

Leveraging the NAHAD Hose Assembly Guidelines: Quality Program Template

As you design a quality program for your organization, you should think about and address the items suggested below in the Table of Contents. Your plan should be designed to ensure that your hose assemblies conform to the NAHAD Guidelines to ensure safe, high quality, reliable products for your customers. Your quality program should be central to how you run your business and should represent a key competitive differentiator. The NAHAD Hose Assembly Guidelines, while broadly applicable to any quality program, are most closely aligned with the sections below in italics.

Please note: this document is intended to provide you with general guidance for designing and implementing a quality program for your company; it does not represent a formal set of requirements.

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1. **Management Responsibility - who is responsible for what in the quality process; organizational chart**
2. **Customer contracts requirements review process – what is the customer really asking for and can the company deliver**
3. **Document and Data Control**
4. *Purchasing – quality review of incoming components*
5. *Product Identification and Traceability – identify materials, components and products throughout the production process*
6. **Process Control – ensuring quality of the production process itself**
7. *Inspection and testing*
8. **Control of Inspection, Measuring and Test Equipment – maintenance and calibration of equipment; frequency; problem resolution**
9. **Control of Non-conforming Material and Products - how are these tracked and addressed**
10. **Corrective and Preventative Action – how are quality problems anticipated and/or addressed**
11. *Handling, Storage, Packaging, Preservation and Delivery*
12. **Control of Quality Records - how are records kept, for how long, format of reports, version control processes**
13. **Internal Quality Audits – planned, ad hoc – forms, process, timing**
14. *Training – type of training, certificates achieved in which topics, percentage of population trained*