



AS 9100

Quality Systems Manual

[Company Name]

ADDRESS

Phone: Phone:

Fax: Fax:

The holder of this manual is cautioned that the information contained herein must not be loaned or circulated outside of [Company Name] except where authorized in accordance with the Company's policies and administration procedures. This manual is the property of [Company Name] and shall be returned when requested.

Table of Contents

Introduction	7
Section 1: Scope	8
1.1 General	8
1.2 EXCLUSION	8
1.3 NOT APPLICABLE	8
Section 2: Reference Documents	9
Section 3: Definitions	10
3.0 QMS Definitions and Terms	10
Section 4: Quality Management System	12
4.1 General Requirements	12
4.2 Documentation Requirements	12
4.2.1 General	12
4.2.2 Quality manual	14
4.2.3 Control of documents	14
4.2.4 Control of records	14
Section 5: Management Responsibility	17
5.1 Management commitment	17
5.2 Customer focus	17
5.3 Quality policy	18
5.4 Planning	18
5.4.1 Quality objectives	18
5.4.2 Quality management system planning	18
5.5 Responsibility, authority and communication	19
5.5.1 Responsibility and authority	19
5.5.2 Management representative	19
5.5.3 Internal communication	20

5.6 Management review	22
5.6.1 General	22
5.6.2 Review input	22
5.6.3 Review output	22
Section 6: Resource Management	24
6.1 Provision of resources	24
6.2 Human resources	24
6.2.1 General	24
6.2.2 Competence, awareness and training	24
6.3 Infrastructure	25
6.4 Work Environment	25
Section 7: Product Realization	27
7.1 Planning of product realization	27
7.1.1 Project Management	28
7.1.2 Risk Management	28
7.1.3 Configuration Management	28
7.1.4 Control of Work Transfers	29
7.2 Customer-related processes	29
7.2.1 Determination of requirements related to the product	29
7.2.2 Review of requirements related to the product	29
7.2.3 Customer communication	30
7.3 Design and Development	30
7.4 Purchasing	30
7.4.1 General	30
7.4.2 Purchasing information	31
7.4.3 Verification of purchased product	31
7.5 Production Provision	32
7.5.1 Control of production provision	32

7.5.2 Validation of processes for production	34
7.5.3 Identification and traceability	34
7.5.4 Customer property	35
7.5.5 Preservation of product	36
7.6 Control of monitoring and measuring devices	36
Section 8: Measurement, Analysis and Improvement	38
8.1 General	38
8.2 Monitoring and Measurement	38
8.2.1 Customer Satisfaction	38
8.2.2 Internal Audit	38
8.2.3 Monitoring and measurement of processes	40
8.2.4 Monitoring and measurement of product	40
8.3 Control of Nonconforming Product	41
8.4 Analysis of Data	41
8.5 Improvement	42
8.5.1 Continuous improvement	42
8.5.2 Corrective action	42
8.5.3 Preventive action	42

Introduction

[Company Name] 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 [Company Name] meets the requirements of the international standards ISO 9001:2008 format and AS 9001.

The manual is divided into eight sections that correlate to the Quality Management System sections of the ISO 9001:2008 format and AS 9001.

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 AS 9100 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.

Section 1: Scope

1.1 General

[Company Name]'s Quality Management System applies to all processes within all functional areas of [Company Name]'s business operations Scope of Business.

The quality manual outlines the policies, procedures and requirements of the QMS. The system is structured to comply with the requirements of the International Standards ISO 9001:2008 and AS9100C.

[Company Name] shall be referred to in this document as either [Company Name] or the Company.

It is emphasized that the quality management system requirements specified in this standard are complementary (not alternative) to contractual law and regulatory requirements.

1.2 EXCLUSION

There are exclusions in this manual to the design and service requirements of the standards. The design function is limited to the process capable of producing product compliant to customer requirements.

1.3 NOT APPLICABLE

Service is limited to assuring customer satisfaction with product produced and does not include field service of product shipped.

Section 2: Reference Documents

The following documents were used as reference during the preparation of the QMS:

- SAE T9100 Revision C: AS9100C Quality Management Systems - Requirements for Aviation, Space and Defense Organizations
- ISO 9001: 2008, Quality Management Systems - Requirements
- ISO10007 Configuration Management
- ISO 31000:2009 Risk Management-Principles and Guidelines

[Purchase the editable MS Word Template](#)

for **\$52.00**

BUY NOW

Check out the **[Complete set of ISO 10002:2004 complain handling policies and procedures](#)** on our website.