

[Organization logo]

[Organization name]

**Commented [AS91001]:** All fields in this document marked by square brackets [ ] must be filled in.

## PROCEDURE FOR PRODUCTION AND SERVICE PROVISION

**Commented [AS91002]:** Delete if organization only deals with service provision.

**Commented [AS91003]:** Delete if organization doesn't provide services.

**Commented [AS91004]:** If you want to find out more about production and service provision, see this 9001Academy article: Understanding Product & Service Provision in ISO 9001 <http://advisera.com/9001academy/blog/2014/10/07/understanding-product-service-provision-iso-9001/>

**Commented [AS91005]:** Adapt to the existing practice in organization.

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## Change history

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## 1. Purpose, scope and users

The purpose of this procedure is to describe the process of production according to demanded quantity and deadlines, in line with the request for product quality, and the service provision process according to customer request.

The procedure is applied in realization of the production and service process.

Users of this document are persons responsible for the process of production and service provision in [organization name].

## 2. Reference documents

- AS9100 Rev D standard clauses 8.1, 8.5; 8.6
- Procedure for Document and Record Control
- Procedure for Competence, Training and Awareness
- Procedure for Purchasing and Evaluation of Suppliers
- Procedure for Design and Development
- Warehousing Procedure
- Procedure for Management of Nonconformities and Corrective Actions
- Procedure for Equipment Maintenance and Measuring Equipment
- Procedure for Addressing Risks and Opportunities
- Procedure for Software Development
- Procedure for Production of Chemical Products
- Procedure for Manufacturing of Electronic and Optical Equipment
- Procedure for Production of Machinery and Equipment
- Procedure for Production of Metals
- Procedure for Production of Rubber and Plastics
- [Working instruction manuals]

**Commented [AS91007]:** Delete if organization only deals with service provision.

**Commented [AS91008]:** Delete if organization doesn't provide services.

**Commented [AS91009]:** Delete if organization only deals with service provision.

**Commented [AS910010]:** Delete if organization doesn't provide services.

**Commented [AS910011]:** Delete if organization only deals with service provision.

**Commented [AS910012]:** Delete if organization doesn't provide services.

**Commented [9100A13]:** Only include instruction manuals for products that are applicable to your company. Delete unnecessary procedures.

**Commented [AS910014]:** List the names of other instruction manuals used in this process.

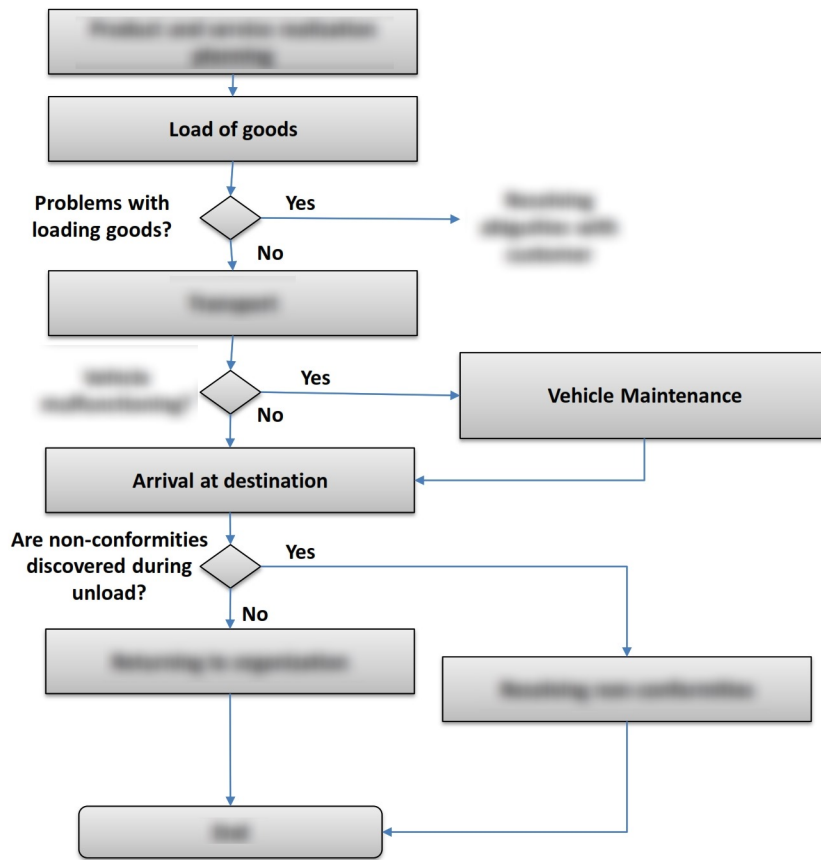
### 3. Product and service realization

#### 3.1. Process flow

**Commented [AS910015]:** Delete if organization only deals with service provision.

**Commented [AS910016]:** Delete if organization doesn't provide services.

**Commented [AS910017]:** This is only an example of a process flow for a transport service – you should create your own process flow that is specific for your product or service provision.



#### 3.2. Product and service realization planning

##### 3.2.1. Defining resources for production and service provision

[organization name]

According to [document name], [job title] makes an internal purchasing order that specifies quantities of raw material and other resources needed for realization of product or phase, defined in the Project Plan, and delivers it to [job title]. [Job title] defines which working instructions will be [redacted] product are stated in the Product Specification made by [job title].

[Job title] creates the Quality Plan, which defines necessary activities of verification, monitoring, [redacted] recorded on the Record of Validation of Production Process and Special Process.

### 3.2.2. Validation of production and service provision

[Job title] must conduct validation of all processes of production and service provision where:

- It is not possible to confirm by measurement that a product or service satisfies customer request
- [redacted]

Processes that fall under at least one of these conditions are defined as Special Processes and the [redacted]

- Criteria for review and approval of processes
- Conditions to be in place to maintain process approval
- [redacted]
- [redacted]
- [redacted]
- Records needed to provide evidence of controlling parameter
- Need for revalidation

[Job title] creates records needed to provide evidence that realization processes and resulting products meet predefined requests.

[Job title] enters data about validation in the Quality Plan, which demonstrates the capability of the [redacted] capability of the process to accomplish planned results.

[Job title] obtains data from a representative item from the first production run of a new part or [redacted] that invalidate the original results,

### 3.2.3. Identification and traceability

- Commented [AS910018]: E.g. Production Plan, Customer Request, Project, etc.
- Commented [AS910019]: E.g. Production Manager
- Commented [AS910020]: Delete if clause 8.3 of AS9100 Rev D is excluded.
- Commented [AS910021]: E.g. Warehouse Manager
- Commented [AS910022]: E.g. Production Manager
- Commented [AS910023]: E.g. Production Manager
- Commented [AS910024]: E.g. Production Manager

Commented [AS910025]: Delete if there are no processes that require validation; see Quality Manual.

Commented [AS910026]: For example lacquer thickness of lacquered wire.

Commented [AS910027]: E.g. Welding – techniques for [redacted]

Commented [AS910028]: E.g. necessary training and re- [redacted]

Commented [AS910029]: This is entered in Quality Plan.

Commented [AS910030]: E.g. Statistical measurement controls, detailed implementation procedures, etc.

Commented [AS910031]: This is entered in Quality Plan.

Commented [AS910032]: This is done when previous validation didn't give expected results.

Commented [AS910033]: Adapt to organization.

Commented [AS910034]: This is often called first article inspection.

[organization name]

[Job title] must identify the product through the entire production process and according to the data in the Record of Traceability, identifying differences between the actual configuration and the required configuration on the Record of Product-Service Configuration.

### 3.2.4. Product Safety Plan

[Job title] ensures that operational risks that affect product safety are managed through the Procedure for Addressing Risks and Opportunities.

Commented [AS910035]: E.g. Production Manager

[Job title] ensures that product safety critical items and features are identified in design documents.

Commented [AS910036]: E.g., Design and development team leader

[Job title] ensures that these product safety features are made available to external providers according to defined Project Plan or production procedures. [Job title] ensures that these product

Commented [AS91A37]: E.g., Schematics, drawings, blueprints, etc.

Commented [AS910038]: E.g. Purchasing Manager

Commented [AS910039]: E.g. Production Manager

[Job title] ensures that product safety events are documented and corrected according to the Procedure for Management of Nonconformities and Corrective Actions.

Commented [AS910040]: E.g. Production Manager

[Job title] ensures that the organization complies with the Procedure for Competence, Training and Awareness.

Commented [AS910041]: E.g. Production Manager

### 3.2.5. Prevention of Counterfeit parts

[Job title] ensures that adequate training is provided for awareness and identification of counterfeit parts according to the Procedure for Competence, Training and Awareness.

Commented [AS91A42]: If your organization defines a single

[Job Title] ensures that parts are only procured from original or authorized manufacturers, according to the Procedure for Purchasing and Evaluation of Suppliers.

Commented [AS910043]: E.g. Production Manager

Commented [AS910044]: E.g. Purchasing Manager

[Job title] ensures that verification and test methodologies for identifying counterfeit parts are in

Commented [AS910045]: E.g. Production Manager

[Job title] ensures that the organization complies with the Procedure for Management of Nonconformities and Corrective Actions.

Commented [AS910046]: E.g. Production Manager

[Job title] ensures that counterfeit and suspect counterfeit parts are quarantined and dispositioned according to the Procedure for Management of Nonconformities and Corrective Actions.

Commented [AS910047]: E.g. Production Manager

[define communication channels] to quarantine parts that have been delivered to [organization name].

Commented [AS910048]: E.g. Purchasing Manager

Commented [AS910049]: E.g. Production Manager

Commented [AS91A50]: E.g., e-mail, memo, etc.

[Job title] is responsible to monitor for parts obsolescence and dispose of out of date parts according to [name the documents].

Commented [AS910051]: E.g. Warehousing Manager

Commented [AS91A52]: E.g., by signing a shelf life date

Commented [AS91A53]: E.g., one document for electrical parts, other for chemical products, etc.

### 3.2.6. Configuration Management Planning, Control, and Reporting

[organization name]

[Job title] ensures that every product specification, test plan and test procedure is maintained with a "revision number" to control and track the configuration changes of parts produced or tested on

**Commented [91A54]:** E.g. Design Manager, Production Manager

The revision number is a designation used to identify the changes made to a document, and identify system with initial release at 0 and increasing by 1 at each change.

**Commented [91A55]:** Adapt to the organizations practice.

[Job title] ensures that, at the end of the design phase, the revision number of each document and part is recorded for use in the Record of Product/Service Configuration.

**Commented [91A56]:** E.g. Design Manager, Production Manager

[Job title] ensures that the Record of Product/Service Configuration is completed and includes all parts and documents that were used in the creation of the product or service, as well as the revision numbers for the parts and documents.

**Commented [91A57]:** E.g. Production Manager

**Commented [91A58]:** E.g. Production Manager

### 3.3. Production and service provision realization

Production is executed in controlled working conditions, which implies compliance with all technical and technological requirements defined in documents necessary for the production process. If

**Commented [91A59]:** This procedure uses numbers to denote the revision number, but in some companies letters may be used (E.g. A, B, etc.).

for subsequent production unless all required measuring and monitoring activities are completed and conforming.

**Commented [AS910060]:** This refers to law and legal requirements.

#### 3.3.1. Availability of information that defines product or service characteristics

In cyclic production, [job title] gathers information about product characteristics from the following sources: [name the sources].

**Commented [AS910061]:** E.g. Product Specification, law and regulatory requirements, instructions, catalogues, etc.

**Commented [AS910062]:** Delete if there is no cyclic production.

#### 3.3.2. Availability of working instructions

[Job title] is responsible for creation of working instructions, including criteria for workmanship, for

**Commented [AS910063]:** E.g. Customer Request, Project Task, etc.

**Commented [AS910064]:** Delete if organization doesn't perform this type of production.

**Commented [AS910065]:** Working instructions are needed

#### 3.3.3. Usage of adequate equipment, tools and software programs

[Job title] is responsible to ensure that all equipment is in operational condition and validated prior of the Plan for Preventive Equipment Maintenance and records of calibration and repairs of measuring equipment.

**Commented [AS910066]:** E.g. Maintenance Operator

**Commented [AS910067]:** E.g. Production Manager

[organization name]

If requirements for equipment maintenance and working environment are specified by the customer

### 3.3.4. Customer property

[Job title] is responsible for identification, verification, and protection of customer or external property owner using Notification to Customer about Changes on his Property.

### 3.3.5. Conducting measuring and monitoring

[Job title] must ensure availability of monitoring and measuring resources and define the method of the Quality Plan.

[Job title] ensures that any documented information for monitoring and measurement activity for and any specific equipment required and instructions for use.

[Job title] must ensure that when sampling is used the sampling plan is justified on the basis of a recognized statistical principles and appropriate for use.

### 3.3.6. Control of changes

continuing conformity with the requirements and enters changes in the Production/Service Change Review Record.

### 3.3.7. Preservation

[Job title] ensures that the following preservation techniques are understood and recorded in the necessary documented information:

- [redacted]
- [redacted]
- [redacted]
- Marking and labelling, including safety warnings and cautions
- Shelf life control and stock rotation
- [redacted]

### 3.3.8. Product release, delivery and activities after delivery

requirements are met regarding Product Specification and customer requirements. If requirements are met, [job title] confirms fulfillment of requirements by signing Record of Product Service Conformance and approving shipment.

**Commented [AS910068]:** E.g. Head of maintenance department

**Commented [AS910069]:** This can be deleted if organization doesn't use Customer Property. See Quality Manual.

**Commented [AS910070]:** E.g. Production Manager, Technology Engineer, etc.

**Commented [AS910071]:** Other records can be defined as addition to Quality Plan, e.g. records for monitoring temperature, pressure, humidity, etc.

**Commented [AS910072]:** E.g. Production Manager, Technology Engineer, etc.

**Commented [AS910073]:** E.g. pass/fail, etc.

**Commented [AS910074]:** E.g. Production Manager, Technology Engineer, etc.

**Commented [AS910075]:** Modify to the organizations requirements.



[organization name]

according to the Procedure for Control of Non-Conforming Product and Procedure for Corrective and Preventive Actions.

[Job title] ensures that the release of products and services to the customer will not proceed until

[Job title] ensures that all documented information required to accompany the products and services are present at delivery.

[Job title] ensures the control of post-delivery activities that are required, including:

- Statutory and regulatory requirements
- The potential undesired consequences associated with the products and services
- The nature, use, and intended lifetime of the products and services
- Customer requirements
- Customer feedback
- Collection and analysis of in-service data
- Control, updating and provision of technical documentation relating to product use, maintenance, repair and overhaul
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- Planning servicing activities
- [Redacted]
- [Redacted]
- [Redacted]

Commented [AS910076]: E.g. off-site work

Commented [AS910077]: Adapt to organization's needs.

During servicing activities, [job title] is obligated to initiate correction of non-conformance using the Procedure for Management of Nonconformities and Corrective Actions for every non-conformity of

### 3.4. Product preservation

[Job title] is responsible for preservation of product during production and service provision and internal transport of product and/or assembly parts.

[Job title] is responsible for preservation and handling of product and/or assembly parts before delivery to a customer according to Warehousing Procedure.

[Job title] is responsible for preservation of product during transport.

Commented [AS910078]: This should be deleted if organization is only service oriented.

Commented [AS910079]: E.g. Production Manager

Commented [AS910080]: E.g. Warehousing Manager

Commented [AS910081]: E.g. Driver

### 3.5. Production and Service Provision Process Flow

[Describe all activities of process flow]

[Service provision organization example:

Commented [AS910082]: Here describe all activities in

### 3.5 Transport service process flow

[The Logistics Manager, according to the quantity, volume, weight and destination of goods and according to the order, the transport service type.]

#### 3.5.1 Loading of goods

According to the Transport order, the Logistic Manager decides how many vehicles and which drivers will execute the Transport order and the date of loading of goods.

[The Logistics Manager, according to the date of loading of goods, the driver and driver's work and loading conditions.]

After loading the goods, the Logistics Manager inspects quantity and other parameters defined in the Transport order and Delivery Note. If everything is correct, the Logistics Manager approves shipment; otherwise, he contacts the customer to resolve ambiguities.

#### 3.5.2 Transport

Drivers follow the Transport route defined by the customer and the Logistics Manager.

[In the case of vehicle breakdown, the driver must refer according to the Procedure for Maintaining Vehicles and contact the Maintenance department.]

#### 3.5.3 Arrival at destination

Upon arrival at the destination, the driver delivers Shipment documents to the warehouse operator and supervises the unloading.

The driver and warehouse operator inspect unloaded goods and, if everything is in order, the warehouse manager signs the Delivery Note and takes care of the other tasks that will be done.

In cases when there is a difference between quantity of goods in the Delivery Note and unloaded goods, the warehouse manager makes their record of decent, which must be confirmed by the driver by signature and delivered to the Logistics Manager.

The Logistics Manager then refers according to the Procedure for Non-Conforming Service.

[The driver is responsible for the quantity and condition of goods during transport.]

#### 3.5.4 Returning to the organization

The driver, on the way back home, contacts the Logistics Manager, who can send him to another loading destination or send him back to the organization.

[Upon arrival, the driver delivers the Delivery Note to the Logistics Manager and shows the vehicle to the Logistics Manager.]

### 3.6. Resolving non-conformities

[organization name]

notifies [job title], who acts according to the Procedure for Management of Nonconformities and Corrective Actions.

production process and acts according to the Procedure for Management of Nonconformities and Corrective Actions, but can't change technological parameters.

**Commented [AS910083]:** E.g. Shift Leader

#### 4. Managing records kept on the basis of this document

Record name	Code	Storage			Responsibility
		Retention time	Location	Protection	
Product Specification	PR.10.1	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]
Record of Product/Service Conformance	PR.10.2	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]
Quality Plan	PR.10.3	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]
Notification to a Customer about Changes on his Property	PR.10.4	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]
Record of Traceability	PR.10.5	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]
Production/Service Change Review Record	PR.10.6	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]

**Commented [AS910085]:** Adapt the information in this column to the normal practice in your company.

**Commented [AS910084]:** Adapt the information in this column to the normal practice in your company.

**Commented [AS910086]:** If the record is in electronic form, write the name of the folder on Production Manager computer.

[organization name]

Test Plan	PR.10.7	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]
Test Procedure	PR.10.8	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]
Record of Validation of Production Process and Special Process	PR.10.9	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]
Record of Production/Service Configuration	PR.10.10	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]

## 5. Appendices

- Appendix 1 – Product Specification
- Appendix 2 – Record of Product/Service Conformance
- Appendix 3 – Quality Plan
- Appendix 4 – Notification to a Customer about Changes on his Property
- Appendix 5 – Record of Traceability
- Appendix 6 – Production/Service Change Review Record
- Appendix 7 – Test Plan
- Appendix 8 – Test Procedure
- Appendix 9 – Record of Validation of Production Process and Special Process
- Appendix 10 – Record of Production/Service Configuration
- Appendix 17 – Production Plan
- Appendix 18 – Production Registry