

REDACTED

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Contractor

Commercial Quality Manual-2

(mo/yr)

Revisions			Rev:	
Letter	E.O. Number	Description	Date	
Used On	Contract#:	Your Co Name		
Prepared By:				
Your Dept:		Quality Manual		
Your Dept:				
Your Dept:		Your #		
Your Dept:		Size: A	CAGE:	Form Rev: Orig 1 of 7

Your Logo

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Your Co Name	REV	CAGE	DOC#:	2 of 7 Your #
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1.0 SCOPE

This quality manual establishes the scope of effort required to deliver the services described herein for (Your Service). (Your Co) will supply all the facilities, equipment, personnel and management skills required to perform the tasks identified in the purchase order.

1.1 Definitions

(Your Definitions)

2.0 APPLICABLE DOCUMENTS

The documents listed below apply to the extent specified herein or in the purchase order. In the event of conflict between documents, their order of precedence is: Purchase Order, (then Your Docs), then applicable lower tier documents.

2.1 (Your Docs, e.g., workmanship standards...)

3.0 EQUIPMENT

3.1 Your list of equipment

4.0 MATERIALS

4.1 Your list of materials

5.0 REQUIREMENTS

5.1 Services

(Your Service/Items)

5.1.1 Delivery Schedule

(Your Schedule Commitment for each service activity, e.g., number of minutes, or hours, or days, etc.)

5.1.2 Quality

The service must conform

5.1.3 Documentation

Service documentation is summarized in Table 1. (Your Co) will prepare and deliver all documents listed in Table 1. Documents fall into two categories: "approval," the initial submittal and all subsequent changes require approval of the Customer prior to implementation, and "Review," this documentation is delivered to the Customer for information purposes only.

Table 1

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			Your #	

5.1.4 Equipment

Sufficient equipment will be available for use (at or by) (Your Co) to provide the service ordered by the Customer. Equipment and its documentation will [REDACTED]

5.2 Special Requirements

(Your Co) will provide a listing of any materials or support required from the Customer that is [REDACTED]

5.3 Organization

(Your Co) will assign and organize personnel as required to [REDACTED]

5.3.1 Meetings and Reviews

A minimum of three (3) hours notice for (Your requirement) is required for all meetings and reviews identified in section 5.3.1.1 through 5.3.1.6 (the use of the following paragraphs is subject to the type of service organization you operate – tailor or delete them as required).

5.3.1.1 Status Reviews

[REDACTED]

5.3.1.2 Customer Meetings

[REDACTED]

5.3.1.3 Acceptance Meeting

[REDACTED]

5.3.1.4 Inspection Points

[REDACTED]

5.3.1.5 Mandatory Inspection

[REDACTED]

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			Your #	

5.3.1.6 Readiness Review

(Your Co) will conduct a Review to demonstrate [REDACTED]

5.4 Program Control

(Your Co) will employ production controls in a manner that will assure prompt and accurate schedule control. Appropriate levels of management will [REDACTED]

5.4.1 Milestones for Planning and Reporting

Typical service activity milestones for planning and progress reporting are listed in Table 2. Actual milestones used should be consistent with the scope of the service activity.

Table 2

5.4.2 Change Control

Services will be performed according to controlled procedures. The procedures will [REDACTED]

5.4.3 Service Records

(Your Co) will maintain a service log and appropriate documentation for each service activity that can [REDACTED]

5.4.4 Damage Reporting

Damage that occurs during a service activity will be reported to the Customer or their Representative with corrective and preventive recommendations in writing within (Your #) of calendar days. Any damage estimated >(Your \$) will be reported to the Customer or their Representative in writing within 24 hours.

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5.4.5 Workmanship

Workmanship standards for the service will [REDACTED]

6.0 SERVICE VERIFICATION

6.1 Records

Service records and visual conformity will [REDACTED]

6.1.1 In-Process Service Verification

Verification of compliance with certain in-process service activities can be made at the discretion of the Customer according to Table 2.

6.2 Acceptance

Final acceptance of all service activities shall [REDACTED]

6.2.1 Items of Approval by the Customer

Approval as specified herein, does not relieve (Your Co) from [REDACTED]

6.2.2 Customer Review and Surveillance

The work activities, operations and documentation of (Your Co), subcontractor's, and suppliers are subject to [REDACTED]

7.0 REPORTING

7.1 Reports

(Your Co) will submit a letter-type progress report covering progress from (Your Schedule). The report is due on (Your Day) of the month and includes:

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]

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8.0 ENVIRONMENTAL CONTROL

Adherence to applicable federal, state, local, and (Your Co) environmental, health and safety requirements is mandatory.

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