AS9100-Rev C All in One Documentation & Training Package

Contents

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***Sample Included**

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

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

Customize with your information

Insert Your Company Name/Logo Here

Documents are all numbered to comply with document control requirements

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

Requirements of the standard are all addressed

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*

Recommendations for customization are included in blue type

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*

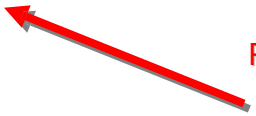
6.4 *Client assessment memo, F-720-001*

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**	

INSERT YOUR COMPANY LOGO/NAME HERE

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

AS9100 – Rev C
Presentation Materials

Trainer's Guide

Introduction to AS9100 –Rev C

Materials

This course is designed to train employees on the requirements of AS9100.
The course covers the structure, emphasis and requirements of the standard.

The course is approximately two hours long; the length may be changed by covering less detail, or by adding the suggested group exercises.

To begin preparing for the training session:

- Print the Notes pages of the Power Point presentation. (Open the PowerPoint presentation, select “Print”, and select “Notes Pages”).
- Print a copy of the Student Manual. You will then be able to prepare for the presentation using this guide and reviewing the speaker notes and student manual.

The content of the student manual matches the information in the PowerPoint slides. Let students know this at the beginning of the presentation to make it easier for them to take notes. The speaker notes provide additional detail.

You will need one copy of the standard for the trainer, and you may want copies for each student to refer to for details. Standards are available electronically from http://www.as9100store.com/BuyStandards.aspx

Agenda

Determine the appropriate time frame for your audience. The PowerPoint presentation is 73 slides. If you cover the information in the speaker notes your session will run about 2 hours.

Sample Agenda: (This agenda allows for time for attendees to ask questions during the presentation, as well as at the end)

8:00 Introduction/Coffee
8:15 AS9100 Structure
8:30 AS9100 Emphasis
8:45 Requirements
9:15 Break
9:30 Requirements (Continued)
9:50 Questions

For a more in-depth training, add the group exercises to the agenda.

Questions we will cover today:

- What is AS9100?
- What does a company need to do to Register to AS9100 Rev C?
- What are the requirements?
  - Section 4 General Requirements
  - Section 5 Management Responsibility
  - Section 6 Resource Management
  - Section 7 Product Realization
  - Section 8 - Measurement, Analysis & Improvement
- What are the next steps for certification?

Task 15 Exercise G Conduct Risk Analysis - Risk Management Worksheet

The first 6 columns of this form are used to list the Potential Risks and Assess the Significance of the Risks

The last 2 column of this form are used to indicate whether or not the Process Step is at risk and requires attention.

*** Refer to the process flow diagram(s).**

**** Where both the Severity and the Likelihood are high, the risk is significant and the Process Step requires corrective action.**

* Step	What is present or could be introduced as a risk?	Description of Risk	Significance 1 = Severity 2 = Likelihood 3 = Significance **			Does a next step in process eliminate the risk?	What controls exist to address the risk?	Is the Process Step at risk? Yes / No	** If YES, Issue the Corrective Action Request
---	---	----	1	2	3	Justifications			CAR #

Compiled by Management representative: _____, Date: _____

Quality Steering Team review: 1_____, Date: _____, 2_____, Date: _____

Steps to perform Gap Analysis

1. Prepared your audit schedule,
2. Assigned responsibility to your auditors for different areas or processes to audit
3. Copy each section of the checklist for the auditors working with that section.
4. As you work through the checklist
    a. Identify the areas that need to be developed to meet AS9100c.
    b. Make reference procedures or other documents that you have and that will provide information for the new QMS.
    c. Take notes on the status of the documents:
        i. Will they need to be revised for the new system?
        ii. Or can they be used as is?
        iii. Also note where processes are in place, but documentation is needed.

Focus on what is in place, and what needs to be developed. While you do want to know if procedures and processes are being complied with, **compliance is not your main objective for this audit**. ***Remember that the final outcome of this audit should be a list of things that your organization needs to do to comply with AS 9100 Rev C.***

Update your Quality Manual, Procedures and Forms

We offer several other tools to help your organization transition to AS9100 Rev C.

- AS9100 Rev C QMS –
- Employee Training – PC based training which can be taken via the web.
    - It can be customized to give you better record keeping and automated deployment.
- Power Points - reviewing clause by clause review of AS9100c
- Audit Checklist - to help you audit to the Rev C Standard
- Internal Auditor Training – which includes the materials to train your auditors in the Rev C standard.
- Problem Solving Training
    - Root Cause Analysis with Corrective Action
    - FMEA
    - SPC

AS9100c Documentation and Training Package includes everything you need to prepare for certification.

Compare all or packages and choose the one that is right for you.

4 QUALITY MANAGEMENT SYSTEM

	REQUIREMENTS	CURRENTLY IN PLACE (List documents or evidence)	COMPLIANT Y/N? Estimated % Complete	ITEMS NEEDED
4.1	**General Requirements**			
This clause asks you to identify how management applies the process approach to achieve the effective and efficient control of processes, resulting in performance improvement. Specifically this section is looking for an overall process evaluation of all quality related processes and their interrelationships. Look to see that your organizational processes are defined and that consideration is given to those items described in a) through f). The management system must also address customer, statutory and regulatory requirements				
	Has the organization established, documented, implemented and maintained the quality system as required by the AS9100C standard?			
	a) Look for documentation of the processes included in the QMS			
	b) Look for information on the relationship and sequence of the QMS processes.			
	c) Ask Management if operation and control of processes is effective. How do they know if it is effective?			

AS9100 Store
QUALITY FOR AEROSPACE

AS9100
Employee Training

Rev. C

Welcome!

We are excited to present this training course to help familiarize you with AS9100 Rev C.

You will be presented with information, and then have a chance to test your knowledge with quizzes at the end of the sections.

At the end of the training you will have the opportunity to print a ***Certificate of Completion*** for your records.

Please enter your first and last name in the box below.

Questions we will cover today:

- What is AS9100 Rev C?
- Why is it important to our company to get AS9100 registration?
- What do we need to do as employees to support this project?
- When will this happen?
- What happens after registration?

AS9100C outlines criteria for:

- Product conformance
- Good business practice
- Product certification
- How to perform your processes

AS9100C is important to our company because:

- There are many internal benefits from having an AS9100C QMS
- It gives companies an advantage in the aerospace market
- Companies with AS9100C systems in place have improved communication in their company
- All of the above

A process management approach is:

- Managing processes as a system of interlinked processes
- Managing employees with documented procedures
- Documenting processes as procedures and work instructions

Cancel

Done

AS9100 Internal Audit Checklist

4. REQUIREMENTS	Observations/Comments	Results
4. Quality Management System **4.1 General Requirements**		
a) Check for documentation of the processes included in the QMS		
b) Check for information on the relationship and sequence of the QMS processes.		
c) Ask Management if operation and control of processes is effective. How do they know if it is effective?		
d) Ask how they are able to know if resources and information needed to support processes have been provided.		
e) Is there any information on the effectiveness of processes?		
f) How are improvements made to processes?		
What processes does your organization outsource? How is the process controlled?		
Additional Questions:		
4.2 Documentation Requirements		
Is there a list or other means of identifying other documentation required by your QMS?		
Does your quality system documentation include the documentation required by the standard?		

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AS9100 REV C

Internal Auditor Training

Trainer's Guide

Overview

These course materials are meant to train people to conduct internal quality audits within your organization, which are necessary to meet the internal audit requirements of the AS9100 REV C standard.

The course is divided into two sections:

1. The first section will familiarize the students with the requirements AS9100 quality management system.
    - Allow 4 hours for this section.
2. The second section is devoted to the auditing process. The students will go through all the steps required for an audit, with hands on involvement in performing each step by conducting a mock audit of a fictitious company.
    - Allow 8 hours for this section.

We recommend that you print this guide as you'll need the PowerPoint speaker notes to lead the class. This guide contains everything the instructor needs to lead the class.

Notes:

- It is assumed that the instructor has certified Lead Auditor credentials or equivalent experience. This is not meant as a self study course.

- It is recommended that the first audit the student is involved with be under the leadership of a lead auditor who has audit experience.

AS9100 Store
QUALITY FOR AEROSPACE

AGENDA

I. The Standard

	Introduction to Auditing
0:15	Presentation: Guide to Internal Auditing AS9100
0:15	Review Document: AS9100 REV C
0:30	Exercise: Is it a Requirement?
2:00	Presentation: Requirements of AS9100 REV C
0:45	Exercise: Find the Requirement
0:15	Questions

II. The Audit

0:30	Scheduling the Audit
0:30	Planning the Audit
0:45	Opening Meeting
0:45	Audit 5.3 Quality Policy
0:45	Audit 7.1 Planning of Product Realization
0:45	Audit 7.2 Customer Related Processes
0:45	Audit 7.4 Purchasing
0:45	Audit 8.5 Corrective Action
0:30	Audit 5.6 Management Review
0:30	Auditors Document Findings
0:30	Final Audit Report
0:30	Closing Meeting
0:30	Creating the Audit File