QNP	**Control of Documented Information** **OP-75-01 Rev A**
Control of Documented Information	Effective Date: 1/10/2022 Brian Darby, AS9100 Coordinator, on 1/10/2022 Management Approval by Craig O. Garneau, President on 1/10/2022 *Printed copies of this document are for information purposes only and are uncontrolled. Printed copies are not valid after the date of printing.*

1. PURPOSE

To establish a consistent process for controlling the documented information required to maintain QNP's quality management system.

2. RESPONSIBILITY

The table below identifies QNP personnel and their responsibility relating to this procedure:

Person	Responsibility
President	Gives final approval on all QNP quality system documents
Quality Assurance Manager And/or AS9100 Coordinator	Ensure that QNP quality system documents are formatted, identified and issued per the requirements of this operating procedure. Ensure that revisions to quality system documents are reviewed and approved by the same functions that performed the original review and approval. Ensure that the necessary documents are accessible to appropriate personnel. Prevent the use of obsolete or invalid documents. Maintain the computer system and files on the online server.
Document Owners and QNP Management	Draft, review, and update quality system documents applicable to their areas of expertise and process ownership. Work with the Quality Assurance Manager/AS9100 Coordinator or designee to ensure that their documents are up to date and accurately logged within the Document Master List, FM-75-01

IT Manager	Work with the Quality Assurance Manager and/or AS9100 Coordinator to ensure that documented information is available as necessary through QNP's computer network. Assist the Quality Assurance Manager and/or AS9100 Coordinator in setting up appropriate network and file security features, as well as maintaining necessary data backups.

3. APPLICABLE FORMS OR REFERENCES

The table below identifies the code number and title of documents and references applicable to this procedure;

Form/Reference Number	Title
AS9100	Quality Management Systems - Requirements for Aviation, Space and Defense Organizations
QM-44-01	QNP Quality Policy Manual
FM-75-01	Document Master List with Revision History
FM-75-02	External Document Control List
FM-81-01	Quality Plan/Shop Order

4. General Document Control Policies

4.1. QNP's quality management system includes the documented information required by AS9100 as well as the documented information determined by QNP as being necessary for the effectiveness of our quality management system.

4.2. Examples of QNP's documented information are:

- Our Quality Manual, QM-44-01
- Operating Procedures
- Work Instructions
- Forms and Quality Records

4.3. QNP's Quality Manual, QM-44-01 and our operating procedures are maintained as pdf files and hosted at qnp.com/as9100 for the convenience our employees, customers, and other interested parties. These files can be accessed through any standard web browser, such as Internet Explorer, Chrome, Safari or FireFox. They can be opened and viewed with the Adobe Acrobat browser plug-in or standalone application.

4.4. QNP's work instructions are maintained as .pdf files and made available throughout QNP's internal computer network. Work instructions are generally not posted on the internet.

4.5. QNP's forms are generated in a variety of formats appropriate to the nature of information to be captured. The format for generating any given form, and the media required (paper or electronic) is documented in the Document Master List, FM-75-01.

4.6. This documented information is made accessible through computer stations and mobile devices located throughout QNP's factory and office. Controlled paper copies of documents may be issued in areas where it is not practical to maintain computer equipment.

4.7. QNP's quality system documents are protected from unauthorized or unintended changes by passwords, restricted read/write privileges, and saved backup files.

4.8. QNP's quality system documents are written in English.

5. Document Identification/Numbering

5.1. The documents required for our QMS are assigned code numbers by the Quality Assurance Manager and/or the AS9100 Coordinator.

5.2. SAMPLE OPERATING PROCEDURE IDENTIFICATION: The following table shows the sections of a sample QNP document number, OP-75-01:

Document Code Prefix	Related AS9100 Clause Number	Document Identification Number
OP	75	01

Note: The sections of the code are separated by a dash "-".

5.3. Document Code Prefixes - The following list of 2 letter prefixes is used to identify the quality documents maintained by QNP and generate the Document Code Prefix section of the Document Number.

2 Letter Prefix	Document Type
QM	Quality Manual
OP	Operating Procedure
WI	Work Instruction
FM	Form/Record

5.4. The middle section of a Document Number is derived from the closest related clause of the AS9100 standard relative to the purpose of the document.

5.5. Documents drafted to the requirements of AS9100 revision B and C, were given a 3 digit Clause Number code. See the following table for examples:

AS9100 rev B/C Clause	Corresponding Clause Number
7.5.4 Customer Property	754
8.5.2 Corrective Action	854

5.6. Documents created to the requirements of AS9100 revision D have been/will be given 2 or 3 digit Clause Number codes. See the following table for examples:

AS9100 rev D Clause	Corresponding Clause Number
7.5.3 Control of Documented Information	75
8.5.3 Property Belonging to Customers or External Providers	85
10.2 Nonconformity and Corrective Action	102

5.7. To ensure that all QNP documents are uniquely identified, Document Numbers are further distinguished by sequential Document Identification Numbers. e.g. 01, 02, 03. The Document Master List, FM-75-01 should be reviewed as appropriate to ensure that document numbers are not duplicated.

5.8. Exceptions - Quality documents or forms that were assigned code numbers corresponding to the elements of ISO 9002:1994 may retain their original identification codes. When a quality document or form with an ISO 9002: 1994 identification code is revised, it should be given a new identification code per this procedure.

6. Document Formatting - Operating Procedures

6.1. Quality system operating procedures have the following information in the header;

- Document Identification Number
- Document Title
- Revision
- Effective Date
- Document owner/originator name, position and date of approval
- Management name, position, and date of approval
- "Printed copies of this document are for information purposes only and are uncontrolled. Printed copies are not valid after the date of printing.

6.2. Operating procedures shall have a Print Date Stamp in the footer that indicates the print date of paper copies. (Note: the Print Date Stamp is a dynamic element added to the pdf version of the operating procedure.)

6.3. The body of each operating procedure should address these main topics, as applicable. The table below identifies the title of the heading, and a description of the content.

Item	Heading Title	Content Description
1	**PURPOSE**	This section states the intended purpose or need for generating the document.
2	**RESPONSIBILITIES**	This section identifies the personnel, department, and/or authority in the organization that is responsible for maintaining, and/or implementing the steps within the document.
3	**APPLICABLE FORMS OR REFERENCES**	This section provides a list of the operating procedures, work instructions, forms or external documents referenced in the document.
4	**POLICIES**	Statements of principle that apply to the document as a whole.
5	**PROCEDURES**	Where appropriate, step-by-step flowcharts should illustrate the procedures.
6	**RECORDS/OBJECTIVE EVIDENCE**	This section directs users to the FM-75-01 Document Master List for the retention duration of records referenced in the procedure.
7	**REVISION HISTORY**	This section records the history for each procedure and should be noted in the document with the following or similar text: "Revision, approved date, effective date and a document change summary are available FM-75-01 Document Master List with Revision History."

7. Approval and Issue of Quality System Documentation

7.1. Prior to issue, the Document Owner and the President shall review and approve controlled documents. Records of the approval process shall be maintained within the Document Master List, FM-75-01.

7.2. Revisions to existing documents are reviewed and approved by the same functions that performed the original review and approval.

7.3. Digital formatting is the preferred method for maintaining quality system documents. Computers shall be protected by the use of virus protection software, regular data backups, and off-site storage when appropriate.

7.4. Uncontrolled documents are not valid after the date of printing. Printed work instructions that are made available at the point of use are controlled by the document owner and unauthorized copies should not be made.

7.5. Obsolete printed copies of internal documents retained for legal and/or knowledge preservation shall be marked "OBSOLETE" and/or held in a binder/folder marked "OBSOLETE".

7.6. Digital copies of obsoleted revisions of Operating Procedures, Work Instructions, Forms, etc. are saved for reference in the Document Master List, FM-75-01, in a segregated, controlled area that identifies the files as “OBSOLETE” and is designed to prevent accidental use. The Quality Assurance Manager or AS9100 Coordinator should be contacted for access to these obsoleted documents.

7.7. The current revision for any quality system document can be verified through the Document Master List, FM-75-01. Unless otherwise specified, the current revision of a quality system document should be referenced or followed.

8. Control of Customer Supplied Information

8.1. Examples of customer supplied information are blueprints, art files, sketches, samples, purchase orders, and emailed correspondences.

8.2. A printed copy of a blueprint and any relevant customer supplied information should travel with quote requests and shop orders. If the electronic file is later accessed to generate artwork or be reprinted, the contents of the file should be checked to verify that it matches the customer's current requirements.

8.3. Typically, the current revision for a blueprint or other customer supplied information can be verified by referencing a current purchase order, a customer’s supplier portal, or checking with the customer’s purchasing or quality representative.

8.4. Obsolete blueprints and other customer supplied information that is retained for legal and/or knowledge preservation shall be marked "OBSOLETE" or held in a binder/folder marked "OBSOLETE". It should not be assumed that blueprints or

other customer supplied information stored within closed shop orders represent the current revision.

9. Control of External Documents

9.1. External documents are defined as documents whose origin and control is by a body outside QNP. Examples:

- Equipment manuals regarding the operation, safety, repair or maintenance of equipment used by QNP in the processing of customer orders.
- Supplier manuals, specifications, or standards from customers that are provided to QNP, which contain customer requirements that are not part specific.
- Documents necessary for the planning and operation of the quality system.
- International Quality Standards, example: AS9100.

9.2. External documents are maintained as digital files whenever possible. When practical, external documents that are readily available on the internet should not be maintained at QNP. The External Document Control List, FM-75-02 is able to store a link to the online location of the document.

9.3. Printed copies of obsolete, external documents that are retained for legal and/or knowledge preservation shall be marked "OBSOLETE" and/or held in a binder/folder marked "OBSOLETE".

9.4. Electronic files of obsolete, external documents that are retained for legal and/or knowledge preservation shall be overwritten with notes to indicate that the file is obsolete. If the contents of the file is write-protected, the file name shall be appended with "OBSOLETE".

9.5. The personnel responsible for periodically verifying that QNP has access to the current revision of an external document is identified in the External Document Control List, FM-75-02. When appropriate, the schedule, method for verification, and other means for control shall be recorded there as well.

9.6. The Customer Master List Database can be used to save files and URL links to customer-specific external documents. External documents saved in the Customer Master List Database are considered “For Reference Only”

10. Control of Quality Records

10.1. Quality records at QNP consist of those documents that describe the results of some activity. Examples of quality records include inspections, tests, reviews, audits, measurements, training records, meeting minutes. The control of quality records refers to the originals.

10.2. The Document Master List with Revision History, FM-75-01, lists for each quality record;

- The document code and title,
- The current revision and issue date,
- A description of revision changes,
- The index for sorting or filing the records,
- The location of active records and the personnel responsible for maintaining them,
- The active retention time for records, and the total retention time for archived records,
- The means for retrieving records,
- The methods for disposing of the records, when their total retention time is up and they are no longer useful.
- Additional notes regarding access, distribution, use and risk as applicable

10.3. QNP quality records are maintained to demonstrate product quality, effectiveness of the quality system and/or conformance to specified requirements.

10.4. QNP personnel involved with filling out forms and storing company related records are to ensure that the records are:

- Filled out properly, accurately, and completely
- Documented in ink or other permanent marker
- Signed or initialed and dated, when appropriate
- Legible when hand written
- Printed through all copies of multiple carbons
- Stored in a clean, dry area in such a manner as to prevent damage or deterioration to prevent loss or unintended alterations
- Stored either on paper (hard copy) or stored on the computer (electronic media) for the proper retention period

- Made available to the customer or regulatory authority upon request, when required by contract.

10.5. Quality records are generated internally within QNP and externally from customers, suppliers and subcontractors.

10.6. Exclusion to procedure 5.2 Making Corrections on Quality Records: Scheduled ship dates are frequently changed on Shop Order Envelopes, FM-81-01. In order to keep them legible, the ship date field on the envelope may be covered over with a label to replace information. Changes should be recorded online in Job Tracking.

10.7. Typically, QNP asks that suppliers provide all necessary quality records so they may be retained and controlled internally. When a QNP supplier is required to maintain quality records, the means for retaining and controlling the records are specified on purchasing documents. When required, QNP suppliers should maintain quality records to the same standards as referenced in Policy Note 4 of this procedure.

11. Making corrections on quality records

Pens with permanent ink should be used to make corrections or changes to quality records. White-out or pencil should not be used to make corrections or changes to quality records.

Follow the steps in the table below to make corrections to a quality record. Corrections to quality records are to be made so that traceability and any significant history is maintained. Corrections are to be made in ink.

Step	Action
1.	ASK: Will corrections made to this document be clear and legible? If “No”, create a new record. If “Yes”, go to Step 2.
2.	Cross out what is to be changed with a single line.
3.	Initial and date what has been crossed out.
4.	Make the change required.

12. Maintaining Quality Records

The table below identifies the type of quality records maintained at QNP and how each is maintained.

Type of Quality Record	How It Is Maintained
Paper	Protect the record from becoming dirty or soiled. Keep records away from sources of contamination. Use a plastic sleeve if appropriate.
Electronic Media (Computers)	Use virus protection practices. Backup data on a regular basis. Maintain backups off site if appropriate.

13. Identifying quality record retention requirements

Quality record retention requirements are specified in Document Master List with Revision History, FM-75-01.

Specified retention requirements are established in accordance with the:

- Duration of the contract
- Life of the product, and
- Requirements of applicable standards, and
- Government, customer, legislative, statutory, regulatory, and/or contract requirements.
- Reference FM-75-01 to determine the filing index, active location, responsibility, active retention time, total retention time, and disposal method of the record.

14. Archiving quality records

Authorized personnel use the steps in the table below to properly archive quality records.

Currently, outside storage services are not used to archive quality records.

Step	Task	Action
1.	Labeling the box	Indicate the names of the records being archived.
2.		Indicate the period covered by the records being archived. Example: From (the date of the first record) to (date of the last record)
3.		Indicate the date the box is being archived.
4.	Storing the box	Place the records in a designated archive storage area that will: Protect the record from becoming dirty or soiled. Keep records away from sources of contamination.

15. Disposition of original quality records

Authorized personnel use the steps in the table below to assure the proper disposal of original quality records.

Step	Action
1.	Review the records to be disposed.
2.	Ask: Has the useful life of the records ended? If "No", do not dispose of the records. If "Yes", go to Step 3.
3.	Ask: Have the contractual requirements of the records been satisfied? If "No", do not dispose of the records. If "Yes", go to Step 4.

4.	Dispose of quality records. QNP Management determines disposal methods for quality records based on the type of quality record, data contained in the record, and/or security requirements. Records are shredded when appropriate.

16. RECORDS/OBJECTIVE EVIDENCE

The retention duration for records referenced in this procedure are available on-line in the FM-75-01 Master Document List with Revision History.

17. REVISION HISTORY

Revision, approved date, effective date, and a document change summary for this document is located on-line in the FM-75-01 Master Document List with Revision History.