

REVISIONS			
LTR	DESCRIPTION	DATE	APPROVED
-	Original SOP under Document Control.	Mar. 31, 1994	Apr. 29, 1994
A	Changes to Para. 1.3, 1.4, 2.3, 2.4, 2.5, 3.1c, 3.3c, 3.4, 3.5, 4., 4.1, 4.3, 4.4, 4.6, 5.2, 5.4, 7.1, 7.3, & 9.5.	Jul. 26, 1994	Aug. 23, 1994
B	Changes to Para. 1.1, 1.2, 1.3, 1.4, 2., entire 3. section, 4.1, 4.4, 4.6, 5.1, 5.4, 5.5, 5.6, 5.7, 6.1, 6.2, 7.2, 8.1, 8.2, 8.3, 9.1, 9.2, 11.3. Delete Para. 3.1, Add Para. .4.	Nov. 9, 1994	Nov. 29, 1994
C	Changes to Para. 1.2, 2.1, all of 3. (including all subparagraph-ing), 4.1, 4.4, 4.5 (including subparagraphing), 4.6, 4.7, (including subparagraphing), 6.1, 6.2, 7.4, 9.2, 11. (including subparagraphing). Add "Reference Documents" as new Para. 1 & renumber all paragraphs thereafter. Add Para. 12.	Jan. 10, 1995	Feb. 6, 1995
D	Add Para. 4.5.3.11. Changes to Para. 4.8.2.4. Addition of Para. 14. Change reference of MIL-H & MIL-I TO MIL-PRF.	Sep. 6, 1995	Oct. 25, 1995
E	Add reference to MIL-PRF-31032 spec, as needed.		
F	Replace all references of Letter of Conformance (LOC) to registration; delete references to specific hi-rel specs (e.g., Para. 1, 2.3, & 6.2); revise Para. 1., 2.4, 4.2.2, 4.3.3, 5., 5.8, 6.7, 11.1, 12.4, & 14.	Feb. 7, 1996	Apr 29, 1996
G	Editorial Changes (Organizational, Name & Telephone Numbers changed.) Registration Publication on the Bulletin Board has been changed to the World Wide Web.	Oct 10, 1996	16 Oct 96
H	Rewrite. Changes in many para's. Title change.	Jun 3, 1997	Jul. 28, 1997
I	Update to current practices, self audit item #91.	Jun 3, 1998	Jun 24, 1998
J	Meet ISO Guide 62. Correct findings from Self Audit.	Mar. 3, 2000	Mar 20, 2000
K	Update to proposed elimination of Endorsement	17 Jul 2000	Jan 19, 2001
L	Updates to the requirements of ISO 9000-2000	19 Nov 2001	Dec 7, 2001
M	Audit findings	19 Nov 2002	Feb. 5, 2003
	Corrective action from Self-audit	20 Sep 2008	9 Dec 2008
	Updated		
N	Minor changes, updated IAW 2010 DLA branding initiative		
+		PREPARED BY	DLA LAND AND MARITIME COLUMBUS, OHIO 43218-3990
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DLA Land and Maritime VQ SOP

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# QUALITY MANUAL FOR DLA LAND AND MARITIME-VQ, SOURCING & QUALIFICATIONS DIVISION

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**1. REFERENCE DOCUMENTS**

- VQ SOP-03, Procedures for Processing Freedom of Information Act Requests.
- VQ-SOP-06, VQ Audit Procedures
- VQ SOP-10, VQ Training
- VQ SOP-12, Proprietary Information.
- VQ SOP-20, Retention of Qualification Information.
- VQ SOP-29, DLA Land and Maritime-VQ ISO-9000 Auditing Procedures.
- VQ SOP-33, DLA Land and Maritime-VQ ISO-9000 Organization Chart w Attachment (Biography of Operations Board).
- VQ SOP-34, VQ Procedure for Document Control.
- VQ SOP-49, VQ Self-Audit Procedures
- VQ SOP-54, ISO Auditor Requirements
- VQ SOP 66, Shortening and lengthening the reaudit frequency
- VQ SOP-118, DLA Land and Maritime-VQ-VQ Actions When Removing Sources from a QPL/QML
- VQC/VQH SOP-41, Auditor and Certification Program
- VQP SOP-37, VQP Training
- VQE SOP-35, VQE Auditor Training and Certification Program
- VQ SOF-120, Customer Complaints, Suggestions or Appeals Log
- VQ SOF-121, Customer Complaints, Appeals, Suggestion action Form
- SD-6, Provisions Governing Qualifications.
- DoD Manual 4120.24-M, Defense Standardization Program, Policies and Procedures.
- ISO Guide 62

**2. GENERAL INFORMATION**

**2.1. MISSION STATEMENT AND BACKGROUND**

The mission of the DLA Land and Maritime Sourcing and Qualification Unit (DLA Land and Maritime-VQ) is to assist in building and maintaining the readiness of the military services and federal agencies. DLA Land and Maritime-VQ strives to provide quality sources to Department of Defense (DoD) specifications and ensure that high reliability components supplied to military services and federal agencies conform to DoD specification requirements. To accomplish this mission DLA Land and Maritime-VQ performs the following activities:

**2.1.1 Administers the DoD product qualifications program for assigned Federal Stock Classes (FSC's).** The purpose of the DoD product qualification program is to provide for detailed evaluations and tests prior to, and independent of, any acquisition. Qualification reduces unit product costs and improves readiness through assured continuous availability of products of requisite quality, reliability, and safety. Because many specifications are based on performance requirements, the possible variations in design and quality and the nature of the requirements and tests for certain products are such that it is impractical to acquire products based solely on acceptance tests without unduly delaying delivery. Qualification policy and procedure is governed by public law 10 U.S.C. 2319 and 41 U.S.C 253(e). DLA Land and Maritime-VQ administers two qualification programs based on DoD specification requirements and industry needs:

- 2.1.1.1 Qualified Products List (QPL): Certification and Qualification of products or families of products for items that are stable and continually available.
- 2.1.1.2 Qualified Manufacturers List (QML): Certification and Qualification of an envelope of materials and manufacturing processes on items that have rapid technological advancement or many custom and product designs.

**2.1.2 Provides sourcing assistance to DoD and federal activities and customers.**

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- 2.1.2.1 DLA Land and Maritime-VQ will identify single and zero sources when removal of qualification actions have the potential for the creation of single or zero source situations. DLA Land and Maritime-VQ will work with other DLA Land and Maritime organizations in accordance with VQ-SOP-118 single and zero source to determine if the product is still in demand for military applications and take action to develop new sources as needed.
- 2.1.2.2 Procurement support. DLA Land and Maritime-VQ will act on requests from DLA Land and Maritime contracting officers, product specialist, other DLA Land and Maritime personnel, or DLA Land and Maritime customers to resolve source and/or technical issues on a case-by-case basis.
- 2.1.2.3 Problem Commodities. When requested by DLA Land and Maritime and/or DLA, DLA Land and Maritime-VQ will address problem commodities on a case-by-case basis including the development and administration of qualified suppliers list (QSL) program if warranted.
- 2.1.3 **Provides technical assistance to DoD and federal activities and customers.** DLA Land and Maritime-VQ maintains technical expertise in electronic and certain construction components, acting as the DoD focal point for electronics and certain construction issues in managed commodities. This expertise is used to evaluate quality problems, verify performance criteria, assist in interpreting technical specifications, and determining manufacturing capabilities. DLA Land and Maritime-VQ reviews notifications from the Government Industry Data Exchange Program for applicable commodities and acts as a point of contact for other programs where a single, reputable source of technical expertise is required. DLA Land and Maritime-VQ provides customers with information on manufacturing, process controls, quality, reliability, and testing of managed commodities.
- 2.1.4 **Strives to merge the military and commercial industrial base.** DLA Land and Maritime-VQ wherever and whenever possible to merge the military industrial base with the commercial industrial base in managed commodities. When achieved, this will provide a cost effective means of performance requirement verification. DLA Land and Maritime-VQ, always encourages the use of manufacturers' existing quality system where it meets the military's needs, thus reducing the need for duplicate systems and the amount of military unique quality system requirements, which will help reduce costs.
- 2.1.5 **Administers DLA Land and Maritime-VQ ISO 9001 certification program.** DLA Land and Maritime-VQ provides ISO 9001 registration in conjunction with high reliability military QPL and QML audits. This service provides a single, credible, cost effective ISO 9001 registration to QPL/QML manufacturers. It also helps merge military and commercial quality systems and help make QPL/QML suppliers globally competitive. Standard Industry Classification Code 36, Electrical Equipment, Electronics, and Communications Equipment and Systems covers the entire scope of the DLA Land and Maritime-VQ program.

## 2.2 QUALITY POLICY

DLA Land and Maritime-VQ and associated teams VQC, VQE, VQH, and VQP will abide by the following quality policy:

**We will be the best auditing organization in the world to assure the highest quality OPL/QML products at the best value for our customers.**

## 2.3 ACCREDITATION

DLA Land and Maritime-VQ is not an accredited ISO-9001 registrar. Information concerning current DLA Land and Maritime-VQ Memorandums of Understanding (MOUs) with accredited registrars to recognize DLA Land and Maritime ISO-9001 audits is available upon request.

## 2.4 LEGAL STATUS

DLA Land and Maritime-VQ is a unit under the Office of Logistics Support, DLA Land and Maritime, Defense Logistics Agency (DLA), Fort Belvoir, Virginia. DLA is an agency under the U.S. Department of Defense.

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## 3. **STATEMENT OF ORGANIZATION**

The DLA Land and Maritime-VQ Operations Board consists of the Unit Chief, and the four Team Chiefs. The Operations Board is chaired by the Chief of DLA Land and Maritime-VQ who also acts as the Technical Program Manager.

3.1 ORGANIZATION CHART

SEE VQ SOP-33, Organization Chart

3.2 CONSTITUTION

The organization's mission and functions are spelled out in this Quality Manual and the Department of Defense Manual 4120.24-M, Defense Standardization Program, Policies and Procedures including the Provisions Governing Qualifications, SD-6.

3.3 FINANCIAL OVERSIGHT

Financial oversight is provided in budgetary and expenditure reviews held with the Director of the Logistics Office and the DLA Land and Maritime Commander.

3.4 RULES OF PROCEDURE

The Operations Board is convened at the request of the Technical Program Manager (TPM). Any member unable to attend may be represented by his or her acting branch chief or otherwise designated team member to serve any time he/she is unavailable to attend. Decisions of the board are by consensus of the members wherever possible and ultimately by the VQ Division Chief.

4. **RESPONSIBILITIES**

The TPM has full authority from the OSD, DLA, and the DLA Land and Maritime Commander, and is responsible for issuing QPL/QML certification, QPL/QML qualification, and the DLA Land and Maritime-VQ ISO-9001 Registration. The TPM reviews the ISO 9001 Final Audit Report to ensure that the QPL/QML manufacturer meets the requirements of the applicable military and industry consensus standards. The TPM carries out his responsibilities with the assistance of the Operations Board. The TPM sets the fundamental policies of the activity with the guidelines set out in DoD and DLA policy. Policies are published in this manual and Standard Operation Procedures (SOPs). The Operations Board provides oversight and policy implementation through periodic reviews of audit activities. Team chiefs ensure the technical competence of auditors through periodic assessment. Team chiefs ensure that auditor training requirements are met, and assist in the selection of lead auditors. The lead auditor is responsible for all phases of the audit and has the authority to delegate tasks to other members of the audit team.

4.1 TECHNICAL PROGRAM MANAGER

- 4.1.1 Reviews ISO 9001 Final Audit Reports to ensure conformance to the applicable military and industry standards.
- 4.1.2 Approves the issue of the certification and/or the registration.
- 4.1.3 Manages the finances of the division.
- 4.1.4 Acts as the final arbitration authority on complaints elevated by the Operations Board.
- 4.1.5 Responsible for internal audit activity.

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4.1.6 Reviews QPL/QML Trip Reports.

#### 4.2 OPERATIONS BOARD

4.2.1 Provides program oversight and policy implementation.

4.2.2 Acts as impartial arbitration authority on complaints elevated by the team chiefs.

4.2.3 Meets as needed, to review program performance.

#### 4.3 TEAM CHIEFS

4.3.1 Assess auditors annually to ensure training requirements are met.

4.3.2 Assist in the selection of the Lead Auditor.

4.3.3 Acts as impartial arbitration authority on complaints elevated by the Lead Auditor.

4.3.4 Assures that auditors maintain surveillance in accordance with 4.6.

#### 4.4 LEAD AUDITOR

##### 4.4.1 PRIOR TO AUDIT

4.4.1.1 Provides a written request to the manufacturer for preaudit information.

4.4.1.2 Performs a desk review of the submitted preaudit information.

4.4.1.3 Provides a written request to the manufacturer for any additional information, if necessary.

4.4.1.4 Provides written notification to the manufacturer when preaudit information, including Scope, is approved.

4.4.1.5 Determines audit resources and coordinates/schedules audit.

4.4.1.6 Provides a written audit schedule to the manufacturer.

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#### 4.4.2 AUDIT

- 4.4.2.1 Performs opening meeting and completes opening meeting checklist (VQ-SOF-58) and attendance sheet (VQ-SOF-60).
- 4.4.2.2 Performs audit and completes appropriate Checklist, if applicable.
- 4.4.2.3 Notifies Branch Chief for consultation if audit objectives are unattainable.
- 4.4.2.4 Reviews, approves, and classifies all non-conformities.
- 4.4.2.5 Performs closing meeting and completes closing meeting checklist (VQ-SOF-59) and attendance sheet (VQ-SOF-60).
- 4.4.2.6 Signs all pages of the nonconformity statements (VQ-SOF-78 or equivalent) with the manufacturer.
- 4.4.2.7 Establishes a due date for corrective actions.
- 4.4.2.8 Informs company of audit team's recommendation.

#### 4.4.3 POST AUDIT

- 4.4.3.1 Reviews corrective actions and closes out DLA Land and Maritime Audit Results (DARs).
- 4.4.3.2 Completes Final Audit Report if required (Mandatory for ISO 9001).
- 4.4.3.3 Completes military certification, laboratory suitability and ISO 9001 certification letters as applicable.
- 4.4.3.4 Prepares draft certificate and submits to the Qualification Reviewer.
- 4.4.3.5 Prepares registration certificates, approval letter, and audit reports and submits to signature coordination and TPM's signature.
- 4.4.3.6 Provides a copy of the registration approval letter to the Technical Publication Editor for updating the "Directory of Manufacturers Issued a Registration".
- 4.4.3.7 Monitors the use of certifications and qualifications and (if applicable) DLA Land and Maritime ISO-9001 logo.
- 4.4.3.8 Assembles and files audit records.
- 4.4.3.9 Ensures that all corrective actions and books are completed per SOP 29. (Mandatory for ISO 9001).

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4.5 AUDITORS

- 4.5.1 Maintains contact with the manufacturer to address specification and ISO-9001 interpretation issues and any other problems affecting the quality system.
- 4.5.2 Reaudits the manufacturer every two years or as deemed necessary in accordance with the applicable military specification or standard and VQ SOP 66, Shortening and Lengthening Audit Internal.
- 4.5.3 Assembles and files audit records.
- 4.5.4 Assists the team chief and lead auditor, as required.

4.6 QUALIFICATIONS DATA REVIEW ASSISTANT

- 4.6.1 Receives coordinated draft of registration letter from Lead Auditor and prepares final registration certificate for the Director's signature.
- 4.6.2 Submits registration certificates through chain of command for signature.
- 4.6.3 Mails the letters, certificates and if applicable audit report to the manufacturer.

4.7 MANUFACTURERS

4.7.1 REQUEST FOR AN AUDIT

- 4.7.1.1 Submits a written request for QML/QPL and if applicable, ISO 9001.
- 4.7.1.2 Provides all requested preaudit information.
- 4.7.1.3 Supplies a copy of their Quality Manual.
- 4.7.1.4 If applicable assigns a management representative for the ISO-9001 program.

4.7.2 AUDIT/SURVEILLANCE

- 4.7.2.1 Provides full cooperation for the audit.
- 4.7.2.2 Provides knowledgeable personnel to support the audit.
- 4.7.2.3 Notifies DLA Land and Maritime before the audit of any problems.
- 4.7.2.4 Plans and carries out corrective actions within the time-frame specified by the Lead Auditor.

4.7.3 POST AUDIT/SURVEILLANCE

- 4.7.3.1 Comply with all requirements of QPL/QML certification and ISO-9001 registration.
- 4.7.3.2 Notifies DLA Land and Maritime in writing, of any changes required by the military specifications and for ISO 9001 to their quality system.
- 4.7.3.3 Notifies DLA Land and Maritime of any issues that have an adverse affect on product quality.

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**5. AUDITOR QUALIFICATIONS AND TRAINING**

The qualification and training requirements for ISO auditors is addressed in VQ SOP-10 (VQ Training), VQE SOP-35 (VQE Auditor Training and Certification Program), VQP SOP-37 (VQP Training), VQC/VQH SOP-41 (auditor and Certification Program), and VQ SOP-54 (ISO Auditor Requirements).

**5.1 SCOPE:**

A training goal of VQ is to develop and maintain world class auditors knowledgeable in the latest technologies, quality assurance, manufacturing, and testing processes. An additional goal of the VQ training program is to produce auditors that can communicate effectively and work in teams to accomplish the auditing mission in the most professional and consistent manner possible.

**5.2 FORMAL EDUCATION/EXPERIENCE:**

The formal education and/or experience requirements for classification as an entry level 0855 Electronics Engineer and an 0856 Electronics Technician are governed by DoD Regulations TS-3 and TS-59, respectively. Either of these requirements must be met as a minimum for all auditors. Advanced formal education is encouraged for all auditors and tuition assistance is available.

**5.3 MILITARY/TECHNOLOGY AUDITOR TRAINING**

The training requirements for military specification auditors is described in VQ SOP-10 (VQ Training) and further defined for each team in SOP-35 (VQE Auditor Training and Certification Program), SOP-37 (VQP Training), and SOP-41 (Auditor and Certification Program). This training consists of classroom, on-the-job experience, and written examinations. Additionally, each auditor's capability is evaluated (by actual observation of the auditor working) by certified auditors. A Certificate of Training is awarded by a panel when all of the specified requirements have been met.

**5.4 ADDITIONAL REQUIREMENTS FOR ISO AUDITORS**

In order to qualify as an ISO Auditor, the auditor must meet the following requirements:

5.4.1 Gain a certificate as a military/technology auditor as specified in Paragraph 5.3 above.

5.4.2 Successfully complete an approved ISO Lead Auditor course.

5.4.3 Gain work experience as follows:

5.4.3.1 Four years full-time appropriate practical workplace experience, not including training (i.e., classroom and course time). Two years must be quality assurance related.

5.4.3.2 Participation in four high reliability or ISO audits, minimum, for a total of 20 days (excluding travel), including documentation review, actual audit activities, and audit reporting.

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5.5 ISO LEAD AUDITOR

In order to qualify as a Lead Auditor, the auditor must meet the following additional requirements:

5.5.1 Become an ISO auditor.

5.5.2 Act as a certified auditor on three complete high reliability or ISO audits.

5.5.3 Be evaluated by an certified ISO 9001 Lead Auditor..

5.6 RESPONSIBILITY FOR AUDITOR QUALIFICATION AND TRAINING

5.6.1 Branch chiefs are responsible for assuring the existence and implementation of training programs and to assure that auditors perform work only as appropriate to their qualifications.

5.6.2 Branch chiefs are responsible to ensure employees are making progress in accordance with the individual's quarterly training goals.

5.6.3 Branch chiefs are responsible to evaluate the status of each auditor's certification annually.

5.7 RECORD KEEPING

The VQ training coordinator maintains files for each auditor in accordance with VQ SOP-10 (VQ Training) and VQ SOP-54 (ISO Auditor Requirements). Records are kept at least as long as the auditor is employed at DLA Land and Maritime-VQ. When an employee terminates employment at DLA Land and Maritime-VQ, training records will be retained at least 5 years since his or her last audit.

6. OPERATING PROCEDURES

6.1 AUDITING PROCEDURES

Military audit procedures are detailed in team SOPs by commodity. Detailed procedures governing DLA Land and Maritime-VQ ISO-9001 audits are contained in VQ SOP-29, DLA Land and Maritime ISO-9001 Audit Procedures.

6.2 SURVEILLANCE OF MANUFACTURER QUALITY SYSTEM

Surveillance of the manufacturer's quality system is performed normally through routine reaudits, in conjunction with the applicable military specification/standard.

In addition, DLA Land and Maritime-VQ auditors maintain contact with manufacturers between audit cycles to assist in the interpretation of specifications, test standards, and the quality assurance system. Manufacturers routinely submit retention reports, technology review board minutes, design changes, self-audit reports, and other technical information under the military specification program. All of this technical information is used as key indicators as to the effectiveness of the manufacturer's quality system. Through these indicators, DLA Land and Maritime has the flexibility to adjust the audit schedule to ensure that the implemented quality system is operating correctly. DLA Land and Maritime-VQ auditors also

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receive feedback on the effectiveness of the quality system from the military services, equipment manufacturers, and NASA through informal channels and the product deficiency system. DLA Land and Maritime has full discretion to adjust the reaudit cycle and/or perform immediate reaudits, announced or unannounced, as deemed necessary.

**6.3 CONFIDENTIALITY OF MANUFACTURER INFORMATION**

All manufacturer information is treated as proprietary in accordance with VQ SOP-12, Proprietary Information. Some documents, however, may be releasable under the Freedom of Information Act. All DLA Land and Maritime-VQ auditors will consult DoD 4120.24-M, Appendix 2, and VQ SOP-03, Procedures for Processing Freedom of Information Act Requests for a listing of releasable documents.

**6.4 EVALUATION OF CHANGES TO A MANUFACTURER'S QUALITY SYSTEM**

Major changes to a manufacturer's quality system must be reviewed and approved by DLA Land and Maritime-VQ or the Manufacturer's technology review board. Changes may be approved through the use of additional documentation from the manufacturer and may require a reaudit of affected facilities or lines as deemed appropriate. All reaudits will be performed in accordance with team SOPs, VQ-SOP-06 (Audit Procedures) if applicable and VQ SOP-29 (DLA Land and Maritime ISO-9001 Auditing Procedures). Changes in audit scope will be documented by teams in the manufacturer's file and a new registration issued, as necessary.

**6.5 ISO 9001 AUDIT NON-CONFORMITY CLASSIFICATION**

Non-conformities as a result of a DLA Land and Maritime ISO-9001 audit are categorized as either major or minor. The type and nature of the non-conformity will impact DLA Land and Maritime's decision to issue a registration to a manufacturer. DLA Land and Maritime will not issue an ISO-9001 registration to any manufacturer that has major non-conformities until they are all corrected. The correction of major non-conformities will require the manufacturer to develop a corrective action plan and submit documentation verifying correction. The Lead Auditor has the discretion to require a reaudit of major non-conforming areas if needed. DLA Land and Maritime may issue conditional registration to manufacturers with minor non-conformities provided the manufacturer has a plan to correct them in a timely manner. Additional details on corrective actions are in VQ SOP-29 (DLA Land and Maritime ISO-9001 Auditing Procedures).

**6.6 SUSPENSION, REMOVAL, OR WITHDRAWAL OF A REGISTRATION**

Procedures and policies for removal of a manufacturer's QPL/QML listing are governed by the applicable military specification and DoD 4120.24-M, Appendix 2. Manufacturers may have their ISO-9001 registration suspended or removed as a result of deviation from their approved quality system, not resolving audit non-conformities, or fraudulent or deceptive acts that question the integrity of the manufacturer. Manufacturers whose certification, qualification or registration has been suspended or removed must discontinue any advertising matter that contains any reference thereto and shall return all certificates issued by DLA Land and Maritime. Suspension or removal decisions will be made by the Technical Program Manager. Manufacturers may withdraw from the program at any time through a written request. A withdrawal acknowledgment letter will be prepared and forwarded to the manufacturer. Branches will maintain suspension, removal, and withdrawal records on their manufacturers. All final suspension, removal, and withdrawal actions will be coordinated with the QPL/QML editor for revisions to the directory. Files on all manufacturers that have their qualification or registration removed will be maintained for a minimum of two years.

**6.7 INTERNAL AUDIT PROCEDURES**

The Technical Program Manager, or his designee, shall perform an internal audit of the operating procedures, in accordance with VQ SOP-49 (VQ Self-Audit Procedures), typically every one to two years to ensure that the requirements of this Quality Manual are being met. Audit results and corrective actions will be compiled in an audit report and reported to the Operations Board. The Operations Board has the responsibility to ensure that all non-conformities are corrected in a timely manner.

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**7. USE OF QUALIFICATIONS, CERTIFICATES, AND SYMBOLS**

**7.1 USE OF THE REGISTRATION**

Manufacturers are permitted to use their registration certificate in conjunction with the business practices of only selling products produced by those audited facilities or lines. In no way will any manufacturer imply that their products are endorsed by the DoD as a result of ISO-9001 audit. Restrictions on the use of the registration will be included in the approval package.

**7.2 USE OF QPL/QML QUALIFICATION**

Manufacturer obligations regarding the use of a QPL/QML qualification are described in DoD 4120.24-M, Appendix 2.

**7.3 USE OF DLA LAND AND MARITIME-VQ ISO-9001 LOGO**

Manufacturers are permitted to use the DLA Land and Maritime-VQ ISO-9001 logo in conjunction with the business practices of selling only products produced by those audited facilities or lines. The DLA Land and Maritime-VQ ISO-9001 logo may not be placed on any part, shipping package, or certificate of conformance. In no way will any manufacturer imply that their products are endorsed by the DoD as a result of ISO-9001 audit. Restrictions on the use of the DLA Land and Maritime-VQ ISO-9001 logo will be included in the approval package.

**8. DOCUMENTATION AND CHANGE CONTROL**

**8.1 SCOPE**

Detailed documentation control procedures are contained in VQ SOP-34, VQ Procedure for Documentation Control.

**8.2 COMPLIANCE**

Compliance to procedures is maintained by:

8.2.1 Review/training each associate to new revisions.

8.2.2 Self audits.

**8.3 UNCONTROLLED COPIES**

Only the Technical Program Manager or Assistant may approve the issue of uncontrolled manuals to persons outside of DLA Land and Maritime. Uncontrolled manuals will be clearly marked "NON-CONTROLLED COPY". Non-controlled copies will not be updated.

**8.4 OBSOLETE DOCUMENTS**

Outdated masters shall be retained in a master history file and marked "OBSOLETE". Obsolete document issues are removed from the Document Control Books, destroyed, and then replaced with the newest revision by the Document Control Manager. If the old revision is kept for any reason, it shall be clearly marked "OBSOLETE".

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**9. PUBLICATIONS**

**9.1 SCOPE**

The information contained in this section covers the registration information on all manufacturers that have successfully passed a DLA Land and Maritime-VQ QPL/QML or ISO 9001 audit.

**9.2 QPL AND QML PUBLICATION**

Policies and procedures for publishing QPLs and QMLs are described in DoD 4120.24-M, Appendix 2. Qualified Products Databases (QPDs) are available at assist.com and QM/QP QPD supplemental information sheets (QPDSIS) are available on the DLA Land and Maritime-VQ Home Page.

@ [http://www.dsccl.dla.mil/offices/sourcing\\_and\\_qualification/](http://www.dsccl.dla.mil/offices/sourcing_and_qualification/).

**9.3 ISO 9001 REGISTRATION PUBLICATION**

The DLA Land and Maritime QPL/QML editor will update the DLA Land and Maritime Directory of Manufacturers Issued a registration as soon as the registration is issued. Registration approval letters will include a courtesy copy to the editor for updating of the directory and the DLA Land and Maritime World Wide Web. QPL/QMLs may include a listing of manufacturers issued a registration as an attachment. The World Wide Web address is as follows: [http://www.dsccl.dla.mil/offices/sourcing\\_and\\_qualification/](http://www.dsccl.dla.mil/offices/sourcing_and_qualification/).

**9.4 ISO 9001 CERTIFICATE**

DLA Land and Maritime provides a registration certificate for each manufacturer that successfully passes an ISO-9001 audit. This registration remains the property of DLA Land and Maritime after issue. All registrations will include the name and location of the plant, applicable specifications and standards, and the scope of audit. Accreditation symbols by organizations that have a Memorandum of Understanding with DLA Land and Maritime may be attached to the bottom-center of the registration.

**9.5 OTHER DOCUMENTATION**

Other DoD and ISO-9001 publications referenced in this Quality Manual are maintained by the Division Chief.

**10. RECORD KEEPING**

**10.1 SCOPE**

This section applies to all activities involved with the QPL/QML and ISO-9001 audit process.

**10.2 MANUFACTURER INFORMATION**

All QPL/QML and ISO-9001 information shall be maintained in manufacturer and administrative files in the appropriate team. If a new manufacturer is requesting initial QPL/QML certification along with an ISO-9001 audit, then a file shall be established for that manufacturer. Records will be retained in accordance with the requirements for QPL/QML information in VQ SOP-20 (Retention of Qualification Information).

**10.3 PROPRIETARY INFORMATION**

All information provided by manufacturers and manufacturer information generated by auditors shall be considered proprietary. All information will be protected from unauthorized or unnecessary disclosure in accordance with VQ SOP-12 (Proprietary Information) and VQ SOP-03 (Procedures for Processing Freedom of Information Act Requests).

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#### 10.4 FIELD SECURITY

During all audits, the Lead Auditor is responsible for maintaining security of all material provided by the manufacturer and gathered by the team as supporting documentation for their final report.

#### 10.5 ACCESS

Access to any manufacturer information at DLA Land and Maritime is strictly on a need-to-know basis and in accordance with VQ SOP 12 (Proprietary Information).

### 11. MANAGEMENT REVIEW

#### 11.1 SCOPE

This section describes procedures and responsibilities for performing management review of the DLA Land and Maritime-VQ QPL/QML and DLA Land and Maritime ISO-9001 program. Management review will be performed once a year as a minimum. The management review will be performed by the Technical Program Manager and the Operations Board. It includes:

11.1.1 Review of previous goals and if they were met.

11.1.2 Establishment of new goals, if applicable.

11.1.3 Review customer feedback.

### 12. APPEALS, SUGGESTIONS, AND COMPLAINTS

#### 12.1 SCOPE

This section describes the procedures and responsibilities for handling manufacturers: 1) Appeals on deficiencies, non-conformities, certifications, or approvals, and 2) complaints and suggestions regarding the services of DLA Land and Maritime-VQ.

#### 12.2 PURPOSE

12.2.1 Manufacturers are encouraged to provide DLA Land and Maritime with their complaints and suggestions regarding the services we provide them. These will be used to improve our services and prevent a recurrence of the problem.

12.2.2 The appeals process provides manufacturers with a method to have DLA Land and Maritime re-evaluate decisions regarding deficiencies, non-conformities, certifications, or approvals.

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### 12.3 PROCEDURE

Manufacturers' complaints or suggestions may be provided in the form of a facsimile, letter, or verbally, either over the telephone or in person. Appeals on deficiencies, non-conformities, certifications, or approvals should be provided in writing. It is recommended that the manufacturer try to resolve problems at the Lead Auditor level first, and then follow the escalation procedure if necessary. All appeals, complaints, and suggestions (QPL/QML and ISO) program will be entered in the Customer Complaints Suggestions or Appeals Log (VQ SOF-120) by the receiving party. The assigned auditor will complete and file a customer complaint, suggestion, appeal action form (VQ- SOF-121). Complaints on personnel will be kept confidential.

### 12.4 RESPONSE

All complaints, suggestions, or appeals, including those escalated, will be acknowledged within 30 days of receipt. A record (Form 271, letter, FAX cover sheet, etc.) will be made of the acknowledgment, action taken, and final resolution. All corrective actions as a result of appeals, suggestions, complaints will be reviewed for effectiveness during the next self audit.

### 12.5 ESCALATION

The escalation chain is as follows:

Lead Auditor  
    Branch Chief  
        Operations Board  
            Technical Program Manager

## 13. LANGUAGE REQUIREMENT

No audit personnel will perform an audit where they are not fluent in the agreed language or do not have the support of a translator with the necessary technical language skills. Translators will not be subject to pressures that would affect the performance of the audit.

## 14. CODE OF ETHICS

To avoid conflicts of interest and maintain high ethical standards, each DLA Land and Maritime employee receives mandatory yearly on- line ethics training. All auditors are trained to conduct themselves in a professional manner and be free from bias and influences which could affect objectivity.

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