

# REDACTED

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## Service Quality Manual

(mo/yr)

Revisions			Rev:	
Letter	E.O. Number	Description	Date	
Used On	Contract#:	<b>Your Co Name</b>		
Prepared By:			<b>Quality Policies</b>	
			Your #	
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Your Logo

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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 completely to the purchase order and be subject to all Customer requests according to (Your Workmanship Std). While meeting the requirements in section 5.1, (Your Co) will also make a reasonable attempt to keep to a minimum the number of different (Your List).

**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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### 5.1.4 Equipment

Sufficient equipment will be available for [REDACTED]  
[REDACTED]

### 5.2 Special Requirements

(Your Co) will provide a listing of [REDACTED]  
[REDACTED]

### 5.3 Organization

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

(Your Co) will arrange meetings with the Customer or their Representatives for the purpose of [REDACTED]  
[REDACTED]

##### 5.3.1.2 Customer Meetings

The Customer reserves the right to call a special meeting at (Your Co) to [REDACTED]  
[REDACTED]

##### 5.3.1.3 Acceptance Meeting

(Your Co) will schedule an Acceptance Meeting for the purpose of [REDACTED]  
[REDACTED]

##### 5.3.1.4 Inspection Points

Mandatory Inspection Points during the service will be conducted.

##### 5.3.1.5 Mandatory Inspection

A Mandatory Inspection Point is required before a service activity [REDACTED]  
[REDACTED]

##### 5.3.1.6 Readiness Review

(Your Co) will conduct a Review to demonstrate the overall production readiness of the service activity prior to starting the operations. The objectives are to [REDACTED]

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[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]

[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 be made available for review by the Customer and [Redacted]

[Redacted]

**5.4.3 Service Records**

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

[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 [Redacted]

[Redacted]

[Redacted]

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### 5.4.5 Workmanship

Workmanship standards for the service will be produced that [REDACTED]  
[REDACTED]

## 6.0 SERVICE VERIFICATION

### 6.1 Records

Service records and visual conformity will [REDACTED]  
[REDACTED].

#### 6.1.1 In-Process Service Verification

Verification of compliance with certain in-process service activities can [REDACTED]  
[REDACTED]

### 6.2 Acceptance

Final acceptance of all service activities shall be deemed to have occurred when [REDACTED]  
[REDACTED]

#### 6.2.1 Items of Approval by the Customer

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

## 7.0 REPORTING

### 7.1 Reports

(Your Co) will submit a letter-type progress report covering progress from [REDACTED]  
[REDACTED] 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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