
A guide to quality assurance

Amendments issued since publication

Amd. No.	Date of issue	Text affected

Contents

	Page		Page
Co-operating organizations	Inside cover		
Foreword	3	10. Marketing/servicing	14
Introduction	3	10.1 General	14
1. Scope	6	10.2 Marketing	14
2. General principles	6	10.3 Servicing	14
3. Definitions	7	11. Documentation	15
4. Management objectives	7	11.1 General	15
5. Programme and planning	7	11.2 Work instructions	15
5.1 General	7	11.3 Modification control	15
5.2 Programme	8	11.4 Records	15
5.3 Planning	8	11.5 Quality manuals	15
6. Principles of control	8	12. Defect/failure analysis and remedial action	16
7. Design/specification control	9	12.1 General	16
7.1 General	9	12.2 Defects	16
7.2 Detail design	10	12.3 Failures	16
7.3 Manufacturing/production specifications	10	12.4 Analysis and remedial action	16
7.4 Safety	10	13. Control of non-conforming material and components	17
7.5 Reliability	10	13.1 General	17
7.6 Development	11	13.2 Segregation procedures	17
7.7 Design/specification review procedures	11	13.3 Concessionary procedures	17
8. Purchasing control	11	14. Review and evaluation procedures	17
8.1 General	11	Appendices	
8.2 Purchasing Data	11	A. Economics of quality assurance	18
8.3 Supplier/vendor appraisal	12	B. Design/specification review procedures	19
8.4 Receiving (incoming) inspection	12	C. Some organizational aspects related to quality assurance	19
9. Manufacturing/production control	12	Figures	
9.1 General	12	1. Some basic elements involved in quality assurance	4
9.2 Process/material control	12	2. Economics of quality assurance	18
9.3 Process capability	13		
9.4 Production tooling, gauging and test equipment	13		
9.5 Inspection	13		
9.6 Sampling procedures	14		