015 Quality Management Systems – Requirements

b. Definitions Applicable definitions are included in documented procedures and instructions at par 3.0 to enhance the understanding of the process.

INSERT YOUR COMPANY LOGO/NAME HERE

EQUIPMENT PROBLEM REPORT

EQUIPMENT DESCRIPTION:_____

LAST TASK PERFORMED:_____

JOB NUMBER:_____

DATE:_____ TIME:_____

OPERATOR:_____

REPORTED BY:_____

DESCRIPTION OF PROBLEM:

ACTION TAKEN

PROBLEM INVESTIGATED BY:_____

PROBLEM RESOLUTION DATE:_____

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

INSERT COMPANY NAME/LOGO HERE

GUIDELINES – Evaluation and Selection of External Providers	Date Approved _____	Data Form A-840-001

Providers are evaluated and selected by one of the following methods:

Review methods listed below at par 1.1 to 1.6 and select one or more that are appropriate for your company.

If you have goods or services that vary in its impact on quality you may want to set up categories, the higher the impact the more comprehensive the method. You may need to combine more than one method, for example an audit and samples for inspection and test.

Blue text throughout the manual highlight areas for customization

1.1 The provider is, at a minimum, registered to ISO 9001:2015.

- Purchasing department staff reviews and maintains a copy of their certificate and quality manual on file.
- Purchasing / Quality management staff performs quality system development with the objective of provider conformance to ISO 9001:2015 and leading to AS 9120 B.

1.2 The provider provides graded or classed material, and provides certificate of analysis with the material or item.

1.3 Samples of the materials or items are provided for inspection and test, with satisfactory results.

- The person requesting the purchase documents the sample size required and the inspection and test to be performed on the purchasing documents.
- Completed inspection and test records show the criteria for acceptance and the actual results. If they are acceptable, the requisitioner sends them to purchasing to be kept in the provider's file.

1.4 An audit of the provider confirms that required elements of a quality system are in place and results documented in the provider assessment report F-840-001.

- The Quality manager assigns an individual or team to perform the audit.
- The Quality manager reviews the completed audit checklist, and determines if the supplier meets requirements.
- If the provider meets requirements, the purchasing manager indicates acceptance on the provider assessment report and keeps the audit checklist in the provider's file.
- The approved provider is added to the List of acceptable sources, form F-840-002.

1.5 The provider is specified by the customer contract. The use of customer designated providers does not relieve Your Company of the responsibility to ensure quality.

1.6 The Purchasing department places a trial order.

- Purchasing department orders the material or item, and the requisitioner uses the material, and measures the results.
- If the results are not acceptable, the product that it was used for is controlled according to the control of nonconforming product procedure, P-870.
- If the results are acceptable, they are documented and kept in the provider's file.

1.0 Purpose/Scope

1.1 To outline the requirements for control of measuring and monitoring equipment at Your Company.

1.2 The procedure applies to equipment where monitoring or measuring is used for evidence of conformity of products and services

2.0 Responsibilities and Authorities

2.1 The Quality assurance manager / Management representative has the prime responsibility and approval authority for this procedure.

2.2 In support of the Quality assurance manager and where monitoring or measuring is used for evidence of conformity of products and services, the Quality team / AS steering committee is responsible for determining the resources needed to ensure valid and reliable monitoring and measuring results.

2.3 The Quality team / AS steering committee is responsible to designate the Equipment coordinator, and to assign responsibility for calibration and maintenance of the equipment.

3.0 References and Definitions

3.1 Reference:This document addresses clause 7.1.5 of the AS 9120 B standard, covering monitoring and measuring resources.

3.2 No definitions

4.0 Resources

4.1 None, (unless an electronic equipment calibration tracking system is used).

5.0 Instructions

5.1 The Quality team / AS steering committee determines and provides the resources needed to ensure valid and reliable results when monitoring and measuring is used to verify conformity to requirements.

5.1.1 With procedures P-810 for Operational planning and control, P-851 for Control of production and service provision, and P-910 for Monitoring, measurement, analysis and evaluation, consideration is given to monitoring and measuring resources to ensure that they are:

- Suitable for the specific type of monitoring and measuring activities undertaken,
- Maintained to ensure their continuing fitness for their purpose and documented information maintained as evidence of fitness for purpose.
- Calibrated or verified in suitable environmental conditions.

5.2 The Quality team / AS steering committee ensures that measuring instruments are calibrated when measurement traceability is considered to be an essential part of providing confidence in valid measurement results, or is a statutory or regulatory requirement, or is customer or interested party expectations.

'clean' (unmarked) version.

- The Document control coordinator inserts the approver's initials into the electronic copies when making the approved documents available.
- The Document control coordinator maintains a list of documented information in Section D of the Quality manual and enters the information in the List of documented information, form F-750-001.
- The Document control coordinator maintains a list of the QMS records in Section R of the Quality manual and enters the information in the Records documentation matrix, form F-750-002.

5.4 Document Identification and Distribution

5.4.1 All documents contain the following information:

- Company name
- Title
- Document Number
- Current Revision and Date

5.4.2 The system for the numbering of documents is outlined in the document numbering instruction WI-750-001.

5.4.3 Document owners obtain the document number from the Document control coordinator.

5.4.4 Document owners or other responsible persons obtain customer or regulatory agency approvals as required by contract or regulatory requirements.

5.4.5 Approved documents are submitted to the Document control coordinator and entered on the Master Documentation Lists, form F-750-003, as outlined in the Master Document List work instruction. Approved documents containing original signatures are the "Master" copies and are kept in the Master Document file.

5.4.6 Quality records are maintained as listed in the Quality records table. The table, form F-750-004 contains information relative to document number, record Identification, responsibility, record index, file/archive location, retention, and disposition.

5.4.7 The Document control coordinator retrieves and makes new and revised documents accessible and available as required and distributes copies to points of use according to the Master Documentation Lists.

5.4.8 Hard copies are controlled by listing the distribution of the document on the master list and printing the documents on blue paper to indicate they are controlled. Forms may be printed on white paper.

5.4.9 The document templates for the manual, procedures and work instructions include an auto print date. Electronic copies of the Manual, the Procedures, and Work Instructions that are printed for use are controlled by this print date. Printed copies are only valid for 24 hours

from the print date unless stamped “controlled copy” in red ink. Copies of these controlled documents are not authorized.

5.4.10 For documented information electronically managed, the data is protected. It is saved on an external drive on a daily basis and stored off-site for protection from loss, unauthorized changes, unintended alteration, corruption, and physical damage.

Blue text throughout the manual highlight areas for customization

5.4.11 Examples of retained documented information include items such as:

- Manufacturer, distributor, and repair station test & inspection reports
- Purchase orders/contracts
- Certificates of conformity, copies of authorized release certificates
- Nonconformance, concession, and corrective actions
- Lot or batch traceability
- Storage, preservation, or shelf life condition, such as time, temperature, humidity.

5.5 Document revisions

5.5.1 Documents are reviewed during regular use and during internal audits and are updated as found necessary during these reviews.

5.5.2 All employees are responsible for reviewing the documents to ensure they are identifiable and legible as they use them and submitting document change requests to update documents or obtaining new copies as necessary.

5.5.2 Documents are revised to update or clarify information using the Document Change Request form, F-750-005.

5.5.3 Revisions to procedures and the description of changes are indicated in the table in the revisions section at the end of the procedure. For example, the letter A in the table and at the end of the procedure number represents the initial issue for a procedure.

5.5.4 The document control coordinator uses the document revision checklist, form F-750-006 to ensure that all steps are completed.

5.5.5 When changes to the QMS are needed, they are carried out in a planned and systematic manner and consideration is given to the integrity of the QMS.

5.5.6 Revisions to documents go through the preceding document approval, identification, and distribution steps. Document changes are approved by an individual in the same function that performed the original review and signed the original document indicating approval.

5.5.7 All changes authored by other individuals have the document owner as a reviewer/approver.

5.6 Obsolete Document Disposition

5.6.1 To prevent the unintended use of obsolete documented information, one copy of the obsolete document is retained and marked “Archive Copy”.