

AQAP-120  
(Edition 2)

**NATO QUALITY ASSURANCE REQUIREMENTS**

**FOR**

**PRODUCTION**

**AQAP-120**

**FEBRUARY 1995**



NORTH ATLANTIC TREATY ORGANIZATION  
MILITARY AGENCY FOR STANDARDIZATION  
NATO LETTER OF PROMULGATION

February 1995

1. AQAP-120 (Edition 2) - NATO QUALITY ASSURANCE REQUIREMENTS FOR PRODUCTION - is a NATO UNCLASSIFIED publication. The agreement of interested nations to use this publication is recorded in STANAG 4108.
2. AQAP-120 (Edition 2) is effective on receipt. It supersedes the first edition of AQAP-120 which should be destroyed in accordance with the local procedure for destruction of documents.
3. It is permissible to distribute copies of this publication to contractors and suppliers and such distribution is encouraged.

(Signed) Major General G.B. FERRARI, ITAF  
Chairman , MAS

AQAP-120  
(Edition 2)

II

**RECORD OF CHANGES**

<b>CHANGE DATE</b>	<b>DATE ENTERED</b>	<b>EFFECTIVE DATE</b>	<b>BY WHOM ENTERED</b>

**TABLE OF CONTENTS**

<b><u>CHAPTER I</u></b>	<b><u>GENERAL</u></b>	<b><u>PAGE N°</u></b>
<b>Paragraph</b>	1 Introduction	1 - 1
2	Scope	1 - 2
	3 Applicability	1 - 2
	4 References	1 - 2
	5 Definitions	1 - 2
6	Format of Chapter II and III Requirements	1 - 2
<b><u>CHAPTER II</u></b>	<b><u>REQUIREMENTS</u></b>	
<b>ISO 9002</b>		
<b>Paragraph</b>	4 Quality system requirements	2 - 1
	4.1 Management responsibility	2 - 1
4.2	Quality system	2 - 2
4.3	Contract review	2 - 2
4.4	Design control (not applicable to this AQAP)	2 - 3
	4.5 Document and Data control	2 - 3
4.6	Purchasing	2 - 3
4.7	Control of Customer supplied product	2 - 4
	4.8 Product identification and traceability	2 - 4
	4.9 Process control	2 - 4
4.10	Inspection and testing	2 - 5
4.11	Control of Inspection, measuring and test equipment	2 - 5
	4.12 Inspection and test status	2 - 6
4.13	Control of nonconforming product	2 - 6
	4.14 Corrective and Preventive action	2 - 6
4.15	Handling, storage, packaging, preservation and delivery	2 - 7
4.16	Control of Quality records	2 - 7
4.17	Internal quality audits	2 - 7
	4.18 Training	2 - 8
4.19	Servicing	2 - 8
4.20	Statistical techniques	2 - 8
<b><u>CHAPTER III ADDITIONAL NATO REQUIREMENTS</u></b>		
	1 Configuration Management	3 - 1
	2 Assistance for Government Quality Assurance	3 - 1



## CHAPTER I

### GENERAL

#### **1. Introduction**

Defence materiel is characterized by advancing technology and correspondingly increasing complexity and is subject to regulatory requirements, all of which can combine to impact on costs. In this environment it is essential that the products be designed, manufactured and provided so as to conform to the requirements of the purchasers and that the activities involved be effected as economically as practicable.

For this reason quality assurance in NATO nations' procurement is based on a clear concept which includes:

- a) A primary requisite of any industrial company must be the quality of its products. In order to achieve maximum effectiveness, companies must maintain systems for the management of quality which include planning, controlling, inspection and assurance activities; each appropriate to the products being offered. The principles of quality management as well as the quality system elements are laid down in the international standards ISO 9000 and ISO 9004.
- b) The contractor is responsible for carrying out the obligations as set forth in the terms and conditions of the contract and in the applicable specifications. This includes the responsibility for the management of quality and for offering for acceptance to the purchaser only product that conforms to contract requirements and for the furnishing of required objective evidence of this conformance.
- c) For protection the purchaser will conduct Government Quality Assurance as necessary to assure that the contractor will achieve the required quality. This quality assurance will extend to subcontractors when appropriate. The extent of the quality assurance performed by the purchaser will be a function of the demonstrated effectiveness of the contractor's quality system to meet contract requirements and of the demonstrated quality of product.

Consequently, the purchaser stipulates the assurance required to provide confidence that the contractor utilizes all the applicable elements of the quality system necessary for the fulfilment of the contract by means of this AQAP which includes the requirements of the international standard ISO 9002.

- d) The purchaser, or the authorized representative, will have reason to discontinue the verification or acceptance of product pending action by the contractor to correct any deficiency in the quality system that could result in delivery of non-conforming product.

## **2. Scope**

This document establishes requirements for a quality system, herein referred to as the System, to be established and maintained by the contractor for the purpose of demonstrating that product conforms to contract requirements and for the furnishing of objective evidence.

## **3. Applicability**

This document, when referenced in a contract or purchase order, applies to all products referenced therein. If any inconsistency exists between the contract requirements and this document, the contract requirements shall prevail.

## **4. References**

ISO 8402, Edition 1994 Quality management and quality assurance - Vocabulary.

ISO 9000, Edition 1994, Quality management and quality assurance standards - Guidelines for selection and use.

ISO 9002, Edition 1994, Quality systems - Model for quality assurance in production, installation and servicing.

ISO 10012-1, Edition 1992, Quality assurance requirements for measuring equipment - Part 1: Metrological Confirmation system for measuring equipment.

## **5. Definitions**

For the purpose of this AQAP the definitions given in ISO 8402 apply.

**Note 1:** The term "supplier" as used in ISO requirements is to be read as "contractor" in the context of this AQAP.

**Note 2:** For the purpose of this AQAP, the term "product" is also used to denote "service" as appropriate.

**Note 3:** The term "customer" as used in ISO requirements is to be read as "purchaser" in the context of this AQAP.

## **6. Format of Chapter II and III Requirements**

Since all requirements of ISO 9002 form part of this document and users are expected to be in the possession of ISO 9002 the following format has been chosen:



In Chapter II the requirements of ISO 9002 paragraph 4 are referred to by the original number and heading and expanded by a NATO supplement, as necessary.

Chapter III contains additional NATO requirements. Text in this section, which is identified as a "Note", has no contractual status, and is solely provided for information purposes.



## CHAPTER II

### REQUIREMENTS

#### ISO 9002 Paragraphs

#### **4. Quality System Requirements**

##### NATO Supplement

The contractor shall establish, document and maintain an effective and economical system in accordance with this document which includes the requirements of ISO 9002 as necessary to satisfy the contract requirements.

The system shall be acceptable to the purchaser's authority designated in the contract or its authorized representative, herein referred to as the Quality Assurance Representative (QAR). Objective evidence that the System is effective shall be readily available to the QAR.

#### **4.1 Management Responsibility**

##### 4.1.1 Quality policy

ISO requirement applies

##### 4.1.2 Organization

##### 4.1.2.1 Responsibility and authority

ISO requirement applies

##### 4.1.2.2 Resources

ISO requirement applies

##### 4.1.2.3 Management representative

ISO requirement applies

##### NATO Supplement

The Management Representative shall have the necessary authority and organizational freedom to resolve matters pertaining to quality.

AQAP-120  
(Edition 2)

2-2

4.1.3 Management review

ISO requirement applies

NATO Supplement

Review results shall be available to the QAR.

**4.2 Quality System**

4.2.1 General

ISO requirement applies

NATO Supplement

The contractor shall ensure that only acceptable product is presented to the QAR.

4.2.2 Quality System Procedures

ISO requirement applies

4.2.3 Quality Planning

ISO requirement applies

NATO Supplement

Quality Planning shall include:

- a) the identification of requirements for the product;
- b) the establishing of quality characteristics of processes and products to be proven including acceptance criteria, and of related procedures for the conduct of inspection and test.

The contractor shall submit a quality plan which is acceptable to the QAR.

**4.3 Contract review**

4.3.1 General

ISO requirement applies

4.3.2 Review

ISO requirement applies

4.3.3 Amendment to contract

ISO requirement applies

4.3.4 Records

ISO requirement applies

**4.4 Design control**

(not applicable to this AQAP).

**4.5 Document and Data Control**

4.5.1 General

ISO requirement applies.

4.5.2 Document approval and issue

ISO requirement applies.

4.5.3 Document changes

ISO requirement applies.

**4.6 Purchasing**

4.6.1 General

ISO requirement applies.

4.6.2 Evaluation of sub-contractors

ISO requirement applies.

4.6.3 Purchasing data

ISO requirement applies.

AQAP-120  
(Edition 2)

2-4

NATO Supplement

Purchasing documents shall include the provision for Government Quality Assurance at the sub-contractor's facilities when requested by the QAR.

4.6.4 Verification of purchased product

4.6.4.1 Supplier verification at sub-contractors

ISO requirement applies

4.6.4.2 Customer verification of sub-contracted product

ISO requirement applies

NATO Supplement

Government verification at a sub-contractor's facilities may be requested only by the QAR. When the QAR determines that government verification is required at a sub-contractor's facilities the contractor shall provide for this in the purchasing document and forward copies with relevant technical data to the QAR on request.

**4.7 Control of Customer Supplied Product**

ISO requirement applies.

NATO Supplement

The contractor shall promptly inform the QAR of any problems that are detected relating to purchaser supplied product including product not intended for incorporation into the supplies such as inspection, measuring and test equipment.

**4.8 Product identification and traceability**

ISO requirement applies.

**4.9 Process control**

ISO requirement applies.

NATO Supplement

Where accept and reject criteria for workmanship are defined by representative samples, these samples shall be inspected and agreed by the contractor and the QAR.

**4.10 Inspection and testing**4.10.1 General

ISO requirement applies.

NATO Supplement

Criteria for acceptance and rejection shall be documented. Where acceptance and rejection criteria are not established by specifications and/or drawings they shall be defined to the greatest practical extent by written standards or by samples.

4.10.2 Receiving inspection and testing

ISO requirement applies

NATO Supplement

The contractor shall notify the QAR of non-conforming product received from a sub-contractor that has been subject to Government Quality Assurance.

4.10.3 In-process inspection and testing

ISO requirement applies

4.10.4 Final inspection and testing

ISO requirement applies

## 4.10.5 Inspection and test records

ISO requirement applies

**4.11 Control of inspection, measuring and test equipment**4.11.1 General

ISO requirement applies

AQAP-120  
(Edition 2)

2-6

4.11.2 Control Procedure

ISO requirement applies.

NATO Supplement

The measurement and calibration system shall be in accordance with the requirements of ISO 10012-1.

**4.12 Inspection and test status**

ISO requirement applies

**4.13 Control of nonconforming product**

4.13.1 General

ISO requirement applies

NATO Supplement

The contractor shall provide holding areas and procedures which are agreed by the QAR for the control of non-conforming product.

4.13.2 Nonconforming product review and disposition

ISO requirement applies

NATO Supplement

Procedures for the disposition of non-conforming product are subject to disapproval by the QAR when it can be shown that they do not provide the necessary controls. All repair and use-as-is dispositions must be acceptable to the QAR.

**4.14 Corrective and Preventive action**

4.14.1 General

ISO requirement applies

4.14.2 Corrective Action

ISO requirement applies



4.14.3 Preventive Action

ISO requirement applies

**4.15 Handling, storage, packaging, preservation and delivery**

4.15.1 General

ISO requirement applies

4.15.2 Handling

ISO requirement applies

4.15.3 Storage

ISO requirement applies

4.15.4 Packaging

ISO requirement applies

4.15.5 Preservation

ISO requirement applies

4.15.6 Delivery

ISO requirement applies

**4.16 Control of Quality records**

ISO requirement applies.

NATO Supplement

All quality records shall be made available to the QAR.

**4.17 Internal quality audits**

ISO requirement applies.

AQAP-120  
(Edition 2)

2-8

NATO Supplement

The elements found in NATO supplements shall be included in quality audits. The contractor shall correct promptly deficiencies detected during audits and notify the QAR of any major deficiencies and the revisions required in the quality system to correct them. Audit results shall be available to the QAR.

**4.18 Training**

ISO requirement applies.

**4.19 Servicing**

ISO requirement applies.

**4.20 Statistical techniques**

4.20.1 Identification of need

ISO requirement applies.

4.20.2 Procedures

ISO requirement applies

**CHAPTER III****ADDITIONAL NATO REQUIREMENT****1. Configuration Management (CM)**

The contractor shall establish and maintain a configuration management system appropriate to the product to ensure that configuration items and their related documents, including those from sub-contractors are controlled.

CM shall commence at the beginning of the design process or earlier in the life cycle if appropriate. CM continues during production and support phases for the configuration items which have been identified at those stages of the programme.

The CM system shall be documented and describe the contractor's procedures for:

- Configuration Identification
- Configuration Control
- Configuration Status Accounting
- Configuration Audit.

The contractor shall prepare a plan which describes the contractual application of the CM system. The plan shall be available to the QAR.

**Note:**

NATO Configuration Management Policy is established in STANAG 4159 while detailed contractual requirements for Configuration Management are delineated in STANAG 4427 and associated Allied Configuration Management Publications (ACMPs 1 through 6) ACMP 7 provides guidance on the use of the other ACMPs.

**2. Assistance for Government Quality Assurance**

The contractor shall provide the QAR with the accommodation and facilities required for the proper accomplishment of GQA and shall provide any assistance required by the QAR for evaluation, verification, documentation or release of product.

The QAR shall have the right of access to any area of the contractor's or subcontractor's facilities where any part of the contracted work is being performed. The QAR shall be afforded unrestricted opportunity to evaluate compliance with System procedures and to verify conformance of product with contract requirements. The contractor shall make available for reasonable use by the QAR the equipment necessary for all verification purposes. Contractor personnel shall be made available for operation of such equipment as required.