

# REDACTED

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## Service or Build-to-Print Quality Manual

(mo/yr)

Revisions		Rev:	
Letter	E.O. Number - Description	Date	
Used On	Contract#:	<b>Your Company Name</b>	
Prepared By:			
		<b>Your Policy Name</b>	
		Your #	

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## 1.0 Purpose

Assure conformance to Customer requirements using a documented inspection system that plans and organizes work functions to prevent and detect unsatisfactory conditions at the earliest practical point. Ensure designs permit and facilitate producibility, repeatability, inspectability and related quality requirements.

## 2.0 Buyer Surveillance

The Buyer may witness any or all work performed at (Your Co) as part of the terms and conditions of the contract subject to a mutually agreed upon date for each visit. Actions by the Buyer may determine whether the requirements of this Policy are met and contract items are of satisfactory quality and meet the intended design or use. The Buyer will be notified at least three (3) business days in advance of the start of work and final examination of the end item. The Buyer may delegate surveillance activities.

## 3.0 Control of Procurement Sources

Records of inspections and tests performed at Suppliers are available for review by the Customer. The requirements of this Policy are imposed on Suppliers to ensure the quality of their products. Inspections performed at the Supplier's facility do not relieve (Your Co) of the responsibility to deliver conforming articles.

## 4.0 Identification, Handling and Storage

Adequate methods and facilities are established for controlling the identification, handling and storage of deliverable items. These controls

[Redacted]

## 5.0 Configuration Control

A configuration control program is established to control the configuration of components. Technical documentation, such as

[Redacted]

### 5.1 Drawing and Change Control

(Your Co) ensures that deliverable items are fabricated, inspected and tested to the latest drawing or specification. All approved changes are

[Redacted]

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Class I changes are submitted to the Buyer for review. Class I and Class II changes are defined as:

**Class I -** [REDACTED]

**Class II -** [REDACTED]

### 6.0 Inspections and Tests

Inspections and tests are performed to ensure that all supplies conform to applicable drawings and specifications with respect to [REDACTED]

[REDACTED]

#### 6.1 Retest

When deliverable supplies are changed, the items involved are [REDACTED]

### 7.0 Indication of Inspection Status

(Your Co) maintains a system for indicating the inspection status of articles. This is accomplished by [REDACTED]

### 8.0 Process Control

(Your Co) establishes inspections and controls over processes as necessary to ensure compliance with quality requirements. These processes include [REDACTED]

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[Redacted]

**8.1 Workmanship**

Workmanship is of the highest standards according to [Redacted]

**8.2 Contamination Control**

(Your Co) controls contamination of manufacturing operations to eliminate possible particulate matter that could be detrimental to [Redacted]

[Redacted]

**9.0 Nonconforming Material Control and Corrective Action**

(Your Co) controls nonconforming items to prevent their use as articles offered for delivery.

Nonconforming items are [Redacted]

[Redacted]

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**9.1 Waivers**

(Your Co) provides documentation to the Buyer for all requests for waivers for nonconforming materials or processes. Documentation provides sufficient information to [REDACTED]

**10.0 Preservation, Packaging, Packing and Shipping**

(Your Co) maintains adequate control of packaging, packing and shipping to ensure that the quality of the fabricated items is maintained and that [REDACTED]

**11.0 Acceptance Data Package (ADP)**

An ADP is prepared and delivered for each end item delivered to the Buyer, as applicable. The ADP may contain the following items:

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]
- e. [REDACTED]
- f. [REDACTED]
- g. [REDACTED]
- h. [REDACTED]

**12.0 SAFETY**

**12.1 General**

(Your Co) maintains a safe and healthy work environment and has a safety program that establishes [REDACTED]

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**12.2 Hazard Identification**

(Your Co) provides a systematic approach to identify, eliminate and control hazards associated with the design to protect the life, health and physical well being of personnel. Hazardous operations are assessed to [REDACTED]

The analysis considers the following:

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

Identified hazards that could [REDACTED]

**12.3 Hazardous Materials**

Personnel handling hazardous materials are instructed as to the hazard associated with their use and in [REDACTED]

[REDACTED]

[REDACTED]

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