Keystone Quality Assurance Program
Summary of Requirements

9/9/2021

General Requirements

- The licensee shall be responsible for the development, implementation and maintenance of a factory quality management system meeting program requirements and operating as defined in a documented quality manual.
- The licensee shall designate an individual responsible for defining, implementing and for the ongoing operation of the quality management system.
- The responsibilities of the individual responsible for the quality management system shall be defined and documented in the quality manual.
- The licensee shall keep records that demonstrate the ongoing operation of the quality management system as documented in the manual.

Criteria Definition – the licensee shall define and list the following acceptance criteria in the quality manual:

- **Raw Material / Component Requirements** - including (where applicable) test specifications or other criteria stated in the evaluation reports used to qualify the product.
- **In Process Inspection Requirements -** define "go/no-go" criteria specific to the product components or sub-assemblies. Used to discover known deficiencies as early in production as possible.
- **Finished Product Inspection Requirements -** define "go/no-go" criteria specific to the finished product, used to prevent known deficiencies from being shipped to the customer.

Procedure Definition – the licensee shall define how the following activities are performed, including naming the employee position(s) responsible, to be documented in the quality manual:

- **Measuring Equipment Function & Accuracy -** How the licensee ensures the function & accuracy of mechanical and electronic measuring devices used to evaluate the acceptability of raw materials, sub-assemblies and completed products.
- **Raw Material Acceptance / Rejection -** How the licensee ensures the raw materials employed in the manufacture of qualified products conform to the product specifications and any applicable Keystone Program requirements.
- **Production Scheduling -** How the licensee records the customer order and communicates sufficient details of the order to production, in order to produce the product as qualified for product approval and as ordered by the customer, and to discern the applicable specific relevant product approval reference.
- **In-Process Inspections -** The definition of component and sub-assembly inspections, evaluations or tests, including associated pass / fail criteria, necessary to ensure the finished product performs as qualified. Such definitions shall include any supplemental requirements applicable to the product type as specified by Keystone Program requirements.
- **Finished Product Inspection -** The definition of finished product inspections, evaluations or tests, including associated pass / fail criteria, necessary to ensure the finished product performs as qualified.
- **Certification Labeling / Product Identification -** How the licensee ensures the configuration, size & design of products bearing Keystone / NFRC Certification labels or other Keystone associated product identification are represented by the product evaluated for the designated specific Certification Report Number or product approval.
- **Quality Audits -** How the licensee evaluates the ongoing effectiveness of the quality management system, to include daily documented audits of random finished product quality as defined in the Finished Product Inspection Process.
- **Complaint Handling -** How the licensee receives and resolves customer complaints.

Record Keeping Requirements – as a minimum, the following records shall be maintained as a part of the quality management system and shall be available for inspection for a period of at least four (4) years:

- **Documentation** from suppliers indicating raw materials / components meet criteria.
- **Work Order Forms** (form to be created and filled out by licensee per Work Order Procedure).
- **Quality Audit Forms** (form to be created and filled out by licensee per Audit Procedure).
- **Complaint Forms** (form to be created and filled out by licensee per Complaint Procedure).

See POL C1-01 for full descriptions of QA Program requirements.