Cades Studec

Leading the way...

Training Card - Quality

QD0702

Prepared By / Date	Approved By / Date	Issued By / Date
Divya.M Digitally signed by Divya.M DN: cn=Divya.M, c=IN, o=CSTI, ou=Quality, email=divya.mani@studectech.com Reason: divya Date: 2025.08.29 18:20:22 +05'30'	BASAVANNA RANGAIAH Digitally signed by BASAVANNA RANGAIAH Date: 2025.09.02 16:28:58 +05'30'	Divya.M Digitally signed by Divya.M DN: cn=Divya.M, c=IN, o=CSTI, ou=Quality, email=divya.mani@studectech.com Reason: divya Date: 2025.09.03 10:33:33 +05'30'

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List of document references

1. Abbreviations:

Abbreviations	Meaning
CA	**C**orrective **A**ction
EN	**E**uropean **S**tandard (**N**orm)
ISO	**I**nternational **O**rganization for **S**tandardization
MR	**M**anagement **R**epresentative
NC	**N**on-Conformity
PM	**P**roject **M**anager
QD	**Q**uality **D**ocument
QE	**Q**uality **E**ngineer
TL	**T**eam **L**eader
TM	**T**echnical **M**anager
TUV	**T**echnischer **Ü**berwachungs **V**erein

2. QUALITY:

Degree to which a set of inherent characteristics fulfils requirements of **customers**

3. STANDARD CERTIFIED:

Our company is certified with following standards.

1. ISO9001 in the year 2007 July (First certification).
2. EN9100 in the year 2008 Nov (First certification).

Both are certified by TUV Nord. TUV - meaning technical inspection association. Nord – North

ISO 9001	EN9100

• ISO 9001 is by far the world's most established quality framework and sets the standard not only for quality management systems, but management systems in general.
• It helps all kinds of organizations to succeed through improved customer satisfaction, staff motivation and continual improvement.
  ○ Implementation
  ○ Documentation
  ○ Training
• **Current Edition of ISO**
  ○ 5th: 2015
	• The EN9100 standard was developed by the IAQG – International Aerospace Quality Group 9100 QMS to help major aerospace companies ensure that their suppliers meet stringent standards for safety, reliability and quality.
	• European standard was approved by CEN: European committee for standardization.
	• As we are working for aerospace industry, we need to be certified by EN9100
	• **Current Edition of EN**
	  ○ 'E': 2018

4. QUALITY POLICY & QUALITY OBJECTIVES

4.1 QUALITY POLICY

Refer to the **CSTI** Database – Norms and Quality Document – Main Form

4.2 QUALITY OBJECTIVES: ARE THE TARGETS WHICH WE HAVE TO ACHIEVE TO FULFILL CUSTOMER REQUIREMENTS.

Refer to the **CSTI** Database – Norms and Quality Document – Main Form

5. QUALITY DOCUMENTS

5.1 INTERNAL & EXTERNAL DOCUMENTS

In our company we have internal and external documents, and they are defined as follows.

Internal: documents prepared by our company.

External:

1. Customer documents prepared by customer,
2. Laws and statutory documents

INTERNAL DOCUMENTS	EXTERNAL DOCUMENTS
Quality • Quality Manual • Process Manual • Quality Plan Manuals • Procedures • Blank Formats • Documents Domain • User Guides • Instruction sheets • Handbook	Domain • User guides • Instruction sheets • Handbook STU29 _XXXX (Documents from Toulouse) TPG, TDS, & others if any (Documents from Airbus) Laws and statutory documents • Standards, • Registration act

5.2 QUALITY MANUAL:

This first step in building a Quality Management System is the creation of a "Quality Manual". The purpose is to describe in a concise and brief format, the scope and extent of the company quality system. More than likely the scope for our Quality Management System will come from our customers.
The Quality Manual is required to state (ISO9000 requirement) our Quality Management System scope, exclusions, procedures used, and a process map detailing the sequence and interaction of our core process.
Our organization choose to address each paragraph of the applicable ISO series that the company plan to become registered against, but we need to expand the scope of the manual to include EN9100.

5.3 PROCESS MANUAL

In this document we have defined procedures as per the requirements of norms.

5.4 QUALITY PLAN MANUALS:

The quality plan is the document setting out the quality assurance procedures for the project. Its aim is to assure that the results and deliverables of the project are of high quality and meet the specifications set in the project description of work.

5.5 PROCEDURE:

A procedure is defined as a documented process for quality activities that are interdepartmental. The intent of the procedures to be used as a reference where they will provide guidance and consistency when employees perform quality related tasks.

5.6 CHECKLIST:

These are the documents used to control / find the errors. The document helps the self-controller and the controller to find the critical points in the work.

5.7 HANDBOOK:

This document is used as the reference document particularly to explain each point of the checklist.

6. ERRORS (NON-CONFORMITIES):

An 'error' is a deviation from accuracy or correctness.

Internal Errors	External Errors
The errors made by self-controller and detected by controller or Team leader	The errors which are made by self-controller but not detected by controller / TL, they are finally detected by customer and are reflected through customer complaint.

7. AUDITING:

The purpose of auditing is to check whether we are following the work standards as defined in the quality manual as per customer requirements, if not then to inform the employees through **N**on-Conformity (**NC**) to improve work with implementation of the new actions to fulfil customer requirements.

Internal Auditing.	External Auditing
Internal auditing will be held as defined by management in the quality manual and audit planning can be checked through the Management Tool. (**QD**1025) – internal audit plan	External auditing is of 2 types: • Certification audit: once in 3 years • Surveillance audit: once in a year (between 365 days & < 1 month)

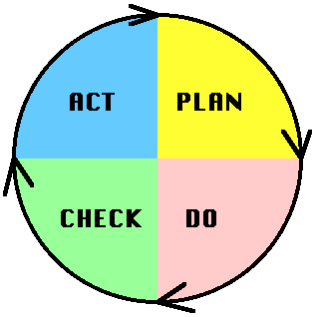
8. JOB CARD:

This document is used to find the traceability of the work. The Job Card helps to find the date, time, name, type & status of the work order. Never, you can start production work without this quality document. Working without the Job Card is a **big NC**.

9. DOCUMENTS:

- QD1065: checklist per domain – this document gives the information as for which domain we must use the particular checklist. These checklists are identified with their QD references.
- QD1007: Document consign sheet – this document is used to issue the revised quality document.
- QD1022: Document Change Request Note (DCRN) – this document is used to revise the quality document.
- QD01XX to QD01XX: Authority and Responsibility Sheet– give you what you must do and apply according to your position. To read absolutely.

10. MAIN QMS RULE IS (PDCA CYCLE):



Plan	Before doing anything, we must Plan the activity that how effectively or easily we can do this work
Do	Carryout the work as per your analysis
Check:	After completion of your work, check the results as per Check list or with any necessary guidelines
Act	If you found discrepancies or mistakes act against that and find solution and repeat the process once again, its circular continuous process.

11. CA: CORRECTIVE ACTION

11.1 CORRECTION:

Rework is mandatory for deliver a good product, but that isn't the corrective action.

11.2 CONTAINMENT ACTION:

The first action taken when a non-conformance is identified. Containment action is to define the problem extent and try to limit it.

11.3 CORRECTIVE ACTION:

It is a process of reacting to product problems, customer complaints or NC'S and fixing them.

The process is to define the root causes of the error and the solution for eliminating them.

CORRECTIVE ACTION
Review & define the problem or NC
Find the cause of the problem
Develop an action plan to correct the problem and prevent recurrence
Implementing the plan

CORRECTIVE ACTION
Evaluating the effectiveness of the correction.

12. WHAT WE HAVE TO DO WHEN WE RECEIVE THE CUSTOMER COMPLAINT:

Below you will find the main steps. A particular training is necessary for CA.

- Analyse the problem with your team members, Top management (PM or TM), QE.
- Make CA report for the complaint received
- Train / inform team members regarding the complaints received through customer complaint and also the action taken for the same problem.

13. EFFECTIVENESS OF THE ACTIONS TAKEN TO REDUCE ERRORS (INTERNAL / EXTERNAL):

Once you have taken some action for the errors, the effectiveness of the action on the work will be seen to check for reduce in errors. If the action taken is effective i.e., we find that there is reduce in errors and within the target, make sure that we continually improve the work and achieve the target on reducing the errors.

If the action taken is not effective, then we must take another action (CA)so that we achieve our target.

For ISO9001 and EN9100 compliance, the bottom line is to:

Write what you do,

Do what you have written

Amendment record

Pages	Revision Number	Date	Author	Nature / Reasons of change
All	02	31-Dec-09	Praveen C	Refer DCRN 398
All	03	07-Oct-10	Praveen C	Refer DCRN 536
All	04	16-Jan-13	Praveen C	Refer DRN 1301 & CA for NCR01(MR) and change in logo (refer MRM_03_12).
All	01	23-Oct-13	Lastrucci	Refer DCRN 1556
4,5,6,8,9	02	22-Dec-17	Divya.M	Refer DCRN 4516
4	03	30-Nov-23	Divya.M	Modified chapter 3 - Current Edition of EN updated from 2016 'D' to 2018 'E' w.r.t the current certification. Refer DCRN 7177
6	04	29-Aug-25	Divya.M	Modified chapter 7 – Internal Audit Planning is managed in the Management Tool. Reason – For Quality Improvement.