



**AS9100 Store**  
QUALITY FOR AEROSPACE

# **AS9110 Quality Systems Manual**

**Street Address  
City, State Zip**

\*This manual is to be used as a template in developing your AS9110 Quality Manual.  
Review the text; replace text to match your quality system requirements. At a minimum,  
the blue text should be replaced with your information.



# The AS9100 Store

AS9110 Quality Manual

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## Introduction

*Your Company* developed and implemented a Quality Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

The Quality Management System of *Your Company* meets the requirements of the international standard SAE AS9110. This system addresses the design, development, production, installation, and servicing of the company's products.

The manual is divided into eight sections that correlate to the Quality Management System sections of the ISO 9001:2000 format and AS9110. Each section begins with a policy statement expressing *Your Company's* obligation to implement the basic requirements of the referenced Quality Management System section. Each policy statement is followed by specific information pertaining to the procedures that describe the methods used to implement the necessary requirements.

This manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the AS9110 standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

President: \_\_\_\_\_

### **NOTES: DELETE AFTER EACH TASK IS COMPLETED.**

- **USE REPLACE FUNCTION – ENTER “YOUR COMPANY” IN FIND SPACE, ENTER YOUR COMPANY NAME IN REPLACE SPACE – SYSTEM SHOULD MAKE CHANGES THROUGHOUT THE ENTIRE DOCUMENT.**
- **(IF ANY OTHER INFORMATION IS AVAILABLE, THAT WOULD FURTHER ENHANCE THE COMPANY INTRODUCTION, PREFERABLY ELECTRONICALLY, THIS IS THE AREA IN THE MANUAL TO INSERT THAT INFORMATION)**



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## **Quality Manual Distribution**

**The Quality Manual shall be distributed to the following:**

*(Revise as suitable for your organization)*

President,  
Marketing Manager,  
Sales Manager,  
Engineering Manager,  
Quality Manager,  
Management Representative,  
Purchasing,  
Production Control,  
Traffic,  
Shipping Department,  
Receiving Department,  
Inventory Control,  
Manufacturing,  
Operations,  
Finished Goods,  
Finance,  
Customer Service,  
Human Resources,  
Warehousing,  
Receiving Inspection,  
In process Inspection,  
Final Inspection



**INSERT COMPANY  
ORGANIZATIONAL  
CHART  
ON THIS PAGE**



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## **Section 1: Scope**

### **1.1 General**

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[Describe the scope of your QMS:](#)

The quality manual outlines the policies, procedures and requirements of the Quality Management System. The system is structured to comply with the conditions set forth in the International Standard SAE AS9110.

### **1.2 Application**

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[Your Company](#) has determined that the following requirements are not applicable to the operations at this site and are documented as exclusions:

- Identify permissible exclusions. If none, document that there are no exclusions. Document the justification for any exclusions that are made.



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## **Section 2: Normative Reference**

### **2.0 Quality Management System References**

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The following documents were used as reference during the preparation of the Quality Management System:

- American National Standard ANSI/AS 9001/ASQ Q9000-2000, Quality Management Systems - Vocabulary.
- American National Standard ANSI/AS 9001/ASQ Q9001-2000, Quality Management Systems – Requirements
- American National Standard ANSI/AS 9001/ASQ Q9004-2000, Quality Management Systems – Guidelines for performance Improvements
- Society of Automotive Engineers SAE AS9110B - Quality Management Systems – Requirements



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## **Section 3: Definitions**

### **3.0 Quality Management System Definitions**

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This section is for definitions unique to [Your Company](#).

- Customer owned property - Any type of instrumentation, accessories, manuals, or shipping containers that belong to a customer.
- Customer supplied product - Any type of service or material supplied to be utilized in the manufacture, modification or repair of customer-owned property.
- Product – The end item result of meeting all contract terms and conditions. (eg: manufactured goods, merchandise, services etc.)
- Quality Records – Documentation of those activities wherein records of said activities must be maintained will be specified in the procedure or work instruction level documents, as applicable
- Key Characteristics- The features of a material, process, or part whose variation has a significant influence on product fit, performance, service life, or manufacturability.
- [Add, delete and revise definitions as appropriate to your quality system.](#)



# Section 4

# Quality Management System





# The AS9100 Store

## 4.1 General requirements

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*Your company* has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of AS9110. The system is maintained and continually improved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.

To design and implement the QMS *Your Company* has:

- Identified the processes needed for the QMS and their application throughout the organization and documented them on the Process Flow Diagram at the end of this section of the Quality Manual
- Determined the sequence and interaction of these processes, and illustrated them on the Process Flow Diagram
- Determined criteria and methods needed to ensure that the operation and control of the processes are effective, *and documented them in quality plans, work instructions and the Measuring, Monitoring and Analysis Table*
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes
- Established systems to monitor, measure and analyze these processes, and
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes

## 4.2 Documentation Requirements

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### 4.2.1 General

The QMS documentation includes:

- A documented Quality Policy
- This Quality Manual
- Documented Procedures
- Documents identified as needed for the effective planning, operation and control of our processes, and
- Quality Records
- Records required by regulatory authorities.

*Your Company* ensures that personnel have access to quality management system documentation and are aware of relevant procedures. We also provide