



AF 9100:2026

Aerospace Quality Management System

PROCEDURE

Customer Requirements, Communication and Contract Review

AF-PR-9100-011

FIRST EDITION

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Publication identity and application

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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.

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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 Scope, responsibility and source priority

Applies to the responsible function and exact evaluated object selected from the source. Use only the duties triggered by actual activity and retained responsibility.

Boundary	Required implementation decision
Object and route	Identify ORG, PRD, SVC, PRC, PER, SUB or CAB separately. Combined records do not merge outcomes.
Activity	Apply source technical modules by performed or retained responsibility, including relevant outsourced work.
Authority	Technical release, employer task permission, independent attestation and statutory authorization remain distinct.
Source priority	AF 9100:2026 and all compatible binding obligations control. This companion does not import ASTRA programme rules or external normative schemes.

2 Trigger, inputs and handover

Trigger: Enquiry, quotation, order acceptance, repeat order with changed conditions, or customer requirement change.

Accountable process owner: Contract review owner and technical authority. Actual named appointments and deputies are maintained locally.

Input to verify	Required output / receiving function
Exact request, object and source profile	Accepted scope and controlled work package, or a reasoned hold/refusal.
Current people, authority, data and equipment	Authorized assignment and evidence-access boundary.
Original execution, adverse evidence and source history	Attributable result, identified limitations and required action.
Relevant source clocks and actual event times	Genuine due/completion history and timely recipient communication.

3 Operating sequence

3.1 Capture commitments

Collect customer requirements, promised marketing claims, intended use and technical, delivery, support and retirement needs. Confirm missing written instructions through a controlled record.

3.2 Test clarity and completeness

Specify measurable limits or defined attributes, interfaces, environment, life, security and required approvals. Assign assumptions and special requirements to responsible owners.

3.3 Review actual feasibility

Obtain engineering, production, quality, supplier and service input. Verify personnel, equipment, capacity, evidence access and independent acceptance resources before promising delivery.

3.4 Resolve differences

Identify disagreements with proposals, conflicting obligations and inaccessible data. Obtain a valid agreed change before commitment rather than assuming a later concession.

3.5 Communicate to performers and users

Transmit the exact baseline to internal functions and actual external performers. Ensure safety, life and configuration information reaches operators and maintainers, not only purchasing contacts.

3.6 Control later changes

Assess work in progress, purchased inputs, delivered articles, qualifications and support information. Record implementation effectivity and acknowledgement of changes requiring recipient action.

4 Decision, interruption and escalation

Unresolved safety obligation, unavailable essential data or unsupported capability holds the affected commitment.

State or event	Action and limit
Evidence valid and criteria met	Record the bounded result and pass it to the authorized receiving function; do not enlarge scope.
Evidence missing, invalid or inconclusive	Keep the dependent conclusion not yet demonstrated / HOLD, preserve the reason and define competent next work.
Valid evidence demonstrates failure	Record nonconformity and protect the affected population; follow actual technical disposition and source status controls.
Trigger genuinely absent	Record the exclusion and its approved responsibility basis. Resource shortages do not justify N/A.
Interrupted or changed work	Preserve prior state and actual configuration; complete impact and revalidation before claiming completion.

5 Required records and receiving checks

Document	Record purpose
AF-FR-9100-001	Application and Scope
AF-FR-9100-002	Application Profile and Acceptance Schedule
AF-FR-9100-013	Context, Processes, Obligations and Objectives
AF-FR-9100-015	Change, Configuration and Work Transfer

At handover the receiver checks object, scope, current version, original evidence, open conditions, true event chronology and the action they may authorize. An email sent, field marked complete or invoice paid is not acceptance of that handover.

6 Worked case and adverse challenge

Synthetic scenario: A repeat order has the same part number but a longer mission duration.

Required reasoning: Reopen technical and support feasibility, life and environment assumptions. A repeated commercial identifier does not preserve the old acceptance basis.

Challenge before local use	Expected behavior
Missing essential input	Dependent conclusion remains held; no favorable default.
Wrong configuration or performer	Detect the mismatch and reassess relevant evidence.
Expired or conflicted authority	Block the prohibited assignment or decision; later renewal cannot validate earlier unauthorized work.

Challenge before local use	Expected behavior
Failed mandatory condition with high total score	No compensation; preserve the failure and required action.
Correction without original history	Reject an apparent closure that erases relevant earlier evidence.

Appendix A — Controlling source and evidence

Source: AF 9100:2026, Aerospace Quality Management System, FIRST EDITION, 29 September 2026; supplied 131-page PDF. Source page references below locate the original publication. These excerpts are read with the complete applicable standard; local implementation sequences do not replace it.

4.5 Obligation and commitment register

SOURCE p. 15 | Normative when applicable

4.5(a) The organization shall maintain an obligation register linking each applicable external obligation to affected products, sites, processes and accountable owners. The register shall identify evidence of fulfillment and the mechanism for detecting relevant changes. Subscription to an alert service alone shall not constitute an assessment of applicability.

4.5(b) Where access restrictions limit an assessor's ability to view evidence, the organization shall arrange an authorized alternative that preserves competence and traceability. Restricted information shall not be replaced by an unsupported statement of compliance. Unresolved access limitations shall be identified in the assessment outcome.

Required evidence: Controlled obligation register; change assessments; authorized evidence-access arrangements.

8.2 Requirements for products and services

SOURCE p. 21 | Normative when applicable

8.2(a) The organization shall control customer communication, requirement definition, commitment review and changes through the complete sequence in 8.2.1–8.2.4. The approved requirements shall remain traceable to the product, service, process, performer and acceptance decision they affect.

Required evidence: Requirement lifecycle; agreed baseline; review and change records.

8.2.1 Customer and user communication

SOURCE p. 21 | Normative when applicable

8.2.1(a) The organization shall establish channels for enquiries, proposals, orders, changes, technical questions, complaints, customer property and contingency communication. Information supplied to customers shall accurately state capabilities, limitations, dependencies and required user actions.

8.2.1(b) Safety, service-life and configuration information shall reach the intended operator or maintainer, not only the purchasing contact where this would be insufficient. Relevant feedback shall be reviewed and connected to engineering, supplier and process decisions.

Required evidence: Communication arrangements; technical clarifications; complaints; user-information distribution.

8.2.2 Requirement determination and completeness

SOURCE p. 21 | Normative when applicable

8.2.2(a) Before committing to an output, the organization shall identify customer requirements, applicable obligations and requirements necessary for the intended use when known. The assessment shall cover performance, interfaces, environment, reliability, safety, cybersecurity, maintenance, delivery, documentation and retirement.

8.2.2(b) Special requirements and assumptions shall be visible. Claims in quotations, marketing materials or demonstrations that become commitments shall be included in the review. Requirements shall be unambiguous and verifiable, with measurable acceptance criteria or an approved qualitative evaluation method.

Required evidence: Requirements register; assumptions; applicable obligations; acceptance definitions; identified special requirements.

8.2.3 Contract and commitment review

SOURCE p. 21 | Normative when applicable

8.2.3(a) The organization shall review its ability to fulfill requirements before accepting a contract or order, including repeat orders when relevant conditions have changed. The review shall involve affected technical, quality, production, supply, service and commercial functions.

8.2.3(b) Differences from prior proposals or agreements shall be resolved. Missing written requirements shall be confirmed through an appropriate controlled record. Where requirements cannot be fully met, the organization shall obtain an authorized revised agreement before commitment; it shall not rely on later concessions.

8.2.3(c) Review shall include liability boundaries, data rights, access restrictions, support duration, source dependencies and customer approval points. Unresolved safety or legal obligations shall prevent acceptance of the affected commitment.

Required evidence: Multifunctional contract review; feasibility evidence; resolutions; approved deviations from the proposed offer.

8.2.4 Changes to requirements

SOURCE p. 22 | Normative when applicable

8.2.4(a) Changes shall be uniquely identified, reviewed, approved and communicated to all affected functions and external providers. The organization shall evaluate impacts on completed work, purchased material, qualification evidence, delivered products, software compatibility and maintenance information.

8.2.4(b) The change implementation point shall be controlled. Obsolete requirements shall be removed from unintended use, and affected verification shall be repeated where necessary. The organization shall confirm that downstream recipients have incorporated changes requiring their action.

Required evidence: Requirement-change record; impact analysis; baseline update; implementation and acknowledgement evidence.

Appendix B — Local implementation and release

Readiness condition	Evidence before consequential use
Authority and responsibility	Actual legal operator, owner, competent technical authority, independent reviewer and permitted result class are recorded.
Scope and criteria	Object, configuration, site, period, trigger, every technical value or observable attribute, units and prospective approval are complete.
Evidence and methods	Original accessible evidence, representative observations, valid methods, uncertainty, adverse cases and limitations support the intended conclusion.
People and independence	Competence is current for each task; genuine conflicts, relevant prior work and needed separation have been checked.
Records and tools	Field meanings, unique IDs, original history, access, retention, recovery and actual deployed workflows have passed local validation.
Decision and public use	All relevant blockers are resolved; required independent decision and written permissions precede the exact public claim.
Continuity and handover	Receiving custody, unresolved duties, corrections and historical decisions survive transfer, retirement or provider closure.

Record the completed local readiness and actual authorization in AF-FR-9100-032 or an equivalent controlled record. Preserve the unchanged source standard and each earlier decision basis. A blocked activity may continue only within a genuinely permitted development boundary, not as a provisional conformity certificate.