

FED-STD-368A
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SUPERSEDING
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FEDERAL STANDARD
QUALITY CONTROL SYSTEM REQUIREMENTS

This standard was approved by the Commissioner, Federal Supply Service, General Services Administration, for the use of all Federal agencies.

1. SCOPE. This standard establishes minimum requirements for a quality control system to be provided and maintained by a contractor under Government contract for furnishing supplies or services. The contractor's quality control system shall include the methods, procedures, controls, records, and maintenance of the system to provide verification of product compliance with contract requirements. The extent of this system shall depend on the complexity of the item under contract. A written description of this system shall be prepared by the contractor and shall be available to the Government. The contractor's quality control system shall be reviewed by the Government and is subject to the disapproval of the Government representative when the contractor's procedures will not accomplish their objective.

1.1 Application. This standard is applicable when referenced in the contract. It is also applicable at supplier locations where Government inspection at these points is required. In such cases, it is the contractor's responsibility to invoke the use of this standard by his supplier.

2. REFERENCED DOCUMENTS None.

3. DEFINITIONS. As used herein, the following definitions shall apply:

3.1 Inspection. A process of examining, testing, measuring and otherwise comparing products and services to determine compliance with specified requirements.

3.2 Quality control. An overall system of activities, including inspection, whose purpose is to provide a quality of product or service that meets contract requirements.

3.3 Statistical quality control. Quality control in which statistical techniques are used. These techniques include the use of frequency distribution, measure of central tendency and dispersions, control charts, acceptance sampling, regression analysis, tests of significance.

4. REQUIREMENTS. The contractor shall provide and maintain a documented quality control system which will ensure that the end products (supplies or services) and associated components, spare parts, manuals, packing, packaging, marking, and any other contractual requirements, offered to the Government conform to contract requirements whether manufactured or processed by the contractor or procured from subcontractors or vendors. It shall be available for review by the Government prior to the start of production and during the life of the contract. It shall provide control over all phases of production from the initiation of design through manufacture and preparation for delivery.

5. DETAILED REQUIREMENTS.

5.1 The contractor shall perform all examinations and tests to substantiate conformance to specifications, using his own or any other inspection facilities or services acceptable to the Government, before offering to the Government for acceptance.

5.2 Organization.

5.2.1 Personnel performing quality control functions shall be identified and given sufficient well-defined responsibility, authority, and the organizational freedom to identify and evaluate quality problems, and to initiate, recommend, or provide solutions.

5.2.2 Management shall regularly review the status and adequacy of the quality organization and conformance to the quality control system.

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5.3 Inspection status. The contractor shall keep raw material, parts, partially assembled products, and end products segregated in accordance with their inspection status, such as accepted, rejected, set aside for rework, awaiting decision, to prevent intermixing and unauthorized use. The indication of the inspection status may be accomplished by tags, labels, marking, or other positive means.

5.4 Measuring and test equipment.

5.4.1 The contractor shall have all measuring and testing equipment required to perform testing for all characteristics called for in the contract, or shall have firm arrangements with another inspection and testing facility acceptable to the Government.

5.4.2 Measuring devices, test equipment, gages, jigs, fixtures, shall be inspected at scheduled intervals against specified, certified, or otherwise valid means to ensure continued accuracy.

5.5 Sampling plan. Statistical sampling is generally specified in the applicable product specifications. These are minimum requirements. The contractor may use other statistical sampling techniques; e.g., control charts, frequency distribution, tests of significance; whenever such sampling provides greater precision.

5.6 Inspection stations. The contractor shall set up clearly defined inspection stations for receiving, in-process, and end-product inspection.

5.6.1 The quality of all articles produced by subsidiary manufacturers and suppliers for materials and manufactured articles to be furnished under Government contract shall be controlled. Subsidiary manufacturers and suppliers shall be notified of any deficiencies which require corrective action.

5.6.2 In-process inspection shall be used for quality characteristics which are difficult or impossible to measure by end-product inspection; it shall not be used to eliminate end-product inspection.

5.6.3 End-product inspection. Prior to end-product inspection, the contractor shall ensure that all receiving and in-process inspections have been performed. End-product examinations and tests shall be performed in accordance with contract requirements.

5.6.3.1 Samples of products to be shipped in knockdown condition shall be inspected in fully assembled state to ensure adequate assembly.

5.6.3.2 Reworked material shall be fully inspected before it is reoffered.

5.7 Records. The contractor shall maintain quality control records in sufficient detail to establish evidence that the sampling was representative, the required examinations and tests have been properly performed, and only specification material has been accepted for production and delivery to the Government.

These records shall be available for review by the Government representative and copies of individual records shall be furnished him upon request.

5.7.1 Records shall cover receiving inspection, calibration of test equipment, in-process inspection, and end-product inspection. The records shall include data on both conforming and nonconforming product, or services, and show inspector's or analyst's name.

5.7.2 The inspection records shall include, as a minimum, the following information, as applicable; lot size, sample size, statistical method used, frequency of sampling, characteristic being examined or tested, number of defectives (or defects) in sample, test results, acceptance and rejection criteria, reason for rejection, and disposition instructions for rejected material.

5.8 Drawings, specifications, changes. The contractor shall develop and maintain a system to ensure that the latest applicable drawings, specifications, and instructions required by the contract are incorporated in his production and quality control.

5.9 Preparation for delivery. The contractor shall ensure, prior to shipment, that the product is completed, all required fabrication, examination, and tests have been performed, and the specified quality requirements have been met, the required components, spare parts, assembly instructions, technical manuals, packing slips, shipping envelope, inspection documents, etc., have been inspected prior to shipment and forwarded in accordance with contract instructions; all supplies have been preserved, packaged, packed, and marked in accordance with contract terms.

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3.10 Written procedures. The contractor shall maintain a current written quality control procedure. This procedure, and all changes thereto, shall be available to the Government representative. It shall describe the administration of the quality control system in use and list authorized names and titles for Government contacts. It shall include:

- a. An organization chart which clearly depicts the place of quality control functions.
- b. Persons performing quality control functions, their responsibilities, and authority in dealing with the Government on contracts.
- c. A flow chart of production.
- d. Inspection stations, inspection procedures, test methods, 100 percent inspection, statistical techniques, formation of lots, lot sizes, collection of samples, sample sizes, frequency of sampling, acceptance/rejection criteria, identification of lots, segregation of lots, disposition of rejected lots, corrective action, and procedure for recording results of inspection.
- e. Calibration of equipment, frequency, procedures, traceability to standards and records.
- f. Samples of quality control forms, tags, charts, labels, and any other written matter used to control quality.

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