



AS9100 Store
QUALITY FOR AEROSPACE

AS 9100 Rev C Quality Systems Manual

Street Address
City, State Zip

*This manual is to be used as a template in developing your AS 9100 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.



The AS9100 Store

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 SAE AS 9100. 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 AS 9100. 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 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.

President: _____

NOTES: DELETE AFTER EACH TASK IS COMPLETED.

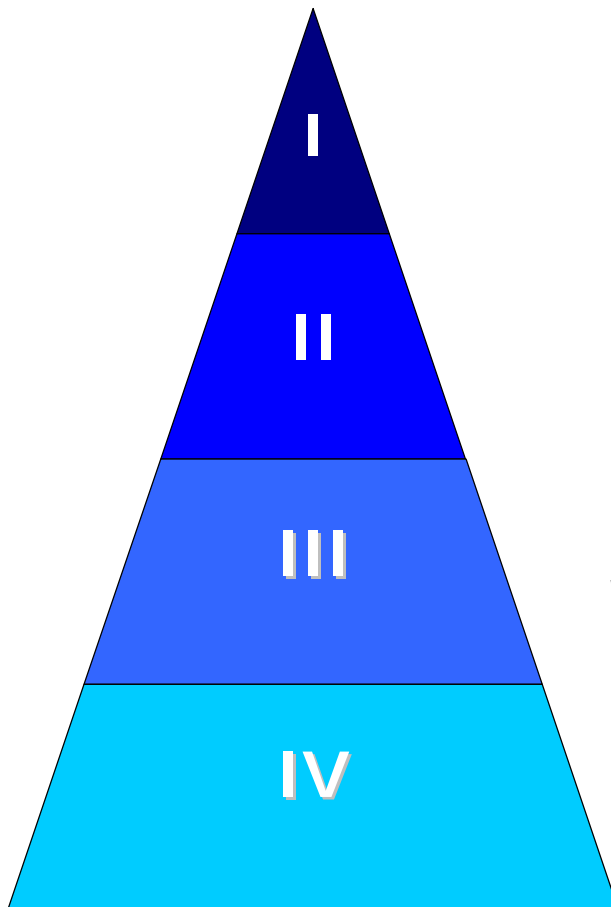
- **USE REPLACE FUNCTION – ENTER “YOUR COMPANY” IN FIND SPACE, ENTER YOUR COMPANY NAME IN REPLACE SPACE – SYSTEM SHOULD MAKE CHANGES THROUGHOUT THE ENTIRE DOCUMENT.**
- **(IF ANY OTHER INFORMATION IS AVAILABLE, THAT WOULD FURTHER ENHANCE THE COMPANY INTRODUCTION, PREFERABLY ELECTRONICALLY, THIS IS THE AREA IN THE MANUAL TO INSERT THAT INFORMATION)**



The AS9100 Store

Quality Manual

Documentation Scheme



Level I

Quality Manual (QM-001)

Level II

Documented Procedures (P-xxx-001)
(Referenced in the Quality Manual)

Level III

Work Instructions (WI-xxx-001)
(Specific to your Organization)

Level IV

Records & Forms (F-xxx-001)



The AS9100 Store

Quality Manual

5.4 Planning

5.4.1 Quality objectives

Quality objectives are established to support our organization's efforts in achieving our quality policy and reviewed *annually* for suitability. Objectives have been established for the following: *(describe the levels at which objectives have been established. For example, quality objectives have been established for each division, department, and team. Make sure that objectives to meet product requirements are included)*. Quality objectives are measurable, and reviewed against performance goals at each management review meeting.

(State where quality objectives have been documented. This can be stated here, in your management responsibility procedure, or in the Quality Policy document AP-500-001.)

5.4.2 Quality management system planning

The quality system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the AS 9100 standard. Quality planning takes place as changes that affect the quality system are planned and implemented.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

An organizational chart has been established to show the interrelation of personnel in the organization. Job descriptions define the responsibilities and authorities of each of the positions on the organizational chart. Job descriptions and the organizational chart are reviewed and approved by top management for adequacy. These documents are available throughout the organization to help employees understand responsibilities and authorities. *An organizational chart is located on page ____ of this manual.*

5.5.2 Management representative

The *(position title)* has been appointed by *top management* as management representative. As management representative, they have the following responsibility and authority:

- Ensure that processes needed for the quality management system are established and implemented.
- Report to top management on the performance of the quality management system, and note needed improvements.