NATO GUIDANCE ON THE USE OF THE AQAP 2000 SERIES

AQAP 2009
(Edition 1)

(June 2003)
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Jan H ERIKSEN
Rear Admiral, NONA
Chairman NSA
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1. General

1.1 Introduction

1.1.1 This publication introduces the AQAP 2000 series. It provides guidance on the interpretation and use of the requirements found in the AQAP 2000 series. The AQAP 2000 series is structured to be the NATO requirements for an Integrated Systems Approach to Quality through the Life Cycle, to be selected and applied for all nations and contractual relationships, and to match tailoring processes embodied in modern standards.

1.2 AQAP 2000 series structure

1.2.1 The AQAP 2000 series of contractual AQAPs is structured as a series of stand alone publications. Some of which subsume pre-selections of ISO 9001:2000 chapter 7. NATO has made this pre-selections after careful deliberation.

1.2.2 The structure allows the most appropriate publication to be selected and invoked in a contract, thus allowing the Acquirer and the Supplier to target resources efficiently thereby enhancing value for money. The relevant publication of the AQAP 2000 series can be invoked in contracts during any of the stages of a systems life cycle (See Annex A.). The publications of the AQAP 2000 series will allow for the continuous application of a quality management process to the products and all life cycle processes during the stages of life cycle covered by the contract.

1.2.3 Structure of the AQAP numbering:

- **First digit:** Indicates part of AQAP 2000 series
- **Second digit:** Indicates purpose: 0 = guidance
  - 1 = NATO Quality requirements for Hardware, Materiel and related processes
  - 2 = NATO Quality requirements for software

*Future possible placeholders:*

- **Third and fourth digits:** Indicates numbering of Publication
  - 3 = NATO Quality requirements for Systems
  - X = Evolution

AQAP 2000: The NATO Policy on an Integrated Systems Approach to Quality Through the Life Cycle

AQAP 2009: NATO Guidance on the use of the AQAP 2000 series
AQAP 2050: NATO Project Assessment Methodology
AQAP 2070: NATO Mutual Government Quality Assurance (GQA) process
AQAP 2131: NATO Quality Assurance Requirements for Final Inspection
AQAP 2130: NATO Quality Assurance Requirements for Inspection and Test
AQAP 2120: NATO Quality Assurance Requirements for Production
AQAP 2110: NATO Quality Assurance Requirements for Design, Development and Production
AQAP 2105: NATO Requirements for Deliverable Quality Plans

1.2.4 Figure 1 shows the present structure of AQAP 2000:
By reference:
ISO 9000:2000
ISO/IEC 12207
ISO 10006
ARMP
AQAP 2050 (Expected)
ISO/IEC 15288

STANAG 4159
ISO 10012-1
ACMP
STANAG 4174

STANAG 4107

AQAP 2000 Policy on an Integrated Systems Approach to Quality Through the Life Cycle

AQAP 2070 NATO Mutual Government Quality Assurance (GQA) Process

AQAP 2009 NATO guidance on the use of the AQAP 2000 series

AQAP 2009 (Edition 1)

AQAP 2131 NATO QA requirements for final inspection
AQAP 2130 NATO QA requirements for inspection & test
AQAP 2120 NATO QA requirements for Production
AQAP 2110 NATO QA requirements for Design, Development and Production
AQAP 2105 NATO requirements for Deliverable Q plans
AQAP 150 NATO QA requirements for software development
AQAP 160 NATO intrg.Q requirements for software Throughout the Life cycle

AQAP 159

AQAP 169

Figure 1
1.3 Scope of the AQAP 2000 series.


1.3.2 The principle of escalation means that in low risk products few quality assurance requirements will be imposed, while for higher risk products increased quality assurance will be imposed. This basis will be found in NATO’s policy publication, AQAP 2000, on an Integrated Systems Approach to Quality through the Life Cycle.

1.3.2.1 AQAP 2000 Policy on an Integrated Systems Approach to Quality through the Life Cycle (guidance type):
This policy provides the framework for an integrated system approach to achieve quality in products and services throughout the life cycle. For further details, see Annex 1.

1.3.2.2 AQAP 2009 NATO Guidance on the use of AQAP 2000 series (guidance type):
This publication provides guidance on the structure, interpretation of the NATO additional requirements and the use of the AQAP 2000 series.

1.3.2.3 AQAP 2131 NATO Quality Assurance Requirements for Final Inspection (contractual type):
The purpose of AQAP 2131 is to give the GQAR and/or Acquirer the right of access to the Supplier and that the Supplier’s final inspection provides objective evidence that the product conforms with contract requirements. This publication should be made a requirement of the contract when conformance with the requirements can be demonstrated satisfactorily on receipt of the final product.

1.3.2.4 AQAP 2130 NATO Quality Assurance Requirements for Inspection and Test (contractual type):
This publication defines the requirements for the Supplier’s Quality Management System and associated requirements for minimum Configuration Management. A system needs to be established, documented, applied, maintained, assessed and improved, and/or evaluated, in accordance with requirements contained in the publication. This publication is used when the design related to the product is established and conformance with requirements can be demonstrated solely on the basis of inspection, during the manufacturing and processing of materials, parts, components, sub-assemblies and the final product, as appropriate.
1.3.2.5 AQAP 2120 NATO Quality Assurance Requirements for Production (contractual type):
This publication defines the requirements for the Supplier’s Quality Management System and associated requirements for Configuration Management capable of producing objective evidence that processes and product conforms to contract requirements whether manufactured or processed by the Supplier or Sub-suppliers. This publication should be made a requirement of the contract when the design related to the product is established. Usually the complexity of the product requires comprehensive quality control and the need for servicing may arise. Life, reliability and other quality characteristics can only be ensured by the Supplier, throughout the manufacturing or processing phases, by use of materials and parts of proven quality and by means of detailed work instructions, process control and procedures whose purpose is to permit the earliest possible corrective action.

1.3.2.6 AQAP 2110 NATO Quality Assurance Requirements for Design, Development and Production (contractual type):
This publication defines the requirements for the Supplier’s Quality Management System and associated requirements for Configuration Management when design activities are included in the contract. This publication should be made a requirement of the contract when requirements are specified in terms of functional and technical requirements and the Supplier is, therefore, responsible for design, development and production.

The method for selecting the appropriate AQAP is shown (schematic) in figure 2.
Figure 2
Possible process flow indicated
1.4 Purpose of this guidance

This guidance will be of use to personnel responsible for contract preparation, contract surveillance and/or evaluating a Supplier for compliance to the appropriate AQAPs. It will also contribute to common understanding of the requirements between Suppliers and the personnel responsible for Government Quality Assurance and between National Quality Assurance Authorities (NQAA) when Government Quality Assurance (GQA) is to be performed within the provisions of STANAG 4107 "Mutual Acceptance of Government Quality Assurance and usage of the Allied Quality Assurance Publications".

1.5 Applicability

This AQAP must not be used as a contractual document. Its content has no contractual status nor does it supersede, add to, cancel or redefine any of the requirements in a contract. Copies of this guide may be made available to Suppliers to facilitate their understanding of AQAPs and as a guide for use in the review of their own systems or those of their Sub-suppliers.

NOTE: Guidance on ISO 9001:2000 is not provided in this publication as this is considered a National matter. Guidance from ISO 9004:2000 may be used for improvement of the Quality Management System

1.6 Supply chain

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<td>Customer</td>
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<td>Supplier</td>
<td>Organisation</td>
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<td>Sub-supplier</td>
<td>Supplier</td>
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Acquirer: Governmental and/or NATO Organisations, that enter into a contractual relationship with a Supplier, defining the product and quality requirements

Supplier: Organisation that acts in a contract as the provider of products to the Acquirer.

Sub-supplier: Provider of products to the Supplier.
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**ANNEX A**

**Policy Paper**

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1. General

This policy paper provides the framework for an integrated systems approach to achieve quality of products and services throughout the life cycle. This approach establishes a structured process that addresses both managerial and technical elements and is based on the following:

1.1 An organisation must establish, manage and conduct processes in order to effectively set and reach its goals.

1.2 Hardware, software, human interaction and other elements are integrated into a system and the corresponding disciplines are harmonised;

1.3 The interests of all the interested parties in the life cycle, including the natural environment, are taken into account. The related needs are translated into appropriate functional and technical requirements;

1.4 The life cycle participants use a common framework and terminology to create and manage the system; and

1.5 The quality management process and the associated activities are applied continuously to the products and all life cycle processes.

2. Concepts

This approach is based on the following concepts:

2.1 Life Cycle Phases

The life cycle (ranging from conception through disposal) of the system is divided into well-defined phases that provide a framework for the project(s).

2.2 Life Cycle Processes

In each phase of the life cycle there are processes which may be organisation wide or specific to a project. The organisations of the life cycle participants should establish, document, maintain and improve effective and economical processes for each life cycle phase. The quality management process includes the activities of planning, review, audit, measurement and monitoring, verification, validation, corrective and preventive action.

2.3 The Life Cycle Participants

The participants directly involved in processes and associated activities throughout the life cycle phases can be expressed in generic terms: e. g., the user, the Acquirer, the owner, the Supplier, and the personnel with responsibility for Government Quality Assurance (GQA). Since quality is a shared responsibility, the responsibilities should not be allocated exclusively to any one of the participants.
2.4 The use of risk based tasking

To obtain a cost effective use of the resources, GQA should only be requested when areas of risk, associated with, for example, the product or the Supplier, have been identified.

2.5 Communication and information

It is important that information from all interested parties is exchanged continuously in order to take all interests into account as early as possible in the life cycle.

2.6 Project Management Teams

It is considered important that Project Management Teams (PMTs) are set up as early as possible and extended throughout the entire life cycle\(^1\).

These teams are cross-functional and the team members should have complementary skills and be committed to common objectives. The PMTs should have the delegated authority to trade off performance, time, cost, and risk, as appropriate, while maintaining a focus on quality.

2.7 Quality management system

The organisations of the life cycle participants should establish, document, assess and improve an effective and economical quality management system. The quality management system is that part of the organisation's management system that establishes the quality policy and quality objectives and then focuses on the achievement of results according to the quality objectives.

The quality management policy and objectives should provide a way of effectively managing resources and life cycle processes based on the participation of all members of the organisation. This approach aims at long-term success by creating a focus on continuous improvement, customer satisfaction and benefits to all interested parties. Assessment provides an insight into an organisation which indicates the areas where corrections are required and opportunities for improvements exist.

In order to survive in an environment where businesses are facing increasing competitive challenges every day, organisations are finding new ways to extend/augment their competitive edge and measure how far they are from “Performance Excellence” as it is expressed today. The use of internationally recognised “life cycle process models”, “capability maturity levels” and the use of “assessment type(s)” depending on the need is seen as a trend.

\(^1\) If the project e. g. is only a “development project”, the Project Management Team (PMT) can discontinue at the end of the “Development” phase.
2.8 The Use of International Standards

NATO AC/250 has decided to use international standards where they are appropriate. NATO Quality management requires that the AQAP document and related international standards must be used to form a complete standard for NATO use. The NATO community should seek to influence evolving international standards.

2.9 The Use of NATO Publications

Since defence materiel may be purchased or developed as multinational projects, a set of NATO documents (including Allied Quality Assurance Publications) should be maintained and used for the mutual benefit of NATO and member nations.
### ANNEX B

NATO Guidance on the use of AQAP 2131

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NATO guidance on the use of AQAP 2131

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This section is considered self-explanatory.

2. Requirements

2.1 Access to Supplier and support for GQA activities
2.1.1 These requirements emphasise the Supplier’s responsibility to provide unrestricted access for the Government Quality Assurance Representative (GQAR) where part of the contracted work is being performed. The Supplier is solely responsible for the quality of all products he provides to the Acquirer.

2.2 Products presented by the Supplier for release
This section is considered self-explanatory.

2.3 Control of non-conforming products
The GQAR and/or Acquirer and the Supplier should agree upon the segregation processes suggested by the Supplier. The Supplier carries the responsibility for the proper identification, control and use of those processes.

2.4 Acquirer supplied products
This section is considered self-explanatory.

2.5 Final Inspection
If the format of the Certificate of Conformity (COC) is not defined by the contract, a suitable example is available in AQAP 2070. This form contains the minimum set of information needed.
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NATO Guidance on the use of AQAP 2130, 2120 and 2110

1. General
   This section is considered self-explanatory.

2. Compliance with this publication
   This section is considered self-explanatory.

3. Composition of requirements in AQAP 2110, 2120 and 2130
   This section is considered self-explanatory.

4. Quality Management System

4.1 General requirements

   NATO guidance:
   Throughout the AQAP 2130, AQAP 2120 and AQAP 2110 the phrase “Quality Management System” or just “System” is used. This identifies the need to establish quality policy and quality objectives and to achieve those objectives. AQAPs require that the System shall be established, documented, assessed and improved.
   To "establish" means to set up on a permanent basis for the duration of the Contract.
   To "document" means to describe the elements of the System in writing in sufficient detail that it is comprehensible to the personnel controlling and operating it. The document may be in hard copy or stored electronically.
   To “assess” means that the System, necessary to satisfy the contract requirements, is audited on a regular basis, in a controlled way.
   To “improve” means those experiences gained are reflected in updates of the System.
   An "effective" System provides confidence in the Supplier’s capability that only an acceptable product is delivered to the Acquirer in a timely manner. It includes the planning, establishment and implementation of the activities and controls required to achieve this end at all stages of the work from preliminary design through manufacture and acceptance to the provision of any required after-delivery services. Recognising that most functions of management affect quality in some manner and to some degree, each function is analysed to identify the factors that affect quality and to ensure that these factors are controlled. An appreciation of the effectiveness of the implementation of the System can be obtained in many ways, such as:

   - Demonstration of top management commitment
   - Self assessment
   - Continual improvement
- User/Acquirer feedback
- Evaluation of the severity of non-conformities detected at the Supplier’s facility
- Trend analysis

An "economical" System has as its goal, not only the effective use of resources but also, the minimising of repair, rework, scrap and failure costs. To achieve this, a prime objective of the System is the prevention of non-conformities, especially during the design and development stages. The cost of preventing non-conformities is normally much less than the cost of failures, rework and corrective action. Excessive amounts of non-conforming products are symptomatic of an out-of-control situation. Non-conforming products may also be a hidden factor in the cost of the product to the Acquirer.

AQAPs stipulate, in objective terms, the requirements a Supplier shall meet to control quality. They do not stipulate the exact procedures or methods to be used by the Supplier for this purpose. The procedures employed, however, are subject to evaluation by the GQAR and/or Acquirer.

4.2 Documentation requirements

4.2.1 General
No NATO guidance.

4.2.2 Quality manual

NATO guidance
All departments of a Supplier’s organisation concerned with the contract contribute to satisfying the requirements of the AQAPs and therefore, their activities, which affect quality, are to be integrated in and co-ordinated through the System. The documentation of the System describes the structure of the organisation, the functions and interrelationships (hierarchical and functional) of those who are involved in operating it; assigns specific responsibilities for operations and decisions and confers the necessary authority on those concerned.

4.2.3 Control of Documents
No NATO guidance.

4.2.4 Control of Records
No NATO guidance.
No NATO guidance.

5.1 **Management commitment**
No NATO guidance.

5.2 **Customer focus**
No NATO guidance.

5.3 **Quality Policy**
No NATO guidance

5.4 **Planning**

**NATO guidance**

The Quality Plan should be developed in conjunction with other project-related planning, e.g. as a sub-set of the Project Management Plan. Where functions and processes are clearly defined in the Supplier’s Quality Manual, a cross-reference is recommended. The QP should include the contract specific description of the organisational structure.

Details of the Quality Plan may be, but are not limited to:
- Organisational structure including the assignment of responsibilities and authorities of, for instance, the project manager, the project quality manager and the organisational units of the Supplier and Sub-suppliers.
- The specific operational functions of the Supplier’s Quality Manual including the identification and control of all operational interfaces including those with the Sub-suppliers.
- The application of contract related procedures, processes and instructions for activities such as:
  - Award of Design & Development sub-contracts.
  - Procurement and qualification processes for new components.
  - Configuration management.
- Introduction and qualification of new methods, processes and procedures for the Design & Development process, production, verification etc.
- Analysis, evaluation and correction of problems/non-conformities.
- Fulfilment of specific requirements such as:
  - Reliability/maintainability/interoperability/serviceability.
  - Technical, weapon and human safety.
  - Ergonomics.
  - Environmental protection.
- Preparation of inspection and test specifications for acceptance tests and for their approval as necessary.
- The design, development and production verification programme for the complete product including:
  - Theoretical/analytical demonstration.
- Design review.
- Functional test.
- Environmental test.
- Acceptance test.
- These verification activities should be coordinated and indicated in a flowchart, which includes the full verification test programme for the product.
- Methods for notification and submittal of documents required by the contract to the GQAR and/or Acquirer.

In order to maintain customer focus when planning for the product realisation, the Supplier should consider conducting the following as appropriate:
- An analysis of ISO 9001:2000 7.2.1 Determination of requirements related to the product
- Identification of risks including Supplier's management risks.
- Functional analysis of needs, classification, weighting.
- Restrictions in use, ergonomics, maintenance, interoperability, and training.
- Research of needs (customer expectations, perceived customer needs and expressed customer needs).
- Detecting unnecessary and expensive constraints.
- Detecting pitfalls, process and technological dead-ends.
- Allocation of resources.
- Minimising any harmful and detrimental effects on the environment.

Any special or unusual requirements should be identified. When there are such requirements are found, there is a need to study, plan for and schedule the provision of appropriate operations, processes and techniques and identify means for testing and proving conformance with the requirement.

All the above mentioned information may be organised in a set of management plans (Project Management Plan, Development Plan, Quality Plan etc.) which enables the Acquirer to remain informed about difficulties, pitfalls, uncertainties and risks, and the implementation of specific measures or means which could result in an update of the contract.

5.4.1 Quality objectives
No NATO guidance

5.4.2 Quality Management System Planning
No NATO guidance

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority
No NATO guidance
5.5.2 Management representative

**NATO guidance**
It is important that the management representative is a member of the Supplier’s senior management with executive responsibilities and acts as the Supplier’s focal point for the resolution of quality matters raised by the GQAR and/or Acquirer.

5.5.3 Internal communication

**NATO guidance**
In order to ensure proper communication, the Supplier should establish communications processes, which ensure the adequate level of information is supplied to the GQAR and/or Acquirer. This is considered to be the level necessary for the GQAR and/or Acquirer to fulfil the assigned Government Quality Assurance activities.

5.6 Management review

5.6.1 General
No NATO guidance

5.6.2 Review input
No NATO guidance

5.6.3 Review output
No NATO guidance

6. Resource management

6.1 Provision of resources
No NATO guidance

6.2 Human resources

6.2.1 General
No NATO guidance

6.2.2 Competence, awareness and training
No NATO guidance

6.3 Infrastructure
No NATO guidance

6.4 Work environment
No NATO guidance
7. Product realisation

**NATO guidance**

When AQAP 2130, 2120 or 2110 are required, the elements of ISO 9001:2000 chapter 7 apply in accordance with the table below:

<table>
<thead>
<tr>
<th>ISO 9001:2000 element</th>
<th>AQAP 2130</th>
<th>AQAP 2120</th>
<th>AQAP 2110</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1 Planning of product realisation</td>
<td>Partially</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>7.2 Customer-related processes</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>7.3 Design and development</td>
<td>NO</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td>7.4.1 Purchasing process</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>7.4.2 Purchasing information</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>7.4.3 Verification of purchased product</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>7.5.1 Control of production and service provision</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>7.5.2 Validation of processes for production and service provision</td>
<td>NO</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>7.5.3 Identification and traceability</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>7.5.4 Customer property</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>7.5.5 Preservation of product</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>7.6 Control of monitoring and measuring devices</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>7.7 Configuration management (CM)</td>
<td>YES(^2)</td>
<td>YES(^3)</td>
<td>YES</td>
</tr>
<tr>
<td>7.8 Reliability and Maintainability(^4)</td>
<td>NO</td>
<td>NO</td>
<td>YES</td>
</tr>
</tbody>
</table>

**7.1 Planning of product realisation**

For details, see this publication §5.4.

**NATO guidance:**

In order to maintain customer focus, planning for the product realisation, the Supplier should consider conducting the following as appropriate:
- An analysis of ISO 9001:2000 7.2.1 Determination of requirements related to the product.
- Identification of risks including Supplier’s management risks.
- Functional analysis of needs, classification, weighting.
- Restrictions in use, ergonomics, maintenance, interoperability, and training.
- Research of needs (customer expectations, perceived customer needs and expressed customer needs.
- Detecting unnecessary and expensive constraints.
- Detecting pitfalls, process and technological dead-ends.
- Allocation of resources.

\(^2\) NATO addition not in ISO 9001:2000
\(^3\) AQAP 2009 elements apply only as required by AQAP 2130 §7.7.1
\(^4\) AQAP 2009 elements apply only as required by AQAP 2120 §7.7.1 and §7.7.2
\(^5\) NATO addition not in ISO 9001:2000
- Minimise any harmful and detrimental effect on the environment.

Any special or unusual requirements should be identified. When such requirements are found, there is a need for study, planning and scheduling to provide appropriate operations, processes and techniques and the means for testing and proving conformance with the requirement. All the above mentioned information may be organised in a set of management plans (project management plan, development plan, quality plan etc.) which enable the Acquirer to remain informed about difficulties, pitfalls, uncertainties and risks, and implementation of specific measures or means, and which could result in an update of the contract.

7.2 Customer-related processes
No NATO guidance

7.2.1 Determination of requirements related to the product
No NATO guidance

7.2.2 Review of requirements related to the product
No NATO guidance

7.2.3 Customer communication

**NATO guidance**

Level of information should be determined between GQAR and/or Acquirer and Supplier. As AQAPs give the framework for contractual quality assurance requirements, it is essential that the GQAR and/or Acquirer and the Supplier establish a relationship, based on the contract and the Supplier's normal “way of doing business”, in order to ensure that the necessary information is received by the GQAR and/or Acquirer in a timely manner.

7.3 Design and development
No NATO guidance

7.3.1 Design and development planning
No NATO guidance

7.3.2 Design and development input
No NATO guidance

7.3.3 Design and development outputs
No NATO guidance

7.3.4 Design and development review
No NATO guidance
7.3.5 Design and development verification
No NATO guidance

7.3.6 Design and development validation
No NATO guidance

7.3.7 Control of design and development changes
No NATO guidance

7.4 Purchasing

7.4.1 Purchasing process
No NATO guidance

7.4.2 Purchasing information

**NATO guidance**
When the Supplier determines that work has to be sub-contracted to a Sub-supplier, the Supplier should make such information available to the GQAR and/or Acquirer as early as possible. This enables the GQAR and/or Acquirer to consider the need for GQA at the Sub-supplier’s facility at an early stage.

7.4.3 Verification of purchased product
No NATO guidance

7.5 Production and service provision

7.5.1 Control of production and service provision
No NATO guidance

7.5.2 Validation of processes for production and service provision
No NATO guidance

7.5.3 Identification and traceability
No NATO guidance

7.5.4 Customer property
No NATO guidance

7.5.5 Preservation of product
No NATO guidance

7.6 Control of monitoring and measuring devices
No NATO guidance
7.7 Configuration management (CM)
More information can be found in STANAG 4427 & STANAG 4159.

7.7.1 Configuration Management (CM) requirements
No NATO guidance

7.7.2 Configuration Management Plan (CMP)
No NATO guidance

7.8 Reliability and Maintainability
No NATO guidance

8. Measurement, analysis and improvement

8.1 General
No NATO guidance

8.2 Monitoring and measurement

8.2.1 Customer satisfaction
No NATO guidance

8.2.2 Internal audit
No NATO guidance

8.2.3 Monitoring and measurement of processes
No NATO guidance

8.2.4 Monitoring and measurement of product

NATO guidance
If the format of the Certificate of Conformity (COC) is not defined by the contract, a suitable example is available in AQAP 2070. This form contains the minimum information requirements for a COC.

8.3 Control of non-conforming product
Acquirers must ensure that the contractual requirements for dealing with concessions are clearly stated in the contract. Acquirers should be aware that national practice of the country placing the contract and the nation where the contract will be performed may be different with respect to handling concessions and should therefore clearly set out the required actions.

8.4 Analysis of data
No NATO guidance
8.5 Improvement

8.5.1 Continual improvement
No NATO guidance

8.5.2 Corrective action
No NATO guidance

8.5.3 Preventive action
No NATO guidance

9. NATO additional requirements

9.1 Access to Supplier and Sub-suppliers and support for GQA activities

9.1.1 These requirements emphasise the Supplier’s responsibility to provide unrestricted access and assistance for the Government Quality Assurance Representative (GQAR) where part of the contracted work is being performed. The Supplier is solely responsible for the quality of all products he provides to the Acquirer. The Supplier should ensure that the GQAR and/or Acquirer is provided with suitable office space for administrative purposes and with adequate workspace, when required for verification purposes. Facilities and assistance include, but are not limited to:
- Access by the GQAR and/or Acquirer to those areas where, and at the time when, the contract work is in progress.
- Assistance in the documentation, audit and release of materiel and services where appropriate.
- Information necessary for the proper conduct of Government Quality Assurance.

9.2 Products for release to the Acquirer
This section is considered self-explanatory.