Your Logo

REDACTED

Your Company Name

AS9100 PMA and 14 CFR 21 QUALITY HANDBOOK

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Abstract:
This document describes the quality management system policies and procedures that achieve conformance with ***ISO 9001***, ***AS9100, FAA AC 21-43, FAA Order 8120.22 and 14 CFR Part 21.137***.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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Section 1: Scope

(Your Company's) quality management system (QMS) policies and procedures summarize top management's strategic view to improve the QMS, enhance Customer satisfaction and assure consistent delivery of products and services that achieve conformance with Customer and applicable statutory and regulatory requirements.

Section 2: Normative References

Documents that are referenced herein are indispensable and their title's are displayed in ***Bold Italics***.

Section 3: Terms and Definitions

Unless otherwise noted, the Company applies the definitions of key terms according to ***ISO 9001***, ***AS9100, FAA AC 21-43, FAA Order 8120.22, 14 CFR Part 21.137*** and the ***QMS-16 Definitions and Abbreviations Procedure***.

Section 4: Context of the Organization

4.1 Understanding the organization and its context

The Company [redacted] according to the ***QMS-04 Management Process Procedure***.

4.2 Understanding the needs and expectations of interested parties

The Company considers [redacted] according to the ***QMS-04 Management Process Procedure***.

4.3 Determining the scope of the quality management system

The Company's quality management system applies to all employees within all functional areas of the business operation.

The Company provides the following products and/or services:

Producer/Provider of [Your text]

NAICS code: [Your code(s)]
SIC code: [Your code(s)]

QMS policies and/or procedures outline [redacted]

The primary purpose of the Quality Handbook and QMS Procedures is to [redacted]

Copies of the handbook are controlled by [redacted]

This Quality Handbook has been developed by top management to [redacted]

Additional procedures and work instructions have been developed to [redacted] Where subordinate documents are referenced, they are shown in ***bold italics***.

4.3.1 Non-Applicable provisions of the QMS

The Company cites [redacted]

4.4 Quality management system and its processes

The Company's quality management system is fully documented and implemented and is maintained as needed to meet the requirements of the Company's vision and governing policies.

The Company uses [redacted] which emphasizes the importance of:

- [redacted]

During Management Review (see 9.3), process resources are [redacted]

Every process has at least one QMS Procedure that defines it in greater detail that may [redacted]

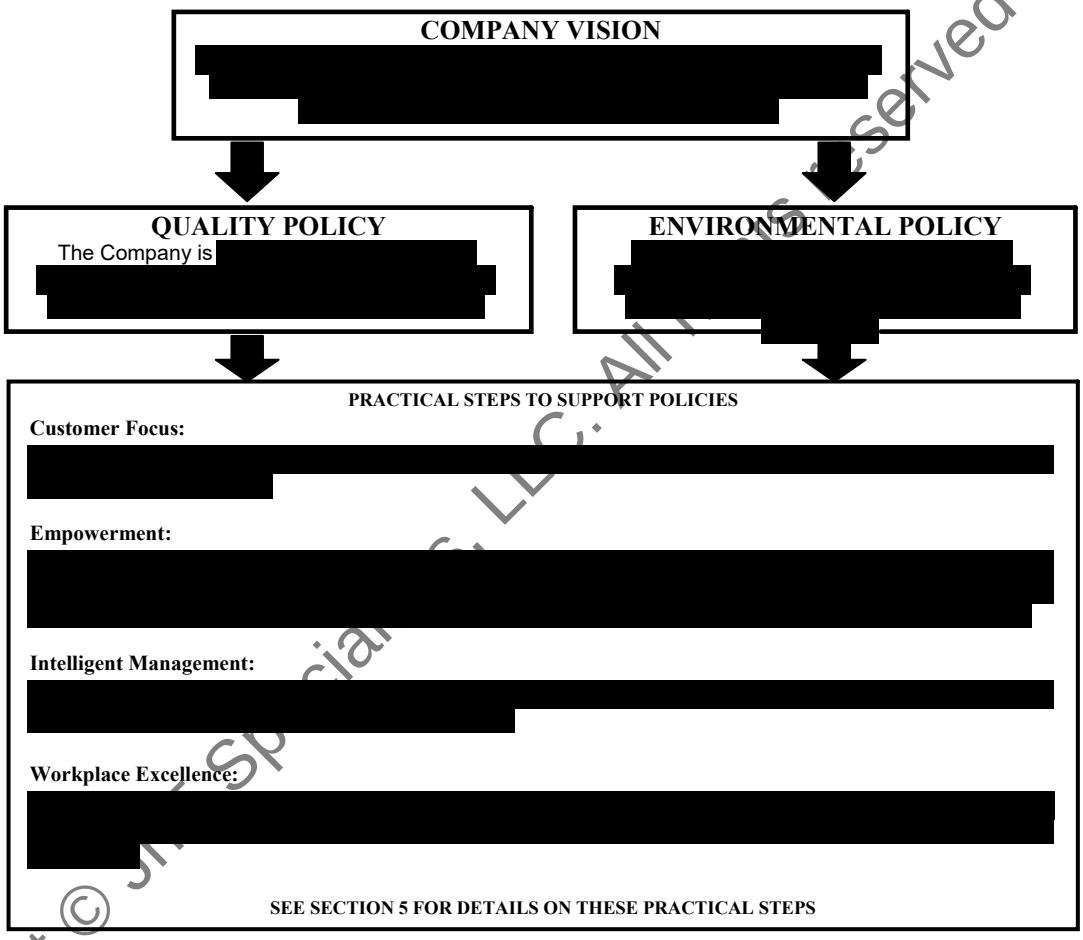
For each process identified in use by the Company, the sequence and interaction of processes has been determined (see ***Process Orientation Checklist***) and the process controlled by [redacted]

Process maps define the details of each process, which includes [redacted] The relationship between QMS procedures and their applicable ***AC 21-43*** and ***AS9100*** clauses is shown in *Appendix A*. See *Appendix B* for applicable Company processes and documents. Outsourced processes and

their controls are defined in *Appendix C*. See *Appendix E* for identification of key realization processes.

The Company maintains all required documentation to [redacted]

4.4.1 Vision and governing policies



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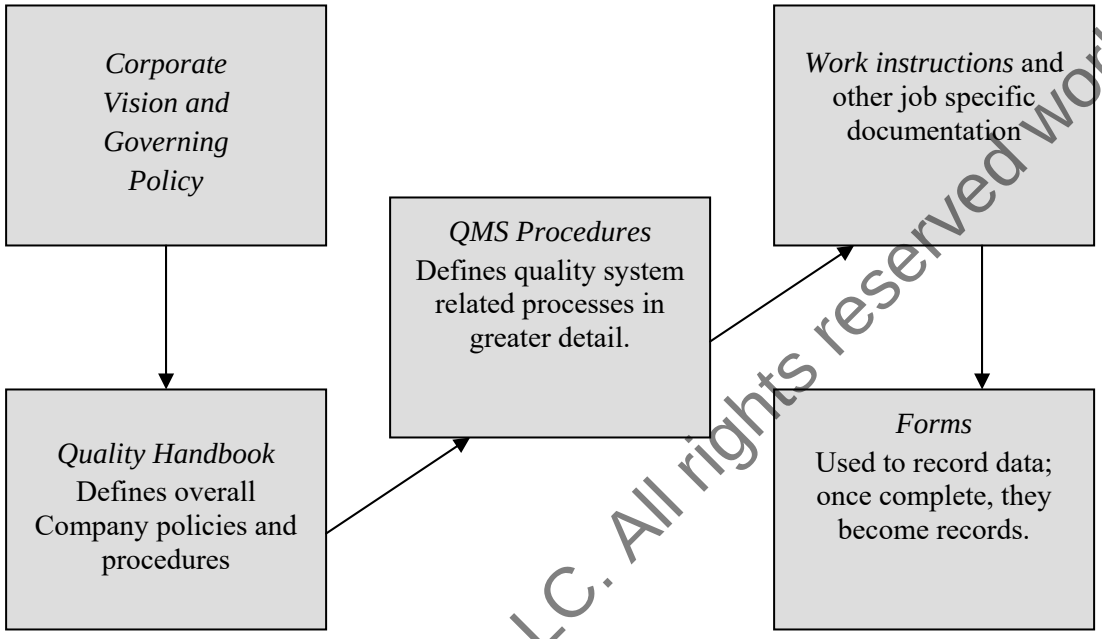
4.4.2 Overview of documentation

The quality system documentation is comprised of a hierarchy of documents that flow from this Quality Handbook.



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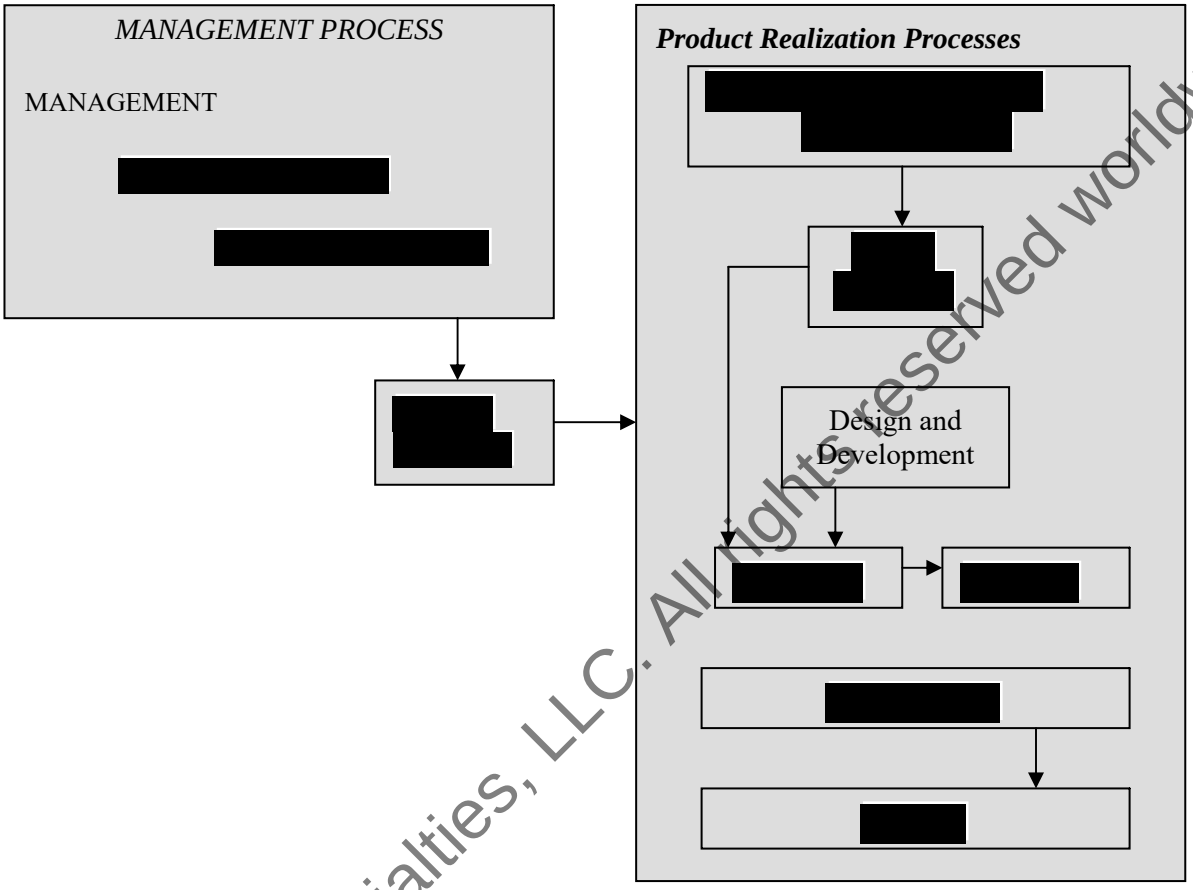
4.4.3 Overall process sequence and interaction



Section 5: Leadership

5.1 Leadership and commitment

The Company's Management is [redacted]

5.1.1 General

The Company uses the quality management system to guide and validate its decisions and to [redacted] Management participation in the QMS is described in the ***QMS-04 Management Process Procedure***.

5.1.2 Customer focus

The Company demonstrates leadership and commitment with respect to Customer focus by [redacted]

[redacted] according to the ***QMS-04 Management Process Procedure***.

5.2 Policy

5.2.1 Establishing the quality policy

The Company's quality policy defines [redacted]

5.2.2 Communicating the quality policy

The Company's quality policy is available to interested parties and is maintained as documented information that is [redacted]

5.3 Organizational roles, responsibilities and authorities

Assignment of responsibilities and authorities for relevant roles are communicated and understood throughout the organization according to the ***QMS-05 Responsibilities and Authorities Procedure*** to ensure [redacted]

The organization chart below is an overview of the management structure of the Company. In all cases, the appropriate person has [redacted] which is further defined in the ***QMS-05 Responsibilities and Authorities Procedure***.

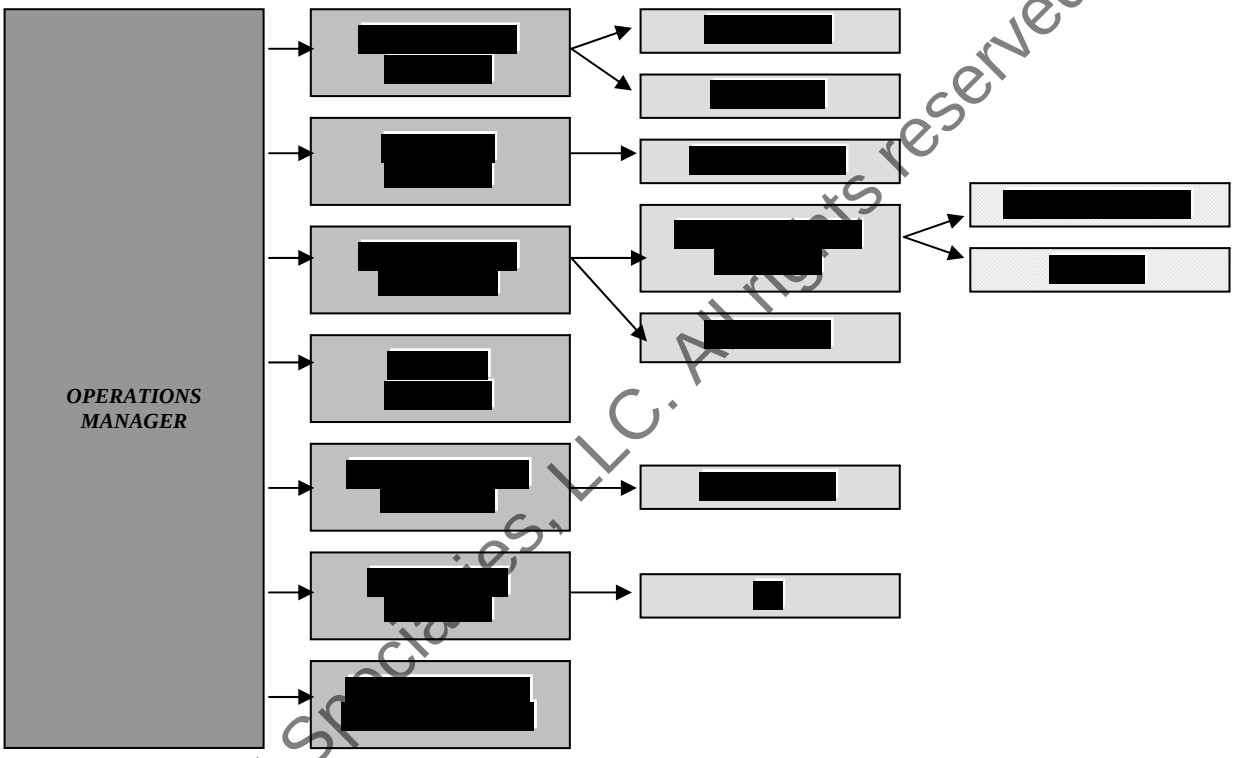
All employees are empowered to [redacted]

The Accountable Manager has been assigned the role of Responsible Quality Authority (RQA). As RQA, the Accountable Manager is responsible for:

- [redacted]

The Accountable Manager has the responsibility and authority to [redacted]

5.3.1 Organization chart



Section 6: Planning

This quality system was planned in advance and its documented policies and procedures were reviewed by the FAA prior to implementation. Management affirms the QMS is [redacted]

The QMS documentation acts as the overall quality plan for the Company. As required, specific quality processes [redacted] Supplemental FAA policies are defined in ***QMS-19, Supplemental Policies***.

Quality system planning and control is treated as a process (called the Management Process) and is defined in the ***QMS-04 Management Process Procedure***.

6.1 Actions to address risks and opportunities

6.1.1 Planning for the QMS

Planning for the quality management system includes [redacted]

6.1.2 Planning requirements

The Company determines the effectivity of actions taken to establish process controls that [redacted] according to the ***QMS-04 Management Process Procedure***.

6.2 Quality objectives and planning to achieve them

6.2.1 Establishing quality objectives

The Company establishes and maintains documented information for quality objectives at relevant functions, levels and processes according to the ***QMS-04 Management Process Procedure***. Quality objectives are [redacted]

6.2.2 Achieving quality objectives

The Company determines how to achieve its quality objectives according to [redacted]

6.3 Planning of changes

Changes to the quality management system are performed according to the ***QMS-02 Configuration Management Procedure***, which considers [redacted]

IMPORTANT:

The quality management system is maintained at its authorized revision level until planned changes are implemented.

Section 7: Support

7.1 Resources

7.1.1 General

The Company determines and provides the resources needed for [redacted]

7.1.2 People

The Company determines and provides the people necessary for [redacted]

7.1.3 Infrastructure

The Company determines, provides and maintains the infrastructure necessary for [redacted]

The Company has determined and provides [redacted] and include a review of:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

The Company utilizes maintenance practices and skilled maintenance personnel to [redacted]

The Company utilizes corrective maintenance and skilled maintenance personnel to [redacted]

7.1.4 Environment for the operation of processes

The Company determines, provides and maintains the environment necessary for the operation of its processes to achieve conformity of products and services. The Company obtains FAA approval before [redacted] The work environment is [redacted] according to the ***QMS-04 Management Process Procedure***.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

When monitoring or measuring is used to verify the conformity of products and services, the Company determines [redacted]

7.1.5.2 Measurement traceability

All measuring and test equipment instruments and devices used to determine an item's conformance to specified requirements are [redacted] according to the ***QMS-15 Calibration Procedure***.

Measuring equipment is [redacted] according to the ***QMS-15 Calibration Procedure***.

7.1.6 Organizational knowledge

The Company determines, [redacted] according to the ***QMS-07 Proposal Development and Contract Review Procedure***.

7.2 Competence

The Company determines and periodically reviews the necessary competence for Employees whose work affects the performance and effectiveness of the quality management system. The Company affirms [redacted]

All Company personnel are [redacted]

The Company has implemented a training program that:

- [redacted]

Management conducts [redacted]

7.3 Awareness

The Company affirms [redacted]

7.4 Communication

Internal and external communications that are relevant to the QMS are [redacted] according to the ***QMS-04 Management Process Procedure***.

To ensure proper communication [redacted] which is documented in the ***QMS-04 Management Process Procedure***.

Management periodically [redacted]

Employees are encouraged to use the ***Request for Support (RFS)*** to submit suggestions for improvements. This system requires management to take action on quality related issues within the Company.

7.5 Documented information

7.5.1 General

The Company's quality management system includes documented information required by ***AS9100*** and records necessary for the effectiveness of the quality management system.

The Company maintains all required documentation to [redacted]

All Managers are responsible for [redacted]

The quality system documentation is comprised of a hierarchy of documents that flow from this Quality Handbook (see 4.4.2).

All documents must [redacted]

The order of precedence of order-specific documentation is as follows unless otherwise directed by Customer requirements:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

7.5.2 Creating and updating

During creation and update of documented information, the Company reviews and approves documents [redacted] according to the ***QMS-01 Control of Documented Information Procedure***.

The Company has developed a secure web-based document portal that enables [redacted] according to the ***QMS-02 Configuration Management Procedure***.

7.5.3 Control of documented information

7.5.3.1 Documents required by QMS and international standard

Documents are controlled so that the information on them is [redacted] For details, see ***QMS-01 Control of Documented Information Procedure*** and ***QMS-02 Configuration Management Procedure***.

7.5.3.2 Activities for control of documented information

The Company controls [redacted] according to the ***QMS-01 Control of Documented Information Procedure***. Superseded and/or obsolete documents may [redacted] according to the ***QMS-02 Configuration Management Procedure***. Management provides guidelines for managing [redacted] according to the ***QMS-04 Management Process Procedure***. Records subject to control for 5 or 10 years are defined in the ***QMS-01 Control of Documented Information Procedure***.

Section 8: Operation

8.1 Organizational planning and control

Processes that are used to achieve compliance with requirements for deliverable products and services are [redacted]

The Company applies the ***QMS-07 Proposal Development and Contract Review Procedure*** to engage Responsible Authorities and [redacted]

The ***QMS-02 Configuration Management Procedure*** is used to approve processes and control changes. Consequences of unintended changes are [redacted]

Inspection, testing and "on-time delivery" requirements are [redacted]

Project management is used to [redacted]

Key product realization processes include the following procedures:

- [redacted]

Quality objectives have been established for each key process. At times, additional quality objectives and measurements may [redacted]

Suppliers used for outsourced processes are approved according to 8.4 herein and the ***QMS-08 Purchasing Procedure***. When the Company provides supplies for outside processing, such as acceptance testing, the work is performed under the following conditions:

- [redacted]

8.1.1 Operational risk management

Risk management for operational processes is conducted according to ***QMS-18 Risk Mitigation and Planning Procedure.*** Proportionate actions are [redacted]

8.1.2 Configuration management

The configuration of products and services is controlled [redacted] according to the ***QMS-02 Configuration Management Procedure***.

8.1.3 Product safety

The Company plans, implements and controls the processes [redacted] according to the ***QMS-10 Manufacturing Procedure***.

8.1.4 Prevention of counterfeit parts

The Company [redacted] according to the ***QMS-03 Counterfeit Parts Prevention Procedure and QMS-04 Management Process Procedure***.

8.2 Requirements for products and services

8.2.1 Customer communication

The Company communicates with its Customers by [redacted]

8.2.2 Determining the requirements related to products and services

The Company determines it can meet the claims for products and services it offers and affirms [redacted] according to the ***QMS-07 Proposal Development and Contract Review Procedure***.

The Company captures all contractual and special requirements of the Customer as well as [redacted]

8.2.3 Review of requirements related to products and services

8.2.3.1 Ability to meet requirements

Applicable functions within the Company review Customer requirements according to the ***QMS-07 Proposal Development and Contract Review Procedure*** [redacted]

The Company pays particular attention to [redacted]

The Company confirms mutually acceptable requirements are stated in the contract before acceptance when the Customer does not provide documented requirements.

8.2.3.2 Retain documented information of review

The Company establishes and maintains a record for each contract review that includes [redacted]

8.2.4 Changes to requirements for products and services

When the requirements for products and services are changed, the Company affirms [redacted]

8.3 Design and development of products and services

8.3.1 General through 8.3.6 design and development changes

The Company's design and development process is conducted in a controlled manner according to [redacted] which are defined in the ***QMS-17 Design and Development Procedure*** that includes policies for:

- 8.3.2 Design and development planning
- 8.3.3 Design and development inputs
- 8.3.4 Design and development controls
- 8.3.4.1 Validation and verification tests
- 8.3.5 Design and development outputs
- 8.3.6 Design and development changes

Instructions for Continued Airworthiness (ICA) are [redacted]

8.3.7 Copies of all drawings for FAA Approved articles are [redacted]

8.3.8 Design data is filed by Drawing Number and the latest revision is [redacted]

8.3.9 Minor design changes to the PMA Articles are submitted in a manner as determined by the ACO.

8.3.10 Major design changes are [redacted] These design changes may require amendments or additions to:

- [redacted]

- [redacted]
- [redacted]
- [redacted]

8.4 Control of externally provided processes, products and services

The Company [redacted] This responsibility is [redacted]

8.4.1 General

The Company affirms externally provided processes, products and services conform to requirements according to the ***QMS-08 Purchasing Procedure*** and ***QMS-09 Receiving Procedure***. The Company determines the controls to be applied to externally provided processes, products and services when [redacted]

8.4.1.1 External provider abilities

The Company determines and applies criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers that is based upon [redacted] processes or products and services according to requirements and ***QMS-08 Purchasing Procedure***. [redacted]

8.4.2 Type and extent of control

The Company affirms externally provided processes, products and services [redacted]

8.4.3 Information for external providers

The Company affirms mandatory requirements are [redacted]

8.4.4 Material received is accompanied by [redacted] according to purchase order requirements.

a) [redacted]

b) [redacted] An on-site visit may be required that verifies:

- [redacted]
- [redacted]

8.4.5 Material is [redacted]

8.4.6 Materials are [redacted]

8.4.7 Vendors supply FAA/PMA certification for [redacted]

Note: As part of the receiving inspection process, a comparison is made between the Supplier's packing sheet and the purchase order then each shipment is inspected for:

- [redacted]

After acceptance of incoming shipments, the receiving agent [redacted]

8.4.8 When discrepancies are encountered during inspections, the material or shipment is [redacted]

8.4.9 Rejected articles are [redacted]

8.5 Production and service provision

8.5.1 Control of production and service provision

The Company implements production and services under controlled conditions according to the ***QMS-04 Management Process Procedure*** and ***QMS-10 Manufacturing Procedure***, which includes provisions for:

- 8.5.1.1 Control of Equipment, Tools and Software Programs
- 8.5.1.2 Validation and Control of Special Processes
- 8.5.1.3 Production Process Verification

The Company plans and carries out processes for product realization. In general, this includes assurances that:

- [redacted]

In-process inspection and nondestructive testing (NDT) is conducted according to [redacted]

"Request for Service Inspectors" (RFS) determine [redacted] Inspectors perform the following:

- [redacted]

RFS Inspectors have [redacted]

When witnessing acceptance tests, the Inspectors [redacted]

All inspection records described above and the record of disposition are [redacted]

The Responsible Authority completes the required inspection form, and by signing off, is [redacted]

The Company does not perform work operations where the resulting quality of the work cannot be ascertained prior to delivery. When the Responsible Authority determines that a latent deficiency is discovered, [redacted]

8.5.2 Identification and traceability

The Company uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services, and identifies the status of outputs with respect to [redacted]

QC stamps or registered names and initials of inspectors may [redacted]

8.5.3 Property belonging to Customers or external providers

When outside sources provide property for processing or use, it is suitably identified as such to [redacted]

Property is controlled according to the ***QMS-10 Manufacturing Procedure***, [redacted]

8.5.4 Preservation

According to contractual directives, instructions are detailed in the applicable job documentation [redacted] according to the ***QMS-10 Manufacturing Procedure*** and ***QMS-11 Shipping Procedure***.

- [redacted]

8.5.4.1 Small parts (sub-assemblies) are marked according to ***FAR 45.15(b)*** with a tag attached to the part or the packaging for the part.

8.5.4.2 Parts are permanently marked or tagged with:

- [redacted]

8.5.4.3 Shipping / Export of Completed Articles

All required documents are sent with shipments of completed products.

Before exporting products to other Countries, ***FAA AC 21-2 and Bilateral Agreements*** are [redacted]

All shipping documents are followed and completed according to [redacted]

8.5.5 Post-delivery activities

The Company meets requirements for post-delivery activities associated with the products and services according to [redacted]

The Company provides as applicable:

- [redacted]

8.5.6 Control of changes

To ensure continuing conformity with requirements, the Company reviews and controls [redacted]

[redacted]

8.6 Release of products and services

In-process inspections are conducted during production and service activities to ensure ongoing quality of work according to the ***QMS-10 Manufacturing Procedure***. Products and services are released for delivery to Customers only [redacted]

8.7 Control of nonconforming outputs

8.7.1 Identify and control nonconforming outputs

The Company affirms outputs that do not conform to requirements are [redacted] Nonconforming outputs may be identified by [redacted] The Company takes appropriate actions based on [redacted] Nonconformities are corrected then reverified to confirm outputs are in compliance with requirements. When appropriate, the Company [redacted]

Procedures are available for receiving and processing feedback for in-service failures, malfunctions and defects. The procedures include [redacted]

The procedures include provisions to generate and maintain applicable records. Service problems, un-airworthy conditions, unsafe features and unsafe characteristics are reported to the FAA according to ***FAR §21.3*** and are [redacted]

Nonconforming and rejected materials are [redacted]

Nonconforming parts may be reworked to achieve conformity, provided [redacted]

Major Change incorporation to FAA-PMA articles are [redacted]

Service Difficulty Reports (SDRs)

When in service difficulties are discovered, they are [redacted]

Note: The Company reports ***14 CFR 21.3*** conditions to [redacted]

Self Disclosure Reporting

When in-service difficulties are found for an article, they are [redacted]

Airworthiness Directives (ADs)

In the event that an ***Airworthiness Directive*** is issued by the FAA, the Company immediately implements applicable changes, if any, to articles affected by the ***AD***.

- When appropriate, changes related to an ***AD*** are [redacted]

A quality escape is defined as [redacted]

The Company notifies the FAA of any apparent quality escape by [redacted]

Notification is [redacted]

Quality escape notifications include the following information:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

8.7.2 Retain documented information for nonconformities

Records used to disposition nonconformities clearly describe each nonconformance and includes [redacted]

Section 9: Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

The Company's determines methods for monitoring, measurement, analysis and evaluation to ensure valid results by [redacted]

Documented information that is used for determining the acceptability of this quality management system may include, but are not limited to:

- [redacted]

9.1.2 Customer satisfaction

To monitor and measure Customer satisfaction and fulfillment of expectations, the Company collects information about: (adjust "your list" as required - keep mandatory items - delete this note prior to release of quality handbook)

- [redacted] (mandatory)

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted] (mandatory)
- [redacted] (mandatory)
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

The Company continuously improves Customer satisfaction according to the ***QMS-04 Management Process Procedure***.

9.1.3 Analysis and evaluation

The Company evaluates [redacted] according to the ***QMS-04 Management Process Procedure***.

9.2 Internal audit

9.2.1 Conduct internal audits at planned intervals

The Company conducts internal audits at planned intervals to provide [redacted]

9.2.2 Audit requirements

The Company assigns Responsible Authorities to perform internal audits and report audit results to management according to the ***QMS-12 Internal Auditing Procedure***.

- "Request for Service Inspectors" [redacted]
- See Internal Audit control log:
  - [redacted]

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9.3 Management review

9.3.1 General

Top management reviews the Company's quality management system at planned intervals to [redacted]

9.3.2 Management review inputs

Management review is planned and carried out according to the ***QMS-04 Management Process Procedure***, which takes into consideration [redacted]

9.3.3 Management review outputs

Results from management reviews include [redacted]

Section 10: Improvement

It is the goal of all employees to [redacted]

10.1 General

[redacted]

10.2 Nonconformity and corrective action

10.2.1 Required actions for nonconformities

When nonconformity occurs in products and processes, including complaints, the Company takes action and [redacted]

Corrective actions are reviewed for non-conformities of manufactured articles to:

- [redacted]

Action is taken to:

- [redacted]

The Company affirms corrective actions are appropriate to the effects of nonconformities, and:

- [redacted]

10.2.2 Required records for nonconformities

The Company retains and maintains records regarding the nature of nonconformities, subsequent actions and [redacted]

10.3 Continual improvement

The Company continually improves [redacted]

Section 11: PMA Article Part Marking

Responsible Authorities permanently and legibly mark all FAA PMA articles with the following:

a. [redacted]
b. [redacted]
c. [redacted]
d. [redacted]

If a part is too small or is impractical to mark, [redacted]

Sample of marking used on all PMA articles:

Your Sample Markings

Section 12: Facility Layout

INSERT FACILITY MAP

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Appendix A: Company Processes and Applicable *AS9100* Clauses

Process	Applicable AS9100 Clauses
Configuration Management	8.5.6 Control of Changes (was [redacted])
Control of Documented Information	7.5.2 Creating and Updating (was [redacted]) 7.5.3 Control of Documented Information (was [redacted])
Control of Nonconformities	8.7 Control of Nonconforming Outputs (was [redacted])
Corrective Action	10.2 Nonconformity and Corrective Action (was [redacted])
Design & Development	8.3 Design and Development of Products and Services (was [redacted]) 8.5.1 Control of Production and Service Provision (was [redacted])
Internal Auditing	9.2 Internal Audit (was [redacted])
Management	4.1 Understanding the organization and its context (was [redacted]) 4.2 Understanding the needs and expectations of interested parties (was [redacted]) 4.3 Determining the scope of the quality management system (was [redacted]) 4.4 Quality Management System and its Processes (was [redacted]) 5.1.1 Leadership and commitment: General (was [redacted]), 5.1.2 Customer Focus (was [redacted]) 5.2.1 Establishing the Quality Policy (was [redacted]), 5.2.2 Communicating the Quality Policy (was [redacted]) 5.3 Organizational Roles, Responsibilities and Authorities (was [redacted]) 6.1.1 Determine risks and opportunities when planning for the QMS (new), 6.1.2 Planning actions (new) 6.2.1 Establishing quality objectives (was [redacted]), 6.2.2 Achieving quality objectives (new) 6.3 Planning of changes (was [redacted]) 7.1.1 Support: Resources: General (was [redacted]), 7.1.2 People (was [redacted]), 7.1.3 Infrastructure (was [redacted]), 7.1.4 Environment for the Operation of Processes (was [redacted]), 7.1.5.1 Monitoring and measuring resources: General (was [redacted]) 7.1.6 Organizational knowledge (new) 7.2 Competence (was [redacted]) 7.3 Awareness (was [redacted]) 7.4 Communication (was [redacted]) 7.5.1 Documented Information: General (was [redacted]), 7.5.2 Creating and updating (was [redacted]) 7.5.3.1 Control of documented information required by International Standard (new) 8.1 Operational planning and control (was [redacted]), 8.1.1 Operational risk management (new), 8.1.2 Configuration management (was [redacted]), 8.1.3 Product safety (new), 8.1.4 Prevention of counterfeit parts (new) 8.2.1 Customer Communication (was [redacted]) 8.5.6 Control of changes (was [redacted]) 9.1.1 Monitoring, measurement, analysis and evaluation: General (was [redacted]), 9.1.2 Customer Satisfaction (was [redacted]), 9.1.3 Analysis and evaluation (was [redacted]) 9.2 Internal audit (was [redacted]) 9.3.1 Management Review: General (was [redacted]), 9.3.2 Management review inputs (was [redacted]), 9.3.3 Management review outputs (was [redacted]) 10.1 Improvement: General (was [redacted]) 10.2.1.e,h Required actions for nonconformities (was [redacted])

Process	Applicable AS9100 Clauses
	10.3 Continual Improvement (was [redacted])
Manufacturing	8.1 Operational Planning and Control (was [redacted]) 8.5.1.3 Production Process Verification (was [redacted]) 8.1 Operational Planning and Control (was [redacted]) 8.5.1.1 Control of Production Equipment, Tools and Software Programs (was [redacted]) 8.5.5 Post-Delivery Activities (was [redacted]) 8.5.2 Identification and Traceability (was [redacted]) 8.5.3 Property Belonging to Customers or External Providers (was [redacted]) 8.5.4 Preservation (was [redacted]) 8.6 Release of Products and Services (was [redacted]) 8.7 Control of Nonconforming Outputs (was [redacted])
Proposal Development & Contract Review	8.2.2 Requirements Related to Products and Services (was [redacted]) 8.2.3 Review of Requirements Related to Products and Services (was [redacted]) 8.2.4 Changes to Requirements for Products and Services (was [redacted])
Purchasing	8.4.1 Control of Externally Provided Processes, Products and Services: General (was [redacted]) 8.4.3 Information for External Providers (was [redacted])
Receiving	8.4.3 Information for External Providers (was [redacted]) 8.5.2 Identification and Traceability (was [redacted]) 8.5.3 Property Belonging to Customers or External Providers (was [redacted]) 8.5.4 Preservation (was [redacted]) 8.6 Release of Products and Services (was [redacted]) 8.7 Control of Nonconforming Outputs (was [redacted])
Shipping	8.2.2 Determining Requirements Related to Products and Services (was [redacted]), 8.5.1, 8.5.5 Control of Production & Service Provision, Post Delivery Support (was [redacted]), 8.5.2 Identification and Traceability (was [redacted]) 8.5.4 Preservation (was [redacted]) 8.7 Control of Nonconforming Outputs (was [redacted])

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Appendix B: Company Processes and Applicable Documents

Process	Applicable Company Procedures	Applicable Company Records
Corrective Action	QMS-13 Corrective Action	Nonconformity and Corrective Action 10.2 (was [redacted])
Design & Development	QMS-17 Design & Development	Operational Planning and Control 8.1.e.1 (was [redacted]) Design and Development Inputs 8.3.8 (was [redacted]) Design and Development Controls 8.3.4 (was [redacted]) Design and Development Changes 8.3.6 (was [redacted])
Internal Auditing	QMS-12 Internal Auditing	Internal audit 9.2 (was [redacted])
Management	QMS-00 Quality Handbook QMS-01 Control of Documented Information QMS-02 Configuration Management QMS-04 Management Process QMS-05 Responsibilities & Authorities QMS-06 Training QMS-15 Calibration QMS-16 Definitions and Abbreviation	Management Review: General 9.3.1 (was [redacted]) Competence 7.2 (was [redacted]) Awareness 7.3 (was [redacted]) Monitoring and Measuring Resources 7.1.5, 7.1.5.1, 7.1.5.2 (was [redacted])
Manufacturing	QMS-10 Manufacturing QMS-14 Control of Nonconformities Procedure	Identification and Traceability (if required) 8.5.2 (was [redacted]) Property Belonging to Customers or External Providers 8.5.3 (was [redacted]) Release of Products and Services 8.6 (was [redacted]) Control of Nonconforming Outputs 8.7 (was [redacted])
Proposal Development & Contract Review	QMS-07 Proposal Development & Contract Review	Review of Requirements Related to Products and Services 8.2.3 (was [redacted])
Purchasing	QMS-08 Purchasing	Control of Externally Provided Processes, Products and Services: General 8.4.1 (was [redacted])
Receiving	QMS-09 Receiving QMS-14 Control of Nonconformities Procedure	Property Belonging to Customers or External Providers 8.5.3 (was [redacted]) Control of nonconforming product 8.7 (was [redacted])
Shipping	QMS-11 Shipping QMS-14 Control of Nonconformities Procedure	Property Belonging to Customers or External Providers 8.5.3 (was [redacted]) 8.5.4 Preservation (was [redacted]) Control of Nonconforming Outputs 8.7 (was [redacted])

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Appendix C: Outsourced Processes

The following processes are outsourced and controlled as indicated:

- [redacted]
- [redacted]
- [redacted]

Direct shipment may be performed according to [redacted] The following restrictions apply:

(1) [redacted].

(2) [redacted]

(3) [redacted]

(4) [redacted]

(5) The Buyer obligates the Supplier to:

(a) [redacted]
(b)
(c)
(d)
(e)
(f)
(g)
(h)
(i)

Appendix D: Quality Objectives

Process	Quality Objective	Metric
Corrective Action	[redacted]	[redacted]
Design & Development	[redacted]	[redacted]
Internal Auditing	[redacted]	[redacted]
Management	[redacted]	[redacted]
Manufacturing	[redacted]	[redacted]
Proposal Development & Contract Review	[redacted]	[redacted]
Purchasing	[redacted]	[redacted]
Receiving	[redacted]	[redacted]
Shipping	[redacted]	[redacted]

COMMENT:

The quantity of quality objectives listed above should be evaluated and adjusted to meet actual value-added goals of the Company, and match the list of procedures displayed in paragraph 8.1 and highlighted as key processes in Appendix E. The objectives that are listed above are [redacted]

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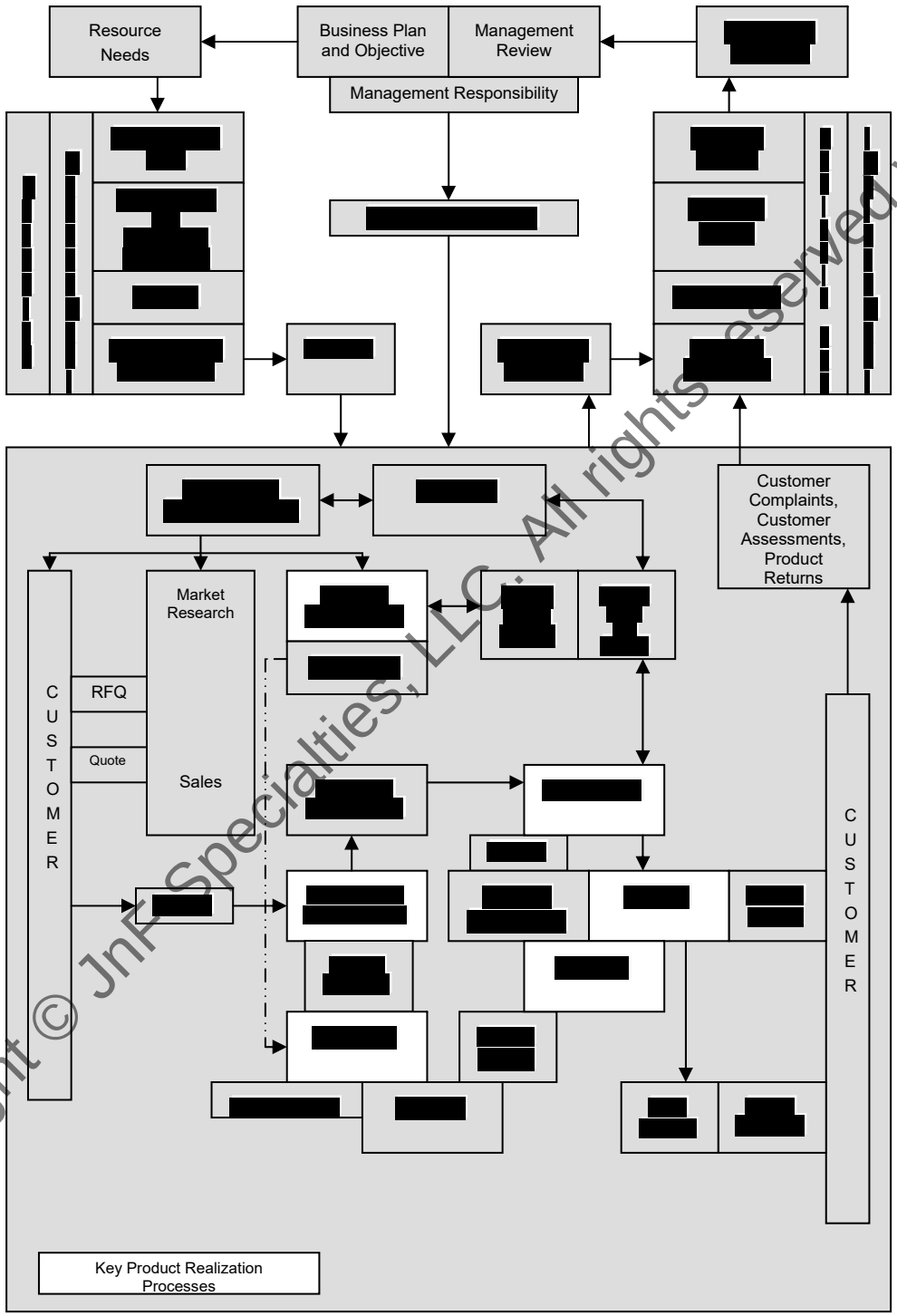
Appendix E: Identification of Key Product Realization Processes



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(paragraph numbers in parentheses are from the AS9100 standard)

Mandatory Procedures:

- [redacted]
- [redacted]
- [redacted])
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Recommended Procedures:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Applicable Records:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

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(paragraph numbers in parentheses are from the AS9100 standard)

Applicable Records continued…

- [redacted]

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PMA and 14 CFR 21 QUALITY MANUAL

(No AS9100 content)

Origination Date: XXXX

Document Identifier:	QMS-00 Quality Manual
Date:	Latest Revision Date
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the quality management system for ***14 CFR 21***.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

Changes to the Quality System are approved by the FAA Manufacturing Inspection District Office (MIDO) prior to implementation.

The Company immediately notifies the FAA MIDO, in writing, of changes that affect inspection, conformity or airworthiness of approved articles.

TABLE OF CONTENTS

1.0 SCOPE

This quality assurance manual is submitted to the Federal Aviation Administration (FAA) for information and conformance according to Regulatory Compliance requirements. This manual includes verification policies and procedures and instructions for the design, development and manufacture of Parts Manufacturer Approval (PMA) articles for various model aircraft under the authority of Title 14 Code of Federal Regulations (14 CFR).

This manual establishes and maintains a quality assurance system to ensure compliance and conformance with FAA-PMA Articles manufactured for use on certified aircraft or as detail components of an aircraft assembly.

Changes that impact inspection, conformity and airworthiness are only implemented into this manual with prior FAA approval.

The Company notifies the FAA in writing, in advance, when the manufacturing facility is relocated or expanded to other locations. Prior to shipping FAA-PMA parts from a new location, the new facility is evaluated and approved by the FAA.

The Company is committed to the ongoing maintenance and improvement of the quality management system; to ensure this, management focuses on deploying practical steps that positively support quality and environmental policies.

- **CUSTOMER FOCUS:** [redacted]
- **EMPOWERMENT:** [redacted]
- **INTELLIGENT MANAGEMENT**: [redacted]
- **WORKPLACE EXCELLENCE**: [redacted]

1.1 Overview of Responsibility and Authority

The organizational chart in Appendix 1 is an overview of the management structure of the Company. See personnel roster for the name of the Responsible Authority (RA) in each branch of management that includes multiple assignments. In all cases, the appropriate person has [redacted]

[redacted]

1.2 Management Representative

The Accountable Manager of the Company has been assigned the role of Quality System Management Representative. The Accountable Manager is responsible for [redacted]

The Accountable Manager is responsible for [redacted]

1.3 Internal Communication

To ensure proper communication between and throughout all levels of employees within the Company, internal communication is [redacted] This system requires management to [redacted]

1.4 Management Review

Management Review meetings are conducted according to the ***QMS-04 Management Process Procedure***. This procedure defines [redacted]

Section A: Design Data Control

A1 Copies of all drawings for FAA Approved articles are [redacted]

A2 Design data is filed by Drawing Number and the latest revision is [redacted]

A3 Minor design changes to the PMA Articles are [redacted]

A4 Major design changes are [redacted]

[redacted] These design changes may require amendments or additions to:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

A5 Material Review Board (MRB) is [redacted]

Section B: Document Control

Documents are controlled to ensure information is [redacted] The controls for documents are defined in the ***QMS-01 Control of Documented Information Procedure.***

Paper records are controlled to provide evidence of conformity to requirements. The Company has established a documented procedure for control of electronic records. Electronic records are [redacted]

B1 Configuration Management

The configuration of products is controlled through advanced configuration management techniques that have been built upon the requirements of [redacted] Configuration management is conducted according to the ***QMS-02 Configuration Management Procedure.***

Section C: Supplier Control

C1 Materials received are required to [redacted] Supplied items that support manufacturing and or assembly of FAA-PMA articles are inspected for [redacted]

a. Reports of unsatisfactory conditions are [redacted]

b. Review of documented unsatisfactory conditions increases [redacted]. An on-site visit may be required that verifies:

- [redacted]
- [redacted]

C2 Material is labeled to [redacted]

C3 Materials are stored [redacted].

C4 Vendors supply [redacted]

Note: As part of the receiving inspection process, a comparison is made between the Supplier's packing sheet and the purchase order then each shipment is inspected for:

- [redacted]

After acceptance of incoming shipments, the Responsible Authority [redacted]

C5 When discrepancies are encountered during inspections, the material or shipment is [redacted] according to the ***QMS-14 Control of Nonconformities Procedure***.

C8 Rejected articles are [redacted]

C9 Requirements

Purchasing is treated as a process within the Company's quality system. [redacted] The Company does not [redacted] The process is fully defined in the ***QMS-08 Purchasing Procedure***.

C9.1 Purchasing Process

The purchasing process [redacted]

C9.2 Purchasing Information

Purchase orders are used to transmit the Company's requirements to Suppliers.

C9.3 Verification of Purchased Product

Incoming materials are [redacted] The process is defined in the ***QMS-09 Receiving Procedure***.

C10 Identification and Traceability

All products are identified throughout product life cycle. This is fully defined in the ***QMS-10 Manufacturing Procedure***. Other identification and traceability requirements are [redacted]

C11 Preservation of Product

The Accountable Manager [redacted] The instructions are detailed in the applicable job documentation and general rules are defined in the ***QMS-11 Shipping Procedure***.

Section D: Manufacturing Control

The Design and Development process ensures that design activities are conducted in a controlled manner, which is defined in the ***QMS-17 Design and Development Procedure***. ***Instructions for Continued Airworthiness*** (ICA) are kept current with design changes.

D1 Materials received are required to [redacted]

D2 A ***Shop Routing Sheet*** is used to document the number of pieces at each step of the manufacturing process and is used to annotate any losses. A shop routing sheet is used for [redacted]

D3 The Company uses a folder for [redacted]

D4 Parts are inspected to [redacted]

D5 Small parts (sub-assemblies) are marked according to ***FAR 45.15(b)*** with a tag attached to the part or the packaging for the part.

D6 Parts are permanently marked or tagged with:

[redacted]

D7 Requirements:

The Company plans and carries out processes for product realization. In general, this includes assurances that:

- [redacted]

- [redacted]

In-process inspection is conducted according to [redacted]

These activities are fully defined in ***QMS-10 Manufacturing Procedure.*** All products are identified throughout product life cycle. Other identification and traceability requirements are [redacted]

D7.1 Production Documentation

Production operations are performed according to [redacted] In addition, the Company may utilize [redacted] These activities are fully defined in the ***QMS-10 Manufacturing Procedure*** and ***QMS-17 Design and Development Procedure***.

D7.2 Control of Production Process Changes

Only the Configuration Control Board may approve changes to production processes. The Company identifies and obtains Customer and/or regulatory authority approval for changes when [redacted] These activities are fully defined in the ***QMS-10 Production Procedure*** and ***QMS-17 Design and Development Procedure***.

D7.3 Control of Production Equipment & Tools

Production equipment, tools and programs are [redacted]

D7.4 Control of Work Transferred on a Temporary Basis Outside the Organization's Facilities

When the Company provides supplies for outside processing, such as acceptance testing, it is done under the following controls:

- [redacted]

D7.5 Control of Service Operations

The Company services supplies returned to it for warranty work or repair - field servicing is**(is not)** performed. For such product work, [redacted]

D8 Customer Property

Where Customer property is provided to the Company for processing or use, it is [redacted] Damaged or missing Customer property is [redacted]

Government and Customer property is controlled according to the ***QMS-10 Production Procedure***, specified contractual requirements and [redacted]

D9 Preservation of Product

The Accountable Manager specifies, where required and according to contractual directives, instructions for [redacted] The instructions are detailed in the applicable job documentation and general rules are defined in the ***QMS-11 Shipping Procedure***.

D10 Identification and Traceability

All products are identified throughout product life cycle. This is fully defined in the ***QMS-10 Manufacturing Procedure***. Other identification and traceability requirements are [redacted]

D11 Monitoring and Measurement of Product

To ensure the conformance of product to requirements, monitoring and measurement is conducted [redacted]

The Quality Group is responsible for [redacted]

Inspection methods may include but are not limited to: [redacted]

[redacted] The inspection includes verification of compliance to: [redacted]

Inspection by statistical sampling is applied, as appropriate and when specified, in [redacted] Authorized sampling plans for product acceptance are based on ***SAE ARP9013, Statistical Product Acceptance Requirements*** and documented in work instructions. The specified sampling plan for a designated application is [redacted]

In the event supplies are needed prior to receipt of Certified Test Data, Certificate of Compliance or Analysis, approved ***Request for Deviation or Waiver*** or other limited risk condition, at least two applicable MRB members may [redacted]

D11.1 Inspection Documentation

The engineering drawing, FAA-approved design data and/or other technical documentation provide the requirements for all deliverable supplies. In all cases, this includes [redacted]

D11.2 First Article Inspection (FAI)

When required by purchase order or Customer specification, a First Article Inspection (FAI) is performed. The FAI is [redacted]

D12 Competence, Training and Awareness

All Company personnel are hired on the basis of their ability to [redacted]

The Company has implemented a training program that:

- [redacted]

Management conducts periodic reviews of employee performance. Appropriate records of education, training, skills and experience are [redacted] The training program is defined in the ***QMS-06 Training Procedure.***

Section E: Inspecting & Testing

E1 Request For Service Inspectors (RFS) determine that each completed part conforms to the design data and is [redacted] Inspectors perform the following:

- [redacted]

E2 RFS Inspectors have access to FAA approved data and specifications when inspecting FAA-PMA articles.
When witnessing acceptance tests, the Inspectors [redacted]

E3 All inspection records described above and the record of disposition are [redacted]

E4 Requirements

Inspection methods may include but are not limited to: [redacted]

E4.1 In-Process Inspection

In-process inspections are conducted during production to [redacted]

[redacted]

E4.2 Final Inspection

Once all operations are complete, the lot is submitted to Quality for a final inspection. This is performed according to an accepted sampling plan, The sampling plan is [redacted]

Section F: Inspection, Measuring and Test Equipment Control

F1 Tools, gauges and test equipment are [redacted]

F2 Tools, gauges and test equipment that become inaccurate are [redacted]

F3 Special tools, shop aids, master gauges or molds manufactured by RFS that are contracted with or purchased from a vendor are [redacted]

F4 Inaccuracy of tools, gauges, test equipment and molds identified during periodic inspections are [redacted]

a) The Company notifies MIDO of any quality escape.
b) The Company processes actions according to Section N herein.

F5 Scales, shop aids and measuring devices used for inspection are certified for accuracy when purchased. They are re-certified every 6 months until deemed unserviceable.

- All inaccuracies are [redacted]
- Serviceable certifications are [redacted]
- Unserviceable tools are [redacted]

F6. Requirements

All measuring and test equipment instruments and devices used to determine an article's conformance to specified requirements are [redacted]

Section G: Inspection and Test Status

G1 The inspector affixes an initial on the ***Inspection Record*** indicating [redacted]

G2 Rejected components are [redacted]

Section H: Nonconforming Product and Article Control

H1 Nonconforming and rejected materials are [redacted]

H2 Nonconforming parts may [redacted]

H4 Major Change incorporation to FAA-PMA articles are first approved by FAA ACO and MIDO with PMA addition.

H5 Requirements

All supplies found to be nonconforming against specified requirements are [redacted]

Procedures are available for receiving and processing feedback for in-service failures, malfunctions and defects.
The procedures include [redacted]

Procedures are available that establish a system for receiving, processing and tracking in-service failures. The procedures include provisions to [redacted] Service problems, unairworthy conditions, unsafe features and unsafe characteristics are reported to the FAA according to ***FAR §21.3 (§21.9)*** and are [redacted] See the ***QMS-14 Control of Nonconformities Procedure.***

Section I: Corrective and Preventive Action

I1 Corrective actions review non-conformities of manufactured articles to:

- [redacted]

I2 Action is taken to:

- [redacted]

I3 Preventive Action is taken to:

- [redacted]

I4 Requirements

I4.1 Corrective Action

The Company has implemented and maintains a robust system for identifying and reporting nonconformities requiring corrective action. These nonconformities can [redacted] This process is defined in the ***QMS-13 Corrective Action Procedure***.

I4.2 Preventive Action

In addition to the preventive measures taken for corrective action requests (used to prevent recurrence of an existing problem) the Corrective Action process is used to [redacted] This process is defined in the ***QMS-13 Corrective Action Procedure.***

Section J: Handling & Storage

J1 All materials are [redacted]

J2 Acceptable finished products are [redacted]

J3 Parts are [redacted]

J4 Parts are [redacted]

J5 Parts are [redacted]

J6 Requirements: Preservation of Product

The Responsible Authority specifies, where required and according to contractual directives, instructions for [redacted]

[redacted] general rules are defined in the ***QMS-11 Shipping Procedure***.

Section K: Control of Quality Records

K1 The Company controls and distributes [redacted] approved changes are made available to:

- [redacted]
- [redacted]

And manage records as:

- [redacted]
- [redacted]

K2 The Company retains files for [redacted]

Note: The Company ensures that only FAA approved data is used for manufacturing, instruction and support.

K3 Requirements: Control of Records

Paper records are [redacted] defined in the ***QMS-01 Control of Documented Information Procedure***.

Section L: Internal Audits

L1 Request For Service Inspectors conduct Internal Audits according to [redacted]

See Internal Audit control log:

[redacted]

L2 Requirements: Internal Audit

Internal quality audits are conducted to ensure ongoing compliance with requirements of the Company's policies and procedures. This is accomplished by [redacted] The internal audit process is fully defined in the ***QMS-12 Internal Auditing Procedure***.

Section M: In-Service Feedback

Service Difficulty Reports (SDRs)

M1 When in service difficulties are discovered, they are reported to the FAA ACO and MIDO.

Note: The Company reports 14 CFR 21.3 conditions to the FAA ACO and MIDO within 24 hours, with the exceptions of weekends and recognized holidays.

Self Disclosure Reporting

M2 When in-service difficulties are found for an article, they are reported to the FAA's geographic MIDO.

Airworthiness Directives (ADs)

M3 In the event that an Airworthiness Directive is issued by the FAA, the Company immediately implements applicable changes, if any, to articles affected by the AD.

- When appropriate, changes related to an AD are [redacted]

Section N: Quality Escapes

A quality escape is defined as any article that has been released from the quality system that does not conform to the applicable design data or quality system requirements.

N1 The Company notifies the FAA of any apparent quality escape by contacting the FAA MIDO office. Initial notice of a voluntary disclosure may be submitted orally, by electronic means or by written hardcopy.

N2 Notification is made in a timely manner, normally within 24 hours of the discovery of the apparent quality escape, with the exception of weekends and recognized holidays.

N3 Quality escape notifications include the following information:

- [redacted]

Section O: Issuing Authorized Release Documents

The Company may issue authorized release documents for [redacted]

O1 The Company ensures that only qualified personnel issue authorized release documents. Evaluation of persons responsible for authorizing release documents includes [redacted]

O2 FAA Form 8130-3.

The Company's authorized personnel issue release documents using ***FAA Form 8130-3***.

O3 Conditional Requirement.

When applicable, the Company may obtain airworthiness approvals from the FAA.

Section P: PMA Article Part Marking

P1 PMA articles: Responsible Authorities permanently and legibly mark all FAA PMA articles with the following:

- [redacted]

P 2 Sample of marking used on all PMA articles:

Your Sample Markings

P 3 [redacted]

Section Q: Shipping / Export of Completed Articles

Q1 All required documents are [redacted]

Q2 Before exporting products to other Countries, ***FAA AC 21-2*** and ***Bilateral Agreements*** are reviewed for applicable requirements.

Q3 All shipping documents are followed and completed according to [redacted]

Section R: Supplemental Requirements

Supplemental FAA policies are defined in ***QMS-18 Supplemental Policies***.

Appendix 1: Organization

INSERT YOUR ORG CHART

Appendix 2: Facility Layout

INSERT YOUR FACILITY MAP