



AF 9100:2026

Aerospace Quality Management System

CHECKLIST

Service Conformity and Continuity — SVC Checklist

AF-CL-9100-015

FIRST EDITION

30 September 2026 | English master text

Publication identity and application

Control	Publication value
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Delivery status	Prepared implementation companion. Actual approval, adoption, effectivity and operational decisions are recorded separately.

Use and document-control boundary

This companion implements the supplied AF 9100 requirement basis without changing the original standard. Its process allocation, examples, checklists and record design are authored implementation material. Actual mission or product limits, specialist procedures, permissions and genuine observations must be completed before consequential use. Applicable source minima and independent decision conditions cannot be reduced by this companion.

The printed edition date identifies the companion series; it is not evidence that later preparation, review or operational decisions occurred on that date. New support codes in this set are proposed allocations for controlled registration. Established AF-IG-9100-001, AF-FAQ-9100-001 and AF-TR-9100-001 identities are retained; earlier files, the corporate master list and ASTRA codes are not overwritten.

Equivalent combined or digital records are permitted when all required fields, relationships, authority and history remain intact. A completed PDF field or typed name is not evidence of an authenticated approval. Blank records in this delivery contain no invented applicant, signature, event or result.

Interactive fields are blank by default. Save a working copy, use continuation records where necessary and preserve raw supporting evidence outside the PDF through controlled references. Separate issued PDFs are the authoritative interactive copies; the combined reading edition is flattened.

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Select actual scope → complete application criteria → use the applicable procedure and technical book → capture authentic evidence → evaluate every applicable condition → obtain the required independent decision. Document availability does not establish implementation or conformity.

1 Checklist use and state definitions

Evaluate the whole source condition, including every joined sub-condition. Where different parts have different evidence, add separate continuation rows linked to the original identifier. Do not compress a compound requirement into a favorable summary.

Field state	Meaning
PASS	Conforming: valid evidence meets the approved applicable condition.
FAIL	Nonconforming: valid evidence demonstrates failure of the applicable requirement.
HOLD	Not yet demonstrated: applicability, criteria, evidence, validity, interpretation or authority remains unresolved.
N/A	Not applicable only with an approved absence-of-activity-and-responsibility rationale. Missing resources or access are not exclusions.

States in this companion map to the source’s requirement-status dictionary; operational record status and evidence validity remain separate. No prefilled state is supplied. A metric counts progress only and cannot override a mandatory failure.

Assessment / case / object / profile / evaluated version

Assessor / actual dates / route / sites / configuration / selected scope

Approved applicability and exclusions / continuation record location

2 Complete source-condition evaluation

24.1 — Service catalog, boundary and responsibility

24.1(a) | Source p. 43

The provider shall define each service, intended users, delivery channels, locations, interfaces, exclusions and customer responsibilities. The boundary shall include third-party platforms, personnel, data feeds and facilities where service performance depends on them. Required handovers and acknowledgement points shall be explicit.

Service catalog; service profile; dependency and responsibility map; controlled exclusions.

STATE

EVIDENCE / APPROVED N/A BASIS

REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.1(b) | Source p. 43

The service profile shall distinguish what is supplied from what is assumed or merely advised. An engineering opinion, test report, training attendance record or remote instruction shall not imply a broader approval than the provider is competent and authorized to give.

Service catalog; service profile; dependency and responsibility map; controlled exclusions.

STATE

EVIDENCE / APPROVED N/A BASIS

REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.2 — Service design and measurable outcomes

24.2(a) | Source p. 43

Service requirements shall include relevant quality, timeliness, accuracy, availability, capacity, safety, confidentiality, accessibility and continuity criteria. Each measure shall define its population, time window, denominator, allowed exclusions, data source and method of evaluation. Obligations shall be confirmed before commitment.

Requirements and metrics; capacity assumptions; validated service design; customer-interface results.

STATE

EVIDENCE / APPROVED N/A BASIS

REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.2(b) | Source p. 43

Service design shall assess normal demand, peak demand, degraded operation, handover failures and termination. A trial shall demonstrate that people, technology, procedures and interfaces can achieve the intended outcome. Validation shall include the customer interface and not only successful internal processing.

Requirements and metrics; capacity assumptions; validated service design; customer-interface results.

STATE

EVIDENCE / APPROVED N/A BASIS

REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.3 — Delivery planning and competent execution

24.3(a) | Source p. 43

Each service engagement or recurring delivery period shall have a controlled plan identifying tasks, personnel authorization, applicable data, resources, customer inputs, hold points and required records. The provider shall verify readiness before starting work and manage changes to scope or conditions.

Service work package; competence and readiness checks; current inputs; handovers and escalation records.

STATE
EVIDENCE / APPROVED N/A BASIS
REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.3(b) | Source p. 43

Work instructions and handovers shall address interrupted tasks, shift changes, remote execution and escalation. The provider shall confirm that essential customer inputs are usable and current. Missing inputs shall be resolved or the dependent service restricted rather than replaced by undocumented assumptions.

Service work package; competence and readiness checks; current inputs; handovers and escalation records.

STATE
EVIDENCE / APPROVED N/A BASIS
REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.4 — Service acceptance and performance decisions

24.4(a) | Source p. 44

Acceptance shall compare actual service outcomes with the approved criteria. Customer receipt or payment shall not alone establish technical conformity. Where outputs include measurements, calculations or inspection conclusions, the underlying methods and decision rules shall meet Clauses 7.7 and 7.12 and Annex AD.

Actual outcome records; acceptance decision; metric calculations and exclusions; critical-event review.

STATE
EVIDENCE / APPROVED N/A BASIS
REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.4(b) | Source p. 44

An availability percentage shall not conceal incorrect results, failed safety functions or unacceptable response times. A recurring service may be evaluated over a defined window, but critical events shall be reviewed individually. Excluded downtime or transactions shall be disclosed under the pre-agreed metric definition.

Actual outcome records; acceptance decision; metric calculations and exclusions; critical-event review.

STATE
EVIDENCE / APPROVED N/A BASIS
REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.5 — Digital services, data and external platforms

24.5(a) | Source p. 44

Digital and cloud-dependent services shall identify data ownership, authorized processing, configuration, access, backup, recovery, update and exit responsibilities. The provider shall assess external platform changes and supplier dependence for their effect on assured outcomes.

Digital service architecture; data and access agreements; supplier controls; recovery and integrity verification.

STATE	EVIDENCE / APPROVED N/A BASIS	REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.5(b) | Source p. 44

Automated decisions and AI-assisted advice shall remain within an approved domain with suitable human accountability. A restored application shall not be returned to assured service until the integrity of relevant data, configuration and transaction history is demonstrated. Annex O applies to recovery evidence.

Digital service architecture; data and access agreements; supplier controls; recovery and integrity verification.

STATE	EVIDENCE / APPROVED N/A BASIS	REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.6 — Continuity, disruption and customer protection

24.6(a) | Source p. 44

The provider shall define disruption triggers, prioritization, communication, safe degraded operation, restoration objectives and acceptance after recovery. Exercises shall test actual dependencies and personnel availability. Alternative delivery arrangements shall be qualified before being relied upon for critical work.

Continuity plan; exercised recovery; qualified alternatives; affected-output analysis; customer notifications.

STATE	EVIDENCE / APPROVED N/A BASIS	REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.6(b) | Source p. 44

When an incident may have affected earlier service outputs, the provider shall trace and assess those outputs, notify affected recipients as required and correct consequential errors. Meeting restoration-time objectives shall not close an unresolved accuracy, safety or evidence-integrity issue.

Continuity plan; exercised recovery; qualified alternatives; affected-output analysis; customer notifications.

STATE	EVIDENCE / APPROVED N/A BASIS	REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.7 — Service change, completion and exit

24.7(a) | Source p. 44

Changes shall be reviewed for their effects on customers, interfaces, training, data, performance and existing commitments. Transition criteria and rollback or alternative-service arrangements shall be established where relevant. No extended conformity claim shall be used before the changed scope has been evaluated.

Change and transition approvals; revised scope; service completion dossier; property/data handover and access closure.

STATE	EVIDENCE / APPROVED N/A BASIS	REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

24.7(b) | Source p. 44

Completion or termination shall include agreed records, return of property, transfer of knowledge, retention responsibilities and revocation of access. Unresolved limitations shall be disclosed. Transfer to another provider shall preserve necessary traceability and shall not erase outstanding obligations.

Change and transition approvals; revised scope; service completion dossier; property/data handover and access closure.

STATE	EVIDENCE / APPROVED N/A BASIS	REVIEWER / ACTUAL EVENT

Gap / required action / continuation record:

4 Compound-condition continuation and final reconciliation

Duplicate these controlled continuation fields as needed. Each additional predicate retains its parent source identifier, object, criterion, evidence, actual result, gap and independent approval. The number of printed fields is not a limit on the required evidence.

Parent requirement / compound condition / applicable object

Separate criterion and approved technical basis

Method, actual configuration and original evidence

Result, uncertainty/rubric and PASS/FAIL/HOLD/N/A reason

Failed/held condition, owner, original due event and action

Approved exclusion and independent review reference

Final requirement population and unresolved conditions

Independent reviewer / decision authority / genuine approval reference

Initial grant, renewal and extension require closure of all in-scope nonconformities and the source's complete decision conditions. A separate authorized technical concession does not make a failed original criterion conforming. Preserve independent review, actual authority and precise scope.