



Rating Guide Item (A02)	Quality Manual cross reference	Other cross reference
<b>4.6</b> Purchasing Services and Supplies - policies and procedures for: <ul style="list-style-type: none"> <li>• Specifications</li> <li>• Approved suppliers</li> </ul>	_____ _____	_____ _____
<b>4.7</b> Service to Customer - policies and procedures for: <ul style="list-style-type: none"> <li>• Customer access for monitoring of work</li> <li>• Obtaining customer feedback</li> </ul>	_____ _____	_____ _____
<b>4.8</b> Complaints - policies and procedures for: <ul style="list-style-type: none"> <li>• Resolution and records</li> </ul>	_____	_____
<b>4.9</b> Control of Nonconforming testing and/or Calibration Work - policies and procedures for: <ul style="list-style-type: none"> <li>• Responsibilities and authorities</li> <li>• Non-conformance evaluation</li> <li>• Corrective Actions</li> <li>• Work recall - resumption</li> </ul>	_____ _____ _____	_____ _____ _____
<b>4.10</b> Improvement - policies and procedures for: <ul style="list-style-type: none"> <li>• Continual Improvement</li> </ul>	_____	_____
<b>4.11</b> Corrective Action - policies and procedures for: <ul style="list-style-type: none"> <li>• Cause analysis</li> <li>• Selection of corrective actions</li> <li>• Monitoring</li> </ul>	_____ _____ _____	_____ _____ _____
<b>4.12</b> Preventive Action - policies and procedures for: <ul style="list-style-type: none"> <li>• Identification</li> <li>• Action plans</li> </ul>	_____ _____	_____ _____
<b>4.13</b> Control of Records - policies and procedures for: <ul style="list-style-type: none"> <li>• Requirement to control</li> <li>• Record integrity</li> <li>• Technical records</li> <li>• Record information</li> <li>• Recording</li> <li>• Corrections</li> </ul>	_____ _____ _____ _____ _____ _____	_____ _____ _____ _____ _____ _____
<b>4.14</b> Internal Audits - policies and procedures for: <ul style="list-style-type: none"> <li>• Requirements</li> <li>• Implementation</li> </ul>	_____ _____	_____ _____
<b>4.15</b> Management Reviews - policies and procedures for: <ul style="list-style-type: none"> <li>• Objectives</li> <li>• Contents of review</li> <li>• Action Taken</li> <li>• Records</li> </ul>	_____ _____ _____ _____	_____ _____ _____ _____

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## 5 Technical Requirements

<p><b>5.2.1</b> Personnel – policies and procedures for:</p> <ul style="list-style-type: none"> <li>• Qualifications</li> <li>• Trainees</li> <li>• Training Policy</li> <li>• Evaluating Effectiveness of Training</li> <li>• Employee Status</li> <li>• Job descriptions</li> <li>• Authorized personnel</li> <li>• Records</li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>5.3</b> Accommodation and Environmental Conditions – policies and procedures for:</p> <ul style="list-style-type: none"> <li>• Facility</li> <li>• Monitoring</li> <li>• Termination</li> <li>• Cross contamination</li> <li>• Access</li> <li>• Housekeeping</li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>5.4</b> Test and Calibration Methods and Method Validation – policies and procedures for:</p> <ul style="list-style-type: none"> <li>• Methods and procedures</li> <li>• Equipment instructions</li> <li>• Method deviations</li> <li>• Method selection</li> <li>• Non-specified method selection</li> <li>• Inappropriate methods</li> <li>• In-house methods</li> <li>• Non-standard methods</li> <li>• Method validation</li> <li>• Range and accuracy</li> <li>• Uncertainty of measurement</li> <li>• Calculations and data transfer</li> <li>• Computers</li> <li>• Protection of data</li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>5.5</b> Equipment – policies and procedures for:</p> <ul style="list-style-type: none"> <li>• Operation</li> <li>• Records</li> <li>• Procedures</li> <li>• Out of service</li> <li>• Calibration status</li> <li>• Return to service</li> <li>• Adjustments</li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>5.6</b> Measurement Traceability – policies and procedures for:</p> <ul style="list-style-type: none"> <li>• Calibration program</li> <li>• Traceability</li> <li>• Reference standards and materials</li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>

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<b>5.7</b> Sampling - policies and procedures for: <ul style="list-style-type: none"> <li>• Procedures and plan</li> <li>• Deviations</li> <li>• Records</li> </ul>	_____ _____ _____	_____ _____ _____
<b>5.8</b> Handling of Test and Calibration Items - policies and procedures for: <ul style="list-style-type: none"> <li>• Procedures</li> <li>• Identification</li> <li>• Deficiencies</li> <li>• Facilities</li> <li>• Environmental conditions</li> </ul>	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____
<b>5.9</b> Assuring the quality of Test and Calibration Results - policies and procedures for: <ul style="list-style-type: none"> <li>• Quality control</li> <li>• Analysis of QC Data</li> </ul>	_____ _____	_____ _____
<b>5.10</b> Reporting the Results - policies and procedures for: <ul style="list-style-type: none"> <li>• Test reports and Calibration certificates</li> <li>• Additional info for test results</li> <li>• Additional info for calibration results</li> <li>• Compliance data records</li> <li>• Statement of compliance</li> <li>• Repairs and adjustments</li> <li>• Calibration intervals</li> <li>• Opinions and interpretations</li> <li>• Amendments</li> </ul>	_____ _____ _____ _____ _____ _____ _____ _____ _____	_____ _____ _____ _____ _____ _____ _____ _____ _____