

Introduction

All-Products Gasket Manufacturing Company (AP) has instituted a quality management system. This manual describes its policies and company-wide control system. This quality management system addresses the requirements of ISO 9000:2005, and AS9100. The name of the organization is All-Products Gasket Manufacturing Company., It is located at 1200 N.Independence Blvd., Romeoville, IL.60446. The company specializes in custom fabrication and die cutting services. (Please refer to the Appendix)

All-Products Gasket Manufacturing Company was founded on October 13, 1971, and has grown in sales at a steady pace.

The company is classified under NAICS Code 339991

Our mission is to profitably grow the business by continually improving the performance, reliability, cost, and delivery time of our products.

Scope

Manufacture, supplier and distributor of gaskets, electrical spacers, sealing devices and rubber products.

Exclusions

All Products manufactures parts with prints and specifications provided by our customers, because of this All Products is excluding Section 7.3 Design and Development. Section 7.5.1.4 Post-Delivery Support is also excluded due to the parts being manufactured are being used in our customer's assemblies and no service is required. All processes for production of products can be verified through monitoring or measurement, therefore All Products is excluding section 7.5.2 Validation of Processes for Production and Service.

4.1 General requirements

All Products Gasket has established, documented, implemented and maintained a quality management system and continually improves its effectiveness in accordance with the requirements of this International Standard.

To implement the system All Products Gasket has:

- a) Identified processes for management activities, provision of resources, product realization and measurement needed for the quality management system and their application throughout the organization in accordance with the requirements of this International Standard.
- b) Described the actions and inter-relation of these processes,
- c) Set standards and benchmarks to ensure that both the operation and control of these processes are effective,
- d) Evaluated each process to determine the proper resources and information necessary to support the operation and monitoring of these processes,

e) Audited the processes, collected and analyzed data from these processes,

Implemented actions necessary to achieve planned results and continual improvement of these processes and

Identified any outsourced process and ensure control over such process.

References
ISO 9000:2005 4.1
AS9100 4.1

4.2 Documentation requirements

4.2.1 General

The All Products quality management system documentation includes:

- a) Statements of a quality policy and quality objectives (see 5.3),
- b) This quality manual,
- c) Procedures required by the ISO9000 and AS9100 Standards. Note: The AS9100 requirements are in **bold** style type in this manual,
- d) Documents needed by All Products to ensure the effective planning, operation and control of its processes, and
- e) Records required by this International Standard (see 4.2.4).

Procedures that are readily available to personnel responsible for compliance to requirements and to customer and/or regulatory agencies.

4.2.2 Quality manual

The scope of this quality manual is to meet the requirements of the ANSI/ISO/ASQ 9000:2005 and SAE AS9100 Standards. All Products also does not perform processes where the resulting output cannot be verified.

This quality manual contains the documented procedures established for the quality management system, or reference to them

A flow chart describing the interaction between the processes of the All Products Gasket quality management systems can be found in Appendix A.

References
ANSI/ISO/ASQC Q 9000:2005 4.2.2
SAE AS9100 4.2.2

4.2.3 Control of documents

All-Products Gasket Manufacturing Company established and maintains documented procedures to control all documents and data that relate to the requirements of ISO9000: 2000, including to the extent applicable, documents of external origin, such as standards and customer drawings. Documents are reviewed and approved by authorized personnel prior to issue.

QUALITY POLICY MANUAL

Document Change Incorporation: The process ensures the timely review, distribution, implementation and maintenance of all authorized released drawings, standards, specifications, planning and changes. A record of change affectivity is maintained and, when required, coordinated with the customer in accordance with contract or regulatory requirements.

A master list is maintained to identify the current revisions of all controlled and approved documents. The master list may be a form to track documents and revisions, or the documents are stored on a computer hard drive and all documents issued from the computer.

Documents and data required for the effective functioning of the quality system are available at appropriate locations.(production office and front office), and that relevant versions of applicable documents are available at points of use.

Quality records of document & data control are maintained. (QPM-001, 4.16)

Invalid and/or obsolete documents and data are promptly removed from all points of issue or use or otherwise assured against unintended use.

any obsolete documents retained for legal and/or knowledge preservation purposes are suitably identified.

The original approval authority approves changes to documents, unless otherwise designated.

. pertinent background information is available as basis for review and approval.

. The nature of the change is identified, when practical.

The responsibility for 4.2.3, its procedures and related documents are as designated in the Training Matrix.

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Procedures

[QP4.1 Document and Data Control](#)

Records

Records associated with Control of Documents & Data are described in Control of Records (4.2.4)

4.2.4 Control of Records

All-Products Gasket Manufacturing Company maintains documented procedures for the identification, collection, indexing, access, filing, storage, maintenance, and disposition of quality records.

Quality records are in the form of any type of media and:

- a. are maintained to demonstrate conformance to specified requirements and the effective operation of the quality system.
- b. are legible and readily retrievable.
- c. are stored in suitable environment to prevent damage or deterioration and to prevent loss.
- d. disposition of records is maintained

Sub-contractor quality records are an element of quality records.

Records are retained as required by customers and regulatory agencies.

FAA-PMA product records must be retained for at least two years after completion. (FAR 21.303, h 9).

Where agreed contractually, the customer or the customer's representative makes records available for evaluation for an agreed period.

Record Availability: Records are readily available for review by the customer or regulatory agencies as required.

The responsibility for 4.2.3, its procedures, and related documents are as designated in the organization chart.

References

ANSI/ISO/ASQC Q 9000:2005 4.2.4

SAE AS9100, 4.2.4

Procedure

[QP4.2 Control of Records](#)

4.3 Configuration Management.

4.3.1 Policy

All Products Gasket Manufacturing Company has established and maintains documentation procedures for Configuration Management and for coordination of these activities.

4.3.2 Key System Components

The scope of this policy includes all tenders, orders received, or changes for purchase of products. All tenders are reviewed prior to acceptance through a documented process.

4.3.3 Review of Tenders

The requirements are adequately defined and documented, any contract or accepted orders requirements differing from those in the tender are resolved, and capability is maintained to meet requirements.
Upon acceptance of contract amendments, all effective function are advised of the impact. (See Procedure OP-4.3)

4.3.4 Records

Records associate with Configuration Management are as described in Records.(QP-4.2)

References

ANSI/ISO/ASQC Q 9000:2005 4.3
SAE AS9100, 4.3

Procedure

[QP 4.3 Configuration Management](#)

5 Management Responsibility

5.1 Management commitment

All Products' management has provided evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by

Stressing the importance of meeting customer, statutory and regulatory requirements to all employees in the organization through training sessions.

Establishing the Quality Policy (Section 5.3 Quality Policy)

Establishing the quality objectives (Section 5.4.1 Quality Objectives)

Conducting Management Reviews of the Quality Management System (Section 5.6 Management Review)

Evaluating personnel, training needs, equipment and work environment to ensure the proper availability of resources to accomplish the goals and objectives of the quality management system (Section 6 Resource Management) during each Management Review meeting

References

ANSI/ISO/ASQC Q 9000:2005 5.1
SAE AS9100 5.1

5.2 Customer focus

All Products' management has ensured that customer requirements are determined and are met with the aim of enhancing customer satisfaction (see 7.2.1 and 8.2.1).

References

ANSI/ISO/ASQC Q 9000:2005 5.2
SAE AS9100 5.2

Procedures

[QP7.2 Customer Related Processes](#)

5.3 Quality policy

All-Products Gasket Manufacturing Company's quality policy, established and authorized by the President, is posted on the official bulletin board and delivered into the hands of the employees. It is to be reviewed during the Management Review meeting for continued suitability to the quality management system

AS THE CUSTOMER SPECIFIED, DELIVERED ON TIME AND COMMITTED TO CONTINUOUSLY IMPROVE QUALITY

AS THE CUSTOMER SPECIFIES

Individual commitment and responsibility in the parts manufacturing processes, and procedures are utilized to fulfill external and internal customer requirements.

DELIVERED ON TIME

Individuals are informed early on in the manufacturing cycle of the customer's delivery requirements. We pride ourselves on timely delivery---not ahead of schedule, nor behind schedule.

COMMITTED TO CONTINUOUSLY IMPROVE QUALITY

This commitment is not only for customer quality, but the overall quality management system.

References

ANSI/ISO/ASQC Q 9000:2005 5.3
SAE AS9100 5.3

5.4 Planning

Quality objectives

To monitor and measure All Products On-time Delivery

To measure the number of Customer returns against the number of shipments.

To monitor and measure Supplier On-time deliveries.

To measure the number of Customer CARs.

To measure Customer supplied scorecards on Quality performance.

References

ANSI/ISO/ASQC Q 9000:2005 5.4.1
SAE AS9100 5.4.1

Procedures

[QP7.1 Product Realization](#)

Quality management system planning

All Products' management has ensured that

- a) The planning of the quality management system is carried out in order to meet the requirements given in 4.1, as well as the quality objectives, and
- b) The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. **With drafts of the proposed changes circulated to interested parties.**

References

ANSI/ISO/ASQC Q 9000:2005 5.4.2
SAE AS9100 5.4.2

Responsibility, authority and communication

5.5 Responsibility and authority

The President of All-Products Gasket Manufacturing Co. is responsible for defining and documenting the policy for quality, including objectives for quality and the commitment to quality.

The quality policy is relevant to All-Products Gasket Manufacturing Company goals and the expectations and needs of its customers.

The policy is communicated, understood, implemented, and maintained at all levels of the organization.

The responsibility, authority, and interrelation of all personnel who manage, perform, and verify work affecting quality is defined and documented.

Adequate resources are provided and trained personnel assigned for management, performance of work, and prevention and verification activities.

Verification activities include inspection, testing and monitoring of the production process and product on a frequency as prescribed in the applicable procedures.

An individual process owner (operator, buyer, planner), with a quality assurance activity, has procedures that define the specific tasks and responsibilities that are authorized, and the corresponding requirements and training necessary to perform those tasks.

Quality system effectiveness and suitability versus the quality policy are reviewed by the Management Representative at defined intervals and recorded.

References

ANSI/ISO/ASQC Q 9000:2005 5.5.1
SAE AS9100 5.5.1

5.5.2 Management representative

The President or his designees is the Management Representative. His authority & responsibility includes:

The implementation and maintenance of the quality system in accordance with
ANSI/ISO/9000:2005 and SAE9100:

Reporting on the performance of the quality system to employees for review and as a basis for
the improvement of the quality system.

Ensures that all employees are aware of customer requirements

References

ANSI/ISO/ASQC Q 9000:2005 5.5.2
SAE AS9100 5.5.2

Internal communication

All Products' management has ensured that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system.

References

ANSI/ISO/ASQC Q 9000:2005 5.5.3
SAE AS9100 5.5.3

Procedures

The communication process is defined in the flow chart describing the interaction between the processes of the All Products Gasket quality management systems can be found in Appendix A.

5.6 Management review

5.6.1 General

The quality management system is to be reviewed by top management at least once a year. The purpose of the review is to ensure the system is suitable, adequate and effective. The review shall also assess the needs for improvement and address any needed changes in the quality management system, the quality policy and quality objectives.

Records from management reviews are maintained (see 4.2.4).

References
ANSI/ISO/ASQ Q 9000:2005 5.6.1
SAE AS9100 5.6.1

Procedures
[QP5.2 Management Review](#)

5.6.2 Review input

The input to management review shall include information on:

- Review of audit results, both internal and Registrar audits.

- A summary of customer feedback which includes customer complaints and customer praise

- On time shipping performance and reject to production ratios

- The corrective and preventive actions initiated throughout the review period, and their status
follow-up actions from previous management reviews

- Any changes in processes or procedures that could affect the quality management system

- Recommendations for improvement of the system based on information provided during the review.

References
ANSI/ISO/ASQ Q 9000:2005 5.6.2
AS9100 5.6.2

Procedures
[QP5.2 Management Review](#)
[QP4.2 Control of Records](#)

5.6.3 Review output

The management review shall be documented with the publishing of the minutes of the meeting. These minutes shall include the following:

A summary of information presented during the meeting

Any decisions and actions to be taken to improve the effectiveness of the quality management system and its processes and procedures

Any decisions and actions to be taken to improve the effectiveness of product related to customer requirements

Any decisions and actions to be taken to address resource needs

References

ANSI/ISO/ASQ Q 9000:2005 5.6.3
AS9100 5.6.3

Procedures

[QP5.2 Management Review](#)
[QP4.2 Control of Records](#)
[QP8.5 Analysis of Data](#)

Resource management

6.1 Provision of resources

All Products' management shall determine and provide the resources needed by:

Implementing and maintaining the quality management system and continually improve its effectiveness (see 4.1)

Enhancing customer satisfaction by meeting customer requirements (see 7.2.1)

References

ANSI/ISO/ASQ Q 9000:2005 6.1
AS9100 6.1

Procedures

[QP6.1 Resource Management](#)

6.2 Human resources

6.2.1 General

Personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience.

References

ANSI/ISO/ASQ Q9000:2005 6.2.1

AS9100 6.2.1

Procedures

[QP6.1 Resource Management](#)

6.2.2 Competence, awareness and training

All Products' management has performed the following to ensure competent, aware and trained personnel

Documenting the necessary competence for personnel performing work affecting product quality

Providing training to personnel to achieve required competence

Evaluating the effectiveness of the training

Training personnel of the relevance and importance of their activities and how they contribute to the quality system and to the achievement of the quality objectives

Maintaining appropriate records of education, training, skills and experience (see 4.2.4).

References

ANSI/ISO/ASQ Q9000:2005 6.2.2

AS9100 6.2.2

Procedures

[QP6.1 Resource Management](#)

6.3 Infrastructure

All Products has determined, provided for and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable

buildings, workspace and associated utilities,

process equipment (both hardware and software), and

supporting services (such as transport or communication).

References

ANSI/ISO/ASQ Q9000:2005 6.3

AS9100 6.3

6.4 Work environment

All Products has determined and manages the work environment needed to achieve conformity to product requirements

References

ANSI/ISO/ASQ Q9000:2005 6.4
AS9100 6.4

7 Product realization

7.1 Planning of product realization

All Products has planned and developed the processes needed for product realization. Planning of product realization is consistent with the requirements of the other processes of the quality management system (see 4.1). When inspection activities are subcontracted, the subcontracted activity shall be consistent with the purchasing requirements. Quality planning for the product and product verification includes the following:

Quality planning activities define and document how quality objectives and requirements will be met and the resources required to meet those objectives and requirements. Quality plans for the design, and use of tooling are controlled by the customer.

In process verification points are identified when adequate verification of conformance cannot be performed at a later stage of realization.

Subcontractor selection procedures ensure meeting quality requirements and the appropriate flow down of requirements.

Appropriate process controls are established and control plans developed if the customer has identified key characteristics.

Procedures are developed, as appropriate, to ensure meeting specified requirements for products, projects, (e.g. audits, management meetings) or contracts.

The amount and nature of receiving inspection is dependent on the amount of control exercised by the supplier and the recorded evidence of conformance provided.

In process inspection and testing are in accordance with the quality plan and/or documented procedures.

All final inspection and testing are in accordance with the quality plan and/or documented procedures to complete the evidence of conformance of the finished product to the specified requirements.

The quality plan and/or documented procedures for final inspection and tests require confirmation that all previously required inspections and/or tests have been successfully complete and that required

documentation is available to be shipped. Packaging, packing and marking is verified to requirements.

No product is dispatched until all activities specified in the quality plan and/or documented procedures have been satisfactorily completed.

First Production Article: A process is provided, as appropriate, for the inspection of the first production article.

Records needed to provide evidence that the realization processes and resulting product meet requirements (see 4.2.4).

References

ANSI/ISO/ASQ Q9000:2005 7.1
AS9100 7.1

Procedures

[QP7.1 Product Realization](#)

[QP8.3 Measurement of Processes](#)

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

All-Products Gasket Manufacturing Company has established and maintains documented procedures for the determination of requirements of the customer.

The scope of this policy includes all contracts, tenders or orders received for the purchase of products. The requirements are adequately defined and documented. These requirements can be any of the following:

- a) Customer specified requirements, including delivery
- b) Requirements not stated by the customer, but necessary for specified or intended use where know.
- c) Any regulatory and statutory requirements
- d) Additional requirements determined by All Products

References

ANSI/ISO/ASQ Q9000:2005 7.2.1

Procedures

[QP7.2 Customer Related Processes](#)

7.2.2 Review of requirements related to the product

Tenders, orders or contracts are reviewed prior to acceptance through a documented process. This review shall be conducted prior to the All Products' commitment to supply a product to the customer. For internet sales, the product information provided to the customer is reviewed prior to the information being posted on the ordering website.

The review verifies that:

the requirements are adequately defined and documented.

any contract or accepted order requirements differing from those in the tender are resolved. Contract amendments are reviewed and approved through a similar process. Upon acceptance of contract amendments, all affected functions are advised of the impact

Capability is maintained to meet contract requirements.

Risks (e.g. material scarcity, short delivery schedule) have been evaluated

Records of the results of the review and actions arising from the review are maintained (see 4.2.4).

References

ANSI/ISO/ASQ Q9000:2005 7.2.2
AS9100 7.2.2

Procedures

[QP7.2 Customer Related Processes](#)

7.2.3 Customer communication

7.2.3.1 All Products has determined and implemented effective arrangements for communicating with customers in relation to

- a) Product information (see 7.2.2)
- b) Inquiries, contracts or order handling, including amendments, and (See 7.2.2)
- c) Customer feedback, including customer complaints (see 8.2)

References

ANSI/ISO/ASQ Q9000:2005 7.2.3
AS9100 7.2.3

Procedures

[QP7.2 Customer Related Processes](#)
[QP8.6 Corrective Actions](#)

7.3 Design and development

Design is not a function of All-Products Gasket Manufacturing Company and is excluded from this manual

7.4 Purchasing

7.4.1 Purchasing process

All-Products Gasket Manufacturing Company establishes and maintains documented procedures to ensure that purchased products conform to specified requirements.

Subcontractors are assessed and selected on their ability to meet requirements including quality system and any specific quality-assurance requirements.

The extent and control exercised over a subcontractor are defined.

Quality records are maintained on subcontractor assessment and procurement history (see 4.2.4)

Purchasing ensures that both the supplier and all subcontractors used customers approved special process sources, as required by contract.

References

ANSI/ISO/ASQ Q9000:2005 7.4.1

AS9100 7.4.1

Procedures

[QP7.3 Purchasing](#)

7.4.2 Purchasing information

Purchasing documents clearly describe the products ordered including where applicable:

- a) the title, number, and issue of the quality-system standard to be applied
- b) requirements for approval, **and if necessary disapproval**, of product, procedures, processes and equipment,
- c) requirements for qualification of personnel, and
- d) quality management system requirements.
- e) **All Products and its sub-contractors as required by contract use only customer approved special process sources.**

Purchasing documents are reviewed and approved for adequacy of specified requirements prior to release.

References

ANSI/ISO/ASQ Q9000:2005 7.4.2

AS9100 7.4.2

Procedures

[QP7.3 Purchasing](#)

7.4.3 Verification of purchased product

All-Products Manufacturing Co. maintains documented procedures for inspection & testing to verify that specified requirements are met.

The amount and nature of receiving inspection are dependent on the amount of control exercised by the supplier and the recorded evidence of conformance provided.

Subcontracted Inspection Activities: Subcontracted inspection activities are controlled consistent with the requirements of Section 7.4.

Where purchased products are to be verified at the subcontractors premises the verification arrangements and method of product release are specified in the purchasing documents.

Customer representatives may verify conformance to requirements as specified in the purchasing documents. Such verification is not used by All-Products Gasket Manufacturing Co. as evidence of effective control of quality by the subcontractor.

Verification by the customer does not absolve All-Products Gasket Manufacturing of the responsibility to provide an acceptable product, nor will it preclude subsequent rejection by the customer.

Right of Entry: Where applicable, provisions in subcontracts allow the supplier, customer, and regulatory agencies right of entry to any place necessary to determine and verify the quality of contracted work, records, and material.

Delegation of Supplier Verification to Subcontractors: The requirements for the delegation of product verification to a subcontractor are defined, and a list of the delegations is maintained.

Requirements Flowdown: Quality system requirements are flowed down to subcontractors to the extent necessary to ensure that characteristics not verifiable upon receipt are adequately controlled by the subcontractor. Key characteristics requirements are flowed down where applicable.

References

ANSI/ISO/ASQ Q9000:2005 7.4.3
AS9100 7.4.3

Procedures

[QP7.3 Purchasing](#)

7.5 Production and service provision

Control of production provision All-Products Gasket Manufacturing Company identifies, plans, and controls production processes that directly affect quality. The scope of this policy includes all production processes. Processes are planned, analyzed and, as applicable qualified using documented procedures.

Processes are carried out under controlled conditions including ,documented procedures where the absence of such procedures could affect quality. The use of suitable production and monitoring/measuring equipment

Monitoring and control of suitable process parameters and product characteristic. The approval of process and equipment, as appropriate sample, photos or illustration. Monitoring and controlling of process are address in Organization Charges. Suitable maintenance of equipment, criteria for workmanship to ensure continuing process capability.

Suitable working environment and compliance with applicable government safety and environmental regulations.

Records are maintained for processes, equipment, and personnel and include references to the requirements for such qualifications to ensure proper implementation of these processes. (See 4.2.4).

References

ANSI/ISO/ASQ Q9000:2005 7.5.1
AS9100 7.5.1

Procedures

[QP7.1 Product Realization](#)

[QP7.6 Preservation of Product](#)

7.5.2 Validation of processes for production provision

Special processes (if there are any), are identified and:

A quality plan is created for the processes

are carried out by qualified operators using qualified equipment

are subject to continuous monitoring and control of process parameters to ensure that specified requirements are met.

Process Specification Requirements: When special processes requiring customer approval are required by drawing, specification, or purchase order; qualification prior to processing is obtained or the process is subcontracted to a customer-approved sources.

Accountability for all products during manufacture (e.g., part quantities, split orders, nonconformities.)

Evidence that all manufacturing and inspection operations have been completed as planned, or as otherwise documented and authorized

Provisions for the prevention, detection, and removal of foreign objects.

Monitoring and control of key characteristics when required by purchase order/contract

Tooling: Production tooling is maintained and controlled to ensure that the product meets design requirements.

Records are maintained for processes, equipment, and personnel and include references to the requirements for such qualifications. (See 4.2.4)

References

ANSI/ISO/ASQ Q9000:2005 7.5.2

AS9100 7.5.2

Procedures

[QP7.1 Product Realization](#)

7.5.3 Identification and traceability

All-Products Gasket Manufacturing Company ensures that products are identified and traceable from receipt through delivery when contractually required, or at the option of management. All Products also maintains documented procedures for inspection & testing to verify that specified requirements are met.

The scope of this policy is from receipt through all stages of production and delivery

When required by contract, procedures are maintained for product identification including unique identification of products, lots or batches. (See 4.2.4)

All Products Gasket Manufacturing Company is not an approved FAA-PMA manufacturer. If such approval is ever granted, FAA-PMA marking will follow FAA 45.15 requirements. In the interim, marking is directed by contract.

Quality records of product identification are maintained. (See 4.2.4)

References

ANSI/ISO/ASQ Q9000:2005 7.5.3

AS9100 7.5.3

Procedures

[QP7.5 Product Identification & Traceability](#)

[QP8.3 Measurement of Processes](#)

7.5.4 Customer property

All-Products Gasket Manufacturing Co. ensures that products furnished by customers are verified, stored and maintained.

Suitability of customer-supplied products is verified.

Unsuitable or lost, damaged products are recorded and reported to the customer (see 4.2.4)

Procedures are maintained to incorporate customer materials into appropriate inventory control systems.

References

ANSI/ISO/ASQ Q9000:2005 7.5.4

AS9100 7.5.4

Procedures

[QP7.4 Customer Property](#)

[QP4.2 Control of Records](#)

7.5.5 Preservation of product

All-Products Gasket Manufacturing Company ensures that products are controlled through handling, storage, packaging, preservation and delivery in such a manner that product integrity is maintained from receipt to delivery.

Handling methods are provided to prevent damage, including foreign object damage and deterioration.

Designated storage areas are maintained.

Appropriate methods are used to authorize receipt to and dispatch from storage areas.

Stock is periodically assessed to detect deterioration. Stock rotation (first in first out)

Preservation, packaging, packing, and marking processes are controlled to the extent necessary to ensure conformance to specified requirements.

Appropriate methods are used for protection of products when products are under All-Products Gasket Manufacturing Company's control.

The product quality is protected after final inspection and test.

Where contractually specified, this protection is extended to include delivery to a destination.

Records associated with HSPPD are as described in Quality Records, (16-01)

References

ANSI/ISO/ASQ Q9000:2005 7.5.5

AS9100 7.5.5

Procedures

[QP7.6 Preservation of Product](#)

[QP4.2 Control of Records](#)

7.6 Control of monitoring and measuring devices

All-Products Gasket Manufacturing Company ensures that IMTE used to demonstrate the conformance of the product to the specified requirements are controlled, calibrated, and maintained. See Work Instruction for first piece inspection.

Definition: Inspection, measuring and test equipment includes all types of devices used by any supplier or subcontractor personnel to verify materials, product, processes, or other inspection, measuring and test equipment. This includes tooling used as a media of inspection, test hardware, test software, automated test equipment (ATE), and plotters used to produce inspection media.

Where test software or comparative references such as test hardware are used as suitable forms of inspection, they are checked to prove that they are capable of verifying the acceptability of products prior to release for use during production and will be rechecked at prescribed intervals. The extent and frequency of such checks are documented and records maintained as evidence of control. (See 4.2.4)

If contractually required, measurement system design data is made available to our customers or their representatives for verification of functional adequacy.

Inspection, measuring and test equipment have the necessary accuracy and precision versus the determined measurements to be made.

Inspection measuring and test equipment that can affect product quality is identified, calibrated and adjusted at prescribed intervals or prior to use against certified equipment having a known valid relationship to international or nationally recognized standards. When no standards exist, the basis for calibration will be documented.

Documented calibration and I verification procedures are maintained and used that detail the equipment type, unique identification, location, frequencies of checks, check method, acceptance criteria, and the actions taken when results are unsatisfactory.

The process considers recall of inspection equipment, as appropriate.

Inspection measuring and test equipment is identified with a suitable indicator or approved identification record to show the calibration status.

Calibration records are maintained for inspection, measuring and test equipment. (See 4.2.4)

If equipment is found to be out of a calibration, validity of prior inspections is assessed and documented.

QUALITY POLICY MANUAL

Environmental conditions are suitable for the calibrations, inspections, measurements, and tests being performed.

Handling, preservation and storage of inspection, measuring, and test equipment ensure that the accuracy, and fitness for use are maintained.

Inspection, measuring, and test facilities, including both the test hardware and test software are safeguarded from adjustments which would invalidate the calibration setting.

If contractually required, measurement system design data is made available to our customers or their representatives for verification of functional adequacy.

A master list of all gages, measuring and test equipment is maintained. And Quality records of calibration and adjustments are maintained. (See 4.2.4).

References

ANSI/ISO/ASQ Q9000:2005 7.6
AS9100 7.6

Procedures

[QP7.6 Control of Measuring and Monitoring](#)
[QP4.2 Control of Records](#)

8 Measurement, analysis and improvement

8.1 General

All Products has planned and implemented the monitoring, measurement, analysis and improvement processes needed;

to demonstrate conformity of the product, (8.3 Measurement of Processes)

to ensure conformity of the quality management system,(8.2.2 Internal Quality Auditing) and to continually improve the effectiveness of the quality management system. (8.5.1 Continual Improvement)

References

ANSI/ISO/ASQ Q9000:2005 8.1
AS9100 8.1

Procedures

[QP8.3 Monitoring and Measurement of Product](#)
[QP8.2 Internal Audit](#)
[QP4.2 Control of Records](#)
[QP8.5 Analysis of Data](#)
[QP5.2 Management Review](#)

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

As one of the measurements of the performance of the quality management system, the All Products has monitored information relating to customer perception as to whether the All Products has met customer requirements. The methods for obtaining and using this information are defined in the Customer Satisfaction Procedure QP8.1.

References

ANSI/ISO/ASQ Q9000:2005 8.2.1
AS9100 8.2.1

Procedures

[QP8.1 Customer Satisfaction](#)

[QP4.2 Control of Records](#)

8.2.2 Internal audit

All-Products Gasket Manufacturing Company maintains documented procedures for planning and implementing internal quality audits to verify whether quality activities and related results comply with planned arrangements, to determine the effectiveness of the quality system.

Audits are scheduled on the basis of the status and importance of the activities to be audited.

Audits are conducted by trained personnel independent of those having direct responsibility for the activity being audited.

Audit results and follow-up actions are documented and are conducted according to documented procedures.

Results of the audit are documented and communicated to management responsible for the activity Audited

The management personnel responsible for the activity shall take timely corrective action on deficiencies found during the audit

Follow-up audit activities verify and record the implementation and effectiveness of the corrective action taken.

Quality records of internal quality audit activity are maintained (see 4.2.4)

The results of internal quality audits are an integral part of the input to management review activities (see 5.6)

References

ANSI/ISO/ASQ Q9000:2005 8.2.2

AS9100 8.2.2

Procedures

[QP8.2 Internal Audit](#)

[QP4.2 Control of Records](#)

8.2.3 Monitoring and measurement of processes

All Products audits and, where applicable, takes a measurement of the quality management system processes.

Examples of possible measurements can include:

- output capability of the plant
- on-time performance
- reject ratio of plant products
- efficiency of personnel
- quality related costs

When planned results are not achieved, corrective action shall be taken, as appropriate, to ensure continuous improvement of the process.

All results of measuring and monitoring of processes will be discussed in the Management Review meetings. Quality Goal benchmarks will be determined for each process monitored in an effort for continuous improvement. If a process shows the potential for a quality problem, a preventive action shall be issued for that process.

References

ANSI/ISO/ASQ Q9000:2005 8.2.3
AS9100 8.2.3

Procedures

[QP8.2 Internal Audit](#)
[QP8.5 Analysis of Data](#)
[QP8.6 Corrective Actions](#)
[QP8.7 Preventive Action](#)
[QP5.2 Management Review](#)

8.2.4 Monitoring and measurement of product

All-Products Manufacturing Co. maintains documented procedures for inspection & testing to verify that specified requirements are met.

The amount and nature of receiving inspection are dependent on the amount of control exercised by the supplier and the recorded evidence of conformance provided.

First Production Article: A process is provided, as appropriate, for the inspection of the first production article.

No incoming product will be used until inspections and or tests are conducted and conformance to requirements is verified.

Certified test reports have not been required. If they become a contract requirement, the type and frequencies of validation analysis will be established.

In process inspection and testing are in accordance with the quality plan and/or documented procedures.

QUALITY POLICY MANUAL

All final inspection and testing are in accordance with the quality plan and/or documented procedures to complete the evidence of conformance of the finished product to the specified requirements.

The quality plan and/or documented procedures for final inspection and tests require confirmation that all previously required inspections and/or tests have been successfully complete and that required documentation is available to be shipped. Packaging, packing and marking is verified to requirements.

No product is dispatched until all activities specified in the quality plan and/or documented procedures have been satisfactorily completed.

Quality records showing clearly whether the product passes or failed the inspections and tests according to defined acceptable criteria are maintained on all inspections and tests.

Nonconforming products are identified and handled as specified. (See 8.3).

References

ANSI/ISO/ASQ Q9000:2005 8.2.4
AS9100 8.2.4

Procedures

[QP8.3 Monitoring and Measurement of Product](#)

[QP8.5 Analysis of Data](#)

8.3 Control of nonconforming product

All-Products Gasket Manufacturing Company ensures that product that does not conform to specified requirements is prevented from unintended use. Control provides for identification, documentation, evaluation, segregation (when practical), disposition of nonconforming products, and for notification to the functions concerned.

The responsibility for the review and authority for the disposition of nonconforming product is defined. QP 8.4 Control of Nonconformity defines the responsibility for review and authority for the disposition of nonconforming product and the process for approving personnel making these decisions.

Nonconforming products are reviewed in accordance with documented procedures.

Nonconforming products may be accepted with or without repair by concession.

Nonconforming products may be accepted with or without repair, provided customer authorization is obtained.

Where required by contract, the use or repair of nonconforming products is reported to the customer for concession.

Repaired and/or reworked products are re-inspected in accordance with the quality plan and/or documented procedures.

Material shipped under a customer authorized concession is properly identified and recorded per customer requirements.

Quality records of nonconforming product activity are maintained. (See 4.2.4)

If it is determined that nonconforming product has been shipped without concession, that customer must be promptly notified (also an FAA-PMA product will require FAA notification

for any of the conditions in FAR part 21.

Material Review Authority: Notwithstanding the requirements of 8.3, dispositions of use -as-is or repair are not used unless specifically authorized by the customer, if (1) the product is produced to customer design, or (2) the nonconformity results in a departure from the contract requirements.

Regrading Material: Product dispositioned for regrade has its product identification changed to preclude the product's original use. Adequate test reports and certifications reflect the regrading.

Product dispositioned for scrap is conspicuously and permanently marked until rendering unsuitable for use in completed products.

Notification: Provisions are available for timely reporting of nonconformances that may affect products already delivered.

In addition to any contract or regulatory authority reporting requirements, All Products shall provide for timely reporting of delivered nonconforming product that may affect reliability or safety. Notification shall include a clear description of the nonconformity, which includes as necessary parts affected, customer and/or organization part numbers, quantity, and dates delivered.

References

ANSI/ISO/ASQC Q 9000:2005, 8.3
SAE AS9100, 8.3

Procedures

[QP8.4 Control of Nonconformity](#)
[QP4.2 Control of Records](#)

8.4 Analysis of data

All Products Gasket Company identifies the need for statistical techniques at the review of quotes and contracts. All Products has also identified the statistical techniques required to monitor the effectiveness of the quality management system and to evaluate where continual improvement of the quality management system can be made. Also, the president or managers may identify the need for statistical techniques at any time to conduct studies on process capability, effectiveness of the quality policy, etc.

The need for the type of statistical techniques is dictated by the customer's or as directed by the president.

Quality records of statistical applications are maintained. (See 4.2.4)

Sampling Inspection: The plan for statistical sampling inspection as a means of product

acceptance is statistically valid and appropriate for use. The plan precludes the acceptance of known defects in the lot. When required, it is submitted for customer approval

According to the nature of the product and depending on the specified requirements the following statistical techniques may be required by the customer or management: design verification, selection and control of key characteristics, process capability measurements, statistical process control, inspection: matching sampling rate to the criticality of the product and to process capability, quality management: the use of statistical techniques to determine improvement activities.

Customer satisfaction is monitored and analyzed (see 8.2.1)

Quality management system processes is monitored and analyzed (see 8.2.3)

Suppliers are monitored and analyzed (see 7.4)

References
ANSI/ISO/ASQ Q9000:2005 8.4
AS9100 8.4

Procedures
[QP8.5 Analysis of Data](#)
[QP7.3 Purchasing](#)
[QP8.2 Internal Audit](#)

8.5 Improvement

8.5.1 Continual improvement

All Products Gasket Company is committed to continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

References
ANSI/ISO/ASQ Q9000:2005 8.5.1
AS9100 8.5.1

Corrective action

All Products Gasket Company Inc. has established and maintains documented procedures for implementing corrective actions.

Any corrective action taken to eliminate the cause of actual nonconformities is to a degree appropriate to the magnitude of problems and commensurate with the risks encountered.

Changes to the documented procedures resulting from corrective action are implemented and recorded. (See 4.2.4)

The procedures for corrective action include:

effective handling of customer complaints and reports of product nonconformities;

investigating the cause of nonconformities relating to product, process, and quality system, and recording the results of the investigation.

determination of the corrective action needed to eliminate the cause of the nonconformities.

applications of controls to ensure that corrective action is taken and that it is effective.

confirmations that relevant information on actions taken is submitted for management reviews (see 5.6)

flow down of the corrective action requirement to a supplier, when it is determined that the supplier is responsible for the root cause, and

specific actions where timely/effective corrective actions are not achieved.

Quality records of corrective and preventive actions are maintained, (see 4.2.4).

References

ANSI/ISO/ASQC Q 9000:2005, 8.5.2

SAE AS9100, 8.5.2

Procedures

[QP8.6 Corrective Actions](#)

8.5.3 Preventive action

All Products Gasket Company Inc. has established and maintains documented procedures for implementing preventive actions.

Any preventive action taken to eliminate the caused potential nonconformities is to a degree appropriate to the magnitude of problems and commensurate with the risks encountered.

Changes to the documented procedures resulting from corrective and preventive action are implemented and recorded. (See 4.2.4)

The procedures for preventive action include:

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The use of appropriate sources of information such as processes and work operations which affect product quality, concessions, audit results, quality records, service reports, and customer complaints to detect, analyze, and eliminate potential cause of nonconformities

Evaluation and determination of the steps needed to deal with any problems requiring preventive action;

initiations of preventive action and the application of controls to ensure that it is effective;

confirmations that relevant information on actions taken is submitted for management reviews (see 5.6)

Quality records of corrective and preventive actions are maintained, (see 4.2.4).

References

ANSI/ISO/ASQC Q 9000:2005, 8.5.3

SAE AS9100, 8.5.3

Procedures

[QP8.7 Preventive Action](#)