

AS 9100 D

Quality Management Systems

Quality Manual / Documented Information

Document No. QM-9100-D

Blue text throughout the manual highlight areas for customization.



Street Address

City, State, Zip

Telephone:

Email:

Web Site:

Documents are in Microsoft Word for ease of editing.

Instructions:  **Provides instructions on how to best implement your Quality Manual to fit your company needs.**

This manual is used as a template in developing your AS 9100 D Quality Management System.

Methods and systems used in the development and operation of the QMS vary widely from company to company.

The blue text and suggestions displayed in the manual are intended to offer some options and to highlight the areas that need attention / update / replacement.

Review the text and suggestions and at a minimum replace or update them to reflect the unique / customized information of your quality system requirements.

Delete the blue text after each task is completed.



Note extra hints and suggestions throughout the manual.

Use replace function – enter “Your Company” in find space, enter your company name in replace space – system should make changes throughout the entire document.

Additional details and instructions in the use of the QM-9100-D manual template are included in a separate file “QMS-Template-Instructions”.

Additional documentation review.

Similarly, the blue text and suggestions displayed in the QMS documentation (that will follow) for the procedures, instructions, attachments, forms, and flow diagrams are intended to offer some options and to highlight the areas that require update or replacement.

Section A Scope or the Quality Management System

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.

Replace the name and logo with your own.

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 9100 D 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:

For example, if you are a manufacturer of tires, the scope of your QMS may be:

The scope of the Quality Management System includes the major product and service categories associated with the primary functions of manufacturing landing gear tires at the Main Street location and distributing the product to international markets.



Blue text gives guidance for customization.

Conformity to AS 9100 D 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.



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.

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:

For example, if you are a manufacturer of aircraft tires, a requirement that does not apply may be:

Clause 8.3 for design and development of products and services does not apply to the company because the customers using the landing gear tires provide the design information and the tires are manufactured to their requirements.

Section C Document information

The manual is divided into sections for ease of review and edit of your Quality Manual.

a. Distribution control list

As required with procedure P-750 for Control of documented information.

Related documents are referenced.

Quality Manual latest revision: Letter: ____

Date of Issue: _____ Issued by: _____

The status of the quality manual and/or description of changes are provided in the revision status page of this manual.

Controlled copies are issued to:

Copy No. 1 President

Vice President

Copy No 2 Treasurer / Bookkeeper / Accountant

Administrative Officer

Copy No. 3 Quality Manager

Management representative / Quality team leader

Copy No. 4 Operations Manager

Technical Manager

Materials Manager

Copy No. 5 Human Resources Manager

Education/training Officer

The master copy is held by the [Management representative / Quality team leader](#).

This manual is issued and controlled by the [Management representative / Quality team leader](#).

All matters or inquiries relating to its contents or usage are to be referred to that individual.

It is the responsibility of all holders of the above controlled copies to:

Section D Document information – Form F-750-001

This list of Documented Information covers the AS 9100 D standard clauses 4 through 10 and provides the responsibility, approval date, and revision status for the documents.

The QM designation indicates a Quality Management System Manual.

The P designation indicates Procedures.

The WI designation indicates Work Instructions.

The number following the document numbers listed in the Document column below identifies the clause of the standard that the document is associated.

Additional documented information relevant to procedures and instructions is outlined in the spreadsheets of Master Documentation Lists, form F-750-003.

Doc. #	Description	Responsibility	Approve date	Revise date	Re- vise date
Quality Management System					
QM-9100-D	QMS Manual	President			
Clause 4 – Context of the Organization					
P-400	Organizational context	President			
Clause 5 – Leadership					
P-500	Leadership	President			
Clause 6 – Planning					
P-600	Planning for the QMS	Management Representative			
P-612	Risk management process	Management Representative			
Clause 7 – Support					
P-710	Resource management	Operations manager			
P-715	Control of monitoring and measuring equipment	Management representative			
P-720	Competence and awareness	H R manager			
P-740	Communication	Management representative			
P-750	Control of documented information	Management representative			
WI-750-001	Document numbering system	Management representative			

Customize with your information.

INSERT YOUR COMPANY LOGO/NAME HERE

P-720-A

Competence and Awareness

Documents are all numbered to comply with document control requirements.

1.0 Purpose/Scope

- 1.1 This procedure describes the process for ensuring that employees have the training, are aware and are competent for the work that affects quality at [Your Company](#).
- 1.2 The procedure applies to personnel whose work affects quality performance.

2.0 Responsibilities and Authorities

- 2.1 The [Human resources manager](#) has the prime responsibility and approval authority for this procedure.
- 2.2 In support of the [Human resources manager](#), the [Quality team / AS steering committee](#) is responsible for identifying requirements for each position that affects product quality.
- 2.3 Additional responsibilities for the [Quality team leader / AS management representative](#), the [human resources staff](#), the [supervisors](#), and [employees](#) are detailed in relevant paragraphs of section 5.0 below.

3.0 References and Definitions

- 3.1 Reference
 - 3.1.1 This document covers clause 7.2, Competence, and clause 7.3, Awareness, of the AS 9100 D standard.
- 3.2 Definition
 - 3.2.1 Competence: Ability to apply knowledge and skills to achieve intended results.

4.0 Resources

- 4.1 None

Requirements of the standard are all addressed.

5.0 Instructions

- 5.1 The [Quality team / AS steering committee](#) determines the competence of person(s) required for the work that affects quality performance.
 - 5.1.1 In support of the planning procedures P-600 for Planning of the QMS and P-810 for Operational planning and control, this procedure addresses the competence issues dealing with:
 - Ensuring that employees are competent on the basis of appropriate education, training, or experience.
 - Taking actions to acquire the necessary competence and evaluating the effectiveness of the actions taken.
 - Retaining documented information as evidence of competence.
 - 5.1.2 In support of the planning procedures, awareness issues are addressed with new employees. They attend orientation training and made aware of:

Competence and Awareness

- The relevant QMS documented information and subsequent changes
- The quality policy
- The relevant quality objectives
- Their contribution to an effective QMS
- The benefits of improved quality performance
- The implications of not conforming to requirements of the QMS
- The importance of meeting customer requirements and the need for ensuring customer satisfaction
- The importance of meeting regulatory, statutory requirements
- Their contribution to product safety, and conformity to products or service
- The importance of ethical behavior
- The prevention and detection of counterfeit parts

Recommendations for customization are included in blue type.

5.1.3 Awareness training is repeated for all employees as supervisors or management or the Quality team / AS steering committee identifies the need to retrain employees.

5.1.4 Additional awareness and communication methods are used as defined in the procedure P-740 for communication.

5.2 Human Resources staff maintains records of employee qualifications and documents the education, experience and skills required for each position and job. A job description form such as F-720-003 is used for this purpose.

5.2.1 In support of the planning procedures, the level of knowledge needed to achieve product and service conformity to requirements is considered.

- Knowledge is maintained and made available through planned training. Organizational knowledge can include information such as intellectual property and lessons learned.
- When addressing changing needs and trends, the current knowledge is assessed to determine how to acquire new needed knowledge. Knowledge is obtained as defined in procedure P-710 for Resource management.

5.2.2 The Quality team leader / Management representative is on alert for opportunities to improve organizational knowledge. An information center / library is maintained to collect and make available information that can enhance knowledge.

5.3 Each supervisor is responsible for identifying job specific training requirements for each position in their area and to maintain the employee training summaries on spreadsheet, form F-720-004 or in a training database.

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