QUALITY CONTROL MANUAL ANNUAL REVIEW CHECKLIST

Review Date: _____
QC Manual Rev: _____
Reviewed By: _____

Instructions: Record the information above and using the current Quality Control Manual. Next, go though each of the items in the following table and indicate of the manual is acceptable as-is or if there are changes required as a result of the review. If there are changes required include a description of the changes on the change sheet provided. After the changes are made submit the new revision of the manual to NMEDA QAP Coordinator for final approval. The QC Manual revision log shall indicate that there is a new revision and the new revision has been approved by the dealer and NMEDA. It is recommended a copy of this completed checklist is retained and shown to the auditor during annual QAP audits. The QC Manual Review log should also be updated to indicate the date the review was completed.

ELEMENT #	QAP APPENDIX D REQUIREMENT AND DESCRIPTION	CHECK ONE	
		ACCEPTABLE AS-IS	CHANGE REQUIRED
1.	The manual shows a Quality Policy and it is accurate for the dealers business		
2.	The manual has a Scope statement and the scope accurately reflects the business performed by the dealer and matches the accreditation on file with NMEDA		
3.	There is a Definitions and Acronyms section and it is current and accurate		
4.	There is a QAP Program requirements section or statement and it shows how the compliance of the QAP program is met		
5.	There is a General Requirements section (or similar title) that provides an accurate overview of the dealership		
6.	The manual should have an appendix that shows the organizational chart. This can be done by text or by a graphical chart/diagram. The organizational chart shall show the QAP Contact that is on file with NMEDA as well as any person responsible for quality assurance in the organization.		
7.	The manual clearly shows who is responsible for, and who has the authority for the different job functions including who is the QAP Contact and who is responsible for the meeting the QAP requirements. The QAP contact is the same as the one on file with NMEDA.		
8.	It is clear reading the manual how processes are controlled and how the process control is measures or validated. It is also clear what happens if/when a process is found to not be in control and what steps are taken.		
9.	The manual shows how materials are received including how the materials are validated as compliant. The manual also shows what the process is if there is a defect or nonconforming condition found with material or a part that was received		

QUALITY CONTROL MANUAL ANNUAL REVIEW CHECKLIST

ELEMENT #	QAP APPENDIX D REQUIREMENT AND DESCRIPTION	CHECK ONE	
		ACCEPTABLE AS-IS	CHANGE REQUIRED
10.	The manual describes by text or by graph/chart how product flows through the shop from order creation to shipping, this can be at a high level (note this is a optional item)		
11.	The manual defines how nonconforming material at the dealer location is identified, segregated, and processed.		
12.	The manual describes how the dealer interprets and complies with the NMEDA Guidelines document and all the processes associated with it. What happens if there are no manufacturer instructions provided with a part.		
13.	The manual clearly states how Customer Satisfaction at the dealership is assured. What processes are employed, how customer satisfaction is measured, and what is done if the customer is not satisfied or if there is a product returned.		
14.	The manual clearly defines how the dealer complies with the QAP labeling requirements including the NHTSA (or Transport Canada) labels, the QAP label and any other regulatory or QAP required label or placards.		
15.	The manual appendices include a listing of all the dealers measuring and test equipment and this detail or listing shows what equipment requires calibration. For any item requiring calibration, the list shows the calibration interval or frequency. The manual should also indicate if the calibrations are performed on site or by a third-party and how items requiring calibration are identified.		
16.	The manual includes the dealer's process for corrective and preventive actions. How does the process work, are there forms used, this should show a closed loop system. Details how corrective actions are closed out and how there is a system in place to assure all actions are completed.		
17.	The manual shall indicate what kind of training program is employed. List what training is required for all employees and what specialty training is required as necessary.		
18.	The manual shall contain a revision log, or revision history. This log should show current and past revisions of the manual and show NMEDA approval for the most current revision.		
19.	The manual shall state that there is an (minimum) annual review of the manual and describe who is responsible for the review and what the process for review is including the use of this checklist or similar.		
20.	The manual contains or references the dealers equipment manufacturer product listing. This listing is current with what is on file in the NMEDA member portal and there are no products sold, installed, or serviced by the dealer that are not on the list		

QUALITY CONTROL MANUAL ANNUAL REVIEW CHECKLIST

THE FOLLOWING CHANGES WERE REQUIRED	LIST QC MANUAL SECTION NUMBER AFFECTED	CHECK HERE WHEN COMPLETE

USE ADDITIONAL SHEETS AS NECESSARY