AS9100 Store
QUALITY FOR AEROSPACE

AS9120
Quality System Manual

Street Address
City, State, Zip

*This manual is to be used as a template in developing your ISO 9001 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. "*Your Company*" indicates that you should use Your Company name in that spot. Replace the ISO 9000 Store name and logo with Your Company name and logo.

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 AS 9120 and ISO 9001, less justified, permitted exclusions This system addresses the requirements as stated in the AS9120 & ISO 9001 standards.

The manual is divided into eight sections that correlate to the Quality Management System sections of AS9120. 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 AS9120 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)**

Quality Manual Distribution

The Quality Manual and system documentation shall be distributed as follows:

(Revise as suitable for your organization)

President,
Marketing Manager,
Sales Manager,
Engineering Manager,
Quality Manager,
Management Representative,
Purchasing,
Production Control,
Traffic,
Shipping Department,
Receiving Department,
Inventory Control,
Manufacturing,
Operations,
Finished Goods,
Finance,
Customer Service,
Human Resources,
Warehousing,
Receiving Inspection,
In process Inspection,
Final Inspection

Alternative method of distribution

The Quality Manual and system documentation shall be distributed as follows:

The quality manual and all system documentation will be distributed and maintained electronically on the company server. All employees that may have an impact on quality have access to this information through the computer network. *Your Company* does not utilize a paper copy distribution system. The document control coordinator will maintain a paper copy of initial document releases and all subsequent revisions.

INSERT COMPANY ORGANIZATIONAL CHART ON THIS PAGE

Section 1: Scope

1.1 General

Describe the scope of your QMS:

The quality manual outlines the policies, procedures and requirements of the Quality Management System. The system is structured to comply with the conditions set forth in the International Standard As 9120

1.2 Application

Your Company has determined that the following requirements are not applicable to the operations at this site and are documented as exclusions:

The following ISO 9001:2000 clauses are excluded in their entirety for purposes of the AS9120 requirements for stocklist distributors:
7.1, 7.3 and 7.5.2

Add any other permitted exclusions here, with justifications.

Section 2: Normative Reference

2.0 Quality Management System References

The following documents were used as reference during the preparation of the Quality Management System:

- American National Standard ANSI/ISO/ASQ Q9000-2000, Quality Management Systems - Vocabulary.
- American National Standard ANSI/ISO/ASQ Q9001-2000, Quality Management Systems – Requirements
- American National Standard ANSI/ISO/ASQ Q9004-2000, Quality Management Systems – Guidelines for performance Improvements
- Society of Automotive Engineers AS9120:2002 – Quality Management Systems –Aerospace Requirements for Stocklist Distributors

Section 3: Definitions

3.0 Quality Management System Definitions

This section is for definitions unique to *Your Company* and this Quality Management System

- Customer owned property - Any type of instrumentation, accessories, manuals, or shipping containers that belong to a customer.
- Customer supplied product - Any type of service or material supplied to be utilized in the manufacture, modification or repair of customer-owned property.
- Product – The end item result of meeting all contracts, terms and conditions. (Eg: manufactured goods, merchandise, services etc.)
- Quality Records – Documentation of those activities wherein records of said activities must be maintained will be specified in the procedure or work instruction level documents, as applicable
- Airworthiness Certificate: A document issued by the cognizant civil aviation authority (e.g., JAA Form 1, FAA Form 8130-3) that certifies that the part has been manufactured, overhauled, or repaired in accordance with, and conforms to, the applicable airworthiness regulations.
- Manufacturers Certificate/Test Report: A document issued by the product manufacturer that certifies product conformance to process, design, and/or specification requirements.
- Splitting:
  - batch splitting· the separation of entities, such as sheets, bars, components, parts, fasteners, and containers belonging to the same production batch •
  - product splitting· physically dividing a solid entity such as bars, sheet, plate (metallic or nonmetallic material) or partial decanting of a gaseous or liquid entity, where the physical and metallurgical properties or chemical characteristics are not altered.

  Note: Splitting shall not affect the conformance of the product as defined by the original product specification.

  Note: The term “product” applies only to the product intended for, or required by the customer.
- Add, delete and revise definitions as appropriate to your quality system.

Section 4: General Requirements

4.1 General requirements

Your Company has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2000. 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.

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
- Outsourced process that affect product conformity with requirements will be controlled

4.2 Documentation Requirements

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, and
- Quality Records
- Quality system requirements imposed by the applicable regulatory authorities.

Your Company has ensured that personnel have access to quality management system documentation and are aware of relevant procedures. Customer and/or regulatory authority representatives also have access to quality management system documentation.

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4.2.2 Quality manual

This Quality Manual has been prepared to describe *Your Company's* QMS. The scope and permissible exclusions of the QMS are described in section one of this manual. Each section of the manual references documented QMS procedures relating to the requirements outlined in that section. The Process Flow Diagram at the end of section 4 provides a description of the interaction between the processes of the QMS system.

4.2.3 Control of documents

All of the QMS documents are controlled according to the Document Control Procedure (P-423). This procedure defines the process for:

- Approving documents for adequacy prior to issue
- Reviewing and updating as necessary and re-approving documents
- Ensuring that changes and current revision status of documents are identified
- Ensuring that relevant versions of applicable documents are available at points of use
- Ensuring that documents remain legible and readily identifiable
- Ensuring that documents of external origin are identified and their distribution controlled
- Verifying that documents of external origin are periodically verified for currency and
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose
- Maintaining and controlling appropriate documentation to verify the status of the product (e.g., manufacturer's data, standards, airworthiness data
- Coordinating document changes with customers and/or regulatory authorities in accordance with contract or regulatory requirements

4.2.4 Control of quality records

Quality records are maintained to provide evidence of conformity to requirements and of the effective operation of the QMS. The records are maintained according to the Control of Quality Records Procedure (P-424). This procedure requires

that quality records remain legible, readily identifiable and retrievable. The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records.

Related Procedures

Document Control	P-423
Control of Quality Records	P-424

AS9120 QMS System Diagram