



ISO 9001

QUALITY

MANAGEMENT MANUAL

**QUALITY
ASSURANCE**

STANDARD

MANAGEMENT

SERVICE

CONTROL

PROCESS

CUSTOMER

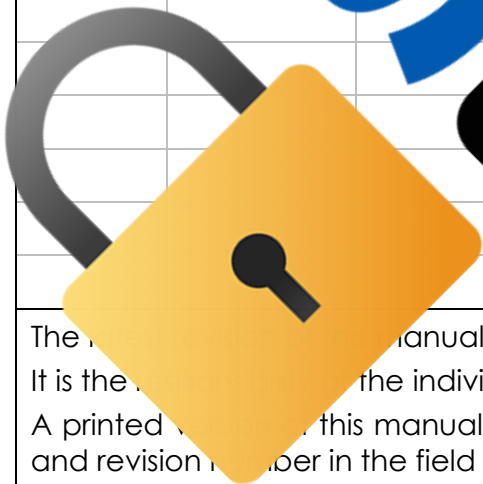
TABLE OF CONTENTS

1. INTRODUCTION	4
1.1. Company Details	4
1.2. Quality Mission Statement	4
1.3. Relationship with Other Standards.....	5
2. PURPOSE	8
3. QUALITY MANAGEMENT MANUAL CONSTRAINTS	8
4. CONTEXT OF THE ORGANIZATION	8
4.1. Understanding the Organization and its Context.....	8
4.2. Understanding the Needs and Expectations of Interested Parties	9
4.3. Scope of the Quality Management System	10
4.4. Quality Management System and its Processes.....	11
5. LEADERSHIP	14
5.1. Leadership and Commitment.....	14
5.2. Quality Policy	15
5.3. Organizational Roles, Responsibilities and Authorities.....	19
6. PLANNING	20
6.1. Actions to Address Risks and Opportunities	20
6.2. Quality Objectives and Planning to Achieve Them	22
6.3. Planning for Changes	23
7. SUPPORT	25
7.1. Resources.....	25
7.2. Competence.....	30
7.3. Awareness.....	31
7.4. Communication	31
7.5. Documented Information.....	33
8. OPERATIONS	36
8.1. Operational Planning and Control	36
8.2. Requirements for Products and Services.....	37
8.3. Design and Development for Products and Services	40
8.4. Control of Externally Provided Processes, Products and Services	43
8.5. Production and Service Provision.....	45
8.6. Release of Products and Services.....	49
8.7. Control of Non-Conforming Outputs	49
9. PERFORMANCE EVALUATION	50
9.1. Monitoring, Measurement, Analysis and Evaluation	50
9.2. Internal Audits	53
9.3. Management Review	54
10. IMPROVEMENT	55
10.1. General.....	55
10.2. Non-Conformity and Corrective Actions.....	56
10.3. Continual Improvement.....	58
11. DOCUMENT REGISTER	58
12. SEQUENCE AND INTERACTION PROCESSES	59
13. CORRELATION MATRIX	60
14. REFERENCES	62

DOCUMENT CONTROL

Any changes to products, services, processes, procedures or legislative requirements are to be reflected in the quality management manual and the revision details are to be recorded below.

Document Control				
Document:	Q-MM-1 – Quality Management Manual			
Version:	1.0			
Released:	Insert Date			
Review Date:	+ 1 year			
Prepared By:	Insert Person	Position:	Insert Position	
Reviewed By:	Insert Person	Position:	Insert Position	
Approved By:	Insert Person	Position:	Insert Position	
This manual is reviewed to ensure its continuing relevance to the systems and processes that it describes. A record of contextual additions or omissions are given below.				
Amendment Record				
Version	Date	Context	Section	Summary of Amendments
1.0	Insert Date	To outline and describe the quality management process		Original
The current version of this manual is on Insert Your Company intranet site. It is the responsibility of the individual to ensure that any hardcopy is the current revision. A printed copy of this manual is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.				
Document Title:	Quality Management Manual		Rev:	1.0
Uncontrolled Copy:	<input checked="" type="checkbox"/>	Controlled Copy:	<input checked="" type="checkbox"/>	Date: Insert Date



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1. INTRODUCTION

Insert Your Company is a insert the details of what your company does here company operating from insert head office.

We have developed and implemented a quality management system that uses ISO 9001, *Quality Management Systems – Requirements* as the framework for structuring our core business processes. This empowers our organization to document and improve our practices to better satisfy the needs and expectations of our customers, stakeholders and other interested parties.

The management and staff of Insert Your Company are committed to continually improving our products and services and the effectiveness of our quality management system. The results of management reviews, customer feedback, audits, inspections and testing all contribute to our continual improvement process.

Please refer to our section 13 *Correlation Matrix* for an overview of our management system processes and our application to the ISO 9001 Standard. For more information see 4.4. *Quality Management System and its Processes* to see our Plan-Do-Check-Act approach.

1.1. Company Details

Company Name:	Insert details
ABN:	Insert details
Head Office Address:	Insert details
Postal Address:	Insert details
Phone:	Insert details
Fax:	Insert details
Email:	Insert details
Website:	Insert details

1.2. Quality Management Statement

Insert Your Company is a successful professional corporate business with family values. One of our business objectives is to provide a quality of service which sets the benchmark for our industry. Insert your location to be the industry leader in insert what

Our general quality objectives include:

- Delivering a high level of customer support and professional service of a quality that consistently meets or exceeds our clients' expectations.
- Developing a strong culture of quality across the organization, where key processes are measured and interested parties' needs and expectations are understood and achieved.
- Ensuring that the business is efficient, flexible and proactive.
- Ensuring, as far as practicable, a safe and rewarding working environment for all our personnel.
- Encouraging personnel to reach their potential.

- Proactively marketing our products and services to achieve year-on-year growth in turnover.
- Striving for continual improvement.
- Keeping accurate, centralized and consistent accounts to ensure owners receive fair returns on investment and creditors and personnel are paid when due.

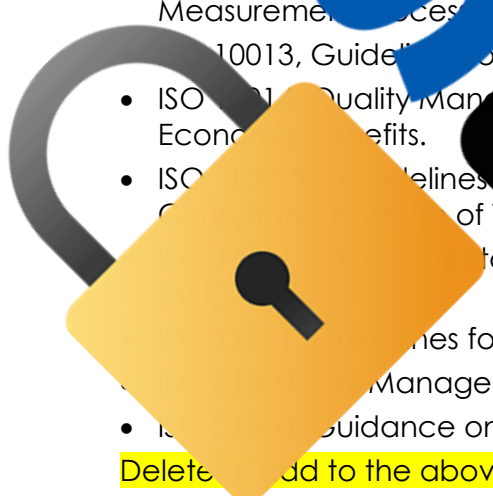
1.3. Relationship with Other Standards

In addition to *ISO 9001, Quality Management Systems – Requirements for Your Company* may use other standards as guidance for its operations and quality management system.

These standards may include but, are not limited to the following:

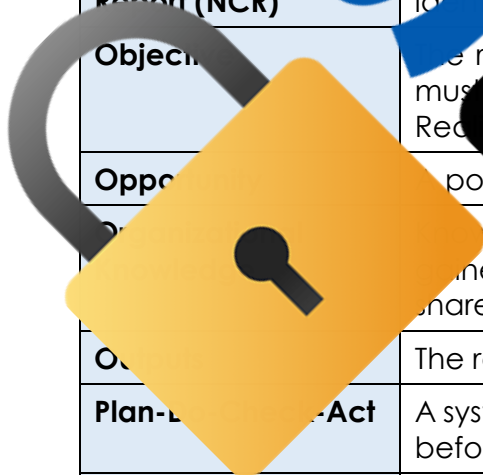
- ISO 9000, Quality Management Systems - Fundamentals and Vocabulary.
- ISO 9004, Quality Management - Quality of an Organization - Guidance to Achieve Sustained Success.
- ISO 10001, Quality management - Customer Satisfaction - Guidelines for the Selection of Conduct for Organizations.
- ISO 10002, Quality Management - Customer Satisfaction - Guidelines for Complaints Handling In Organizations.
- ISO 10003, Quality Management - Customer Satisfaction - Guidelines for Dispute Resolution External to Organizations.
- ISO 10004, Quality Management - Customer Satisfaction - Guidelines for Monitoring and Measuring.
- ISO 10005, Quality Management - Guidelines for Creating Quality Plans.
- ISO 10006, Quality Management - Guidelines for Quality Management in Projects.
- ISO 10007, Quality Management - Guidelines for Configuration Management.
- ISO 10008, Quality Management - Customer Satisfaction - Guidelines For Business-To-Business Electronic Commerce Transactions.
- ISO 10012, Quality Management - Measurement Management Systems - Requirements for Measurement Processes and Measuring Equipment.
- ISO 10013, Guidelines for Quality Management System Documentation.
- ISO 10014, Quality Management - Quality Management Systems - Guidelines for Realizing Financial and Economic Benefits.
- ISO 10015, Guidelines for the Selection of Quality Management System for the Provision of Their Services.
- ISO 10017, Quality Management Systems - Requirements with Guidance for Auditing Management Systems.
- ISO 10018, Quality Management – Guidelines.
- ISO 10019, Guidance on Outsourcing.

Delete the above as applicable.



Terms and Definitions

Term	Definition
Audit	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluation to determine the extent of compliance.
Audit Evidence	Documentation, statements and records; may also include physical items.
Continual Improvement	A recurring activity to enhance performance.
Corrective Action	An action to eliminate and control the cause of non-conformance to the Quality Management System.
Documented Information	Any document, record or other information which is necessary for the operation of processes required by the Quality Management System. It includes programs, diagrams, videos, process maps, procedures, etc. in any medium, i.e. paper or electronic.
Inputs	Resources such as people, materials, energy, information or finance that are put into a system to create an output.
Inspection and Test Report	A document detailing systematic application of inspecting and testing a system, service or product.
Interested Parties	Stakeholders with an interest in your products, services, or who may be impacted by them, or other parties who may have a significant interest (or to) Insert Your Company
Manufacturer's Data Report (MDR)	A document containing the data involved in manufacturing an item.
Non-Conformity	Non-fulfillment of a requirement.
Non-Conformance Report (NCR)	A report that contains the details of a non-conformance identified in a process or other process review.
Objectives	The results to be achieved. Insert Your Company objectives must be SMART: Specific, Measurable, Achievable, Relevant and Timely.
Opposite	positive effect of uncertainty.
Operational Knowledge	Knowledge specific to Insert Your Company . It is generally gained by experience and is information that is used and shared for the benefit of objectives.
Output	The result of a process.
Plan-Do-Check-Act	A system to ensure that all actions are planned and checked before the action takes place.
Procedure	A specified way to carry out an activity or process.



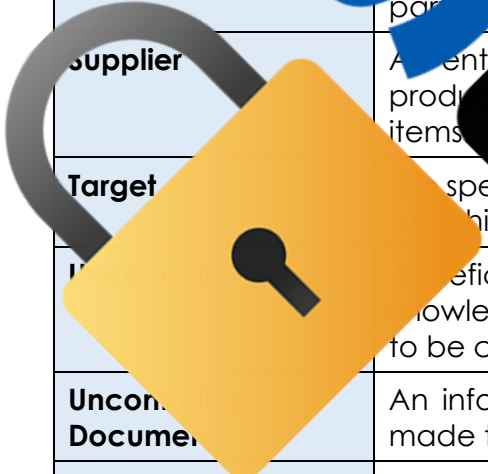
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Term	Definition
Process	A set of interrelated or interacting activities which uses inputs to deliver outputs. Processes are how Insert Your Company typically operates on a daily basis.
Products and Services	The outputs that Insert Your Company delivers to meet the customer's requirements. A product is a physical outcome of a process while a service is the movement or actions to meet the customer's requirements.
Quality Assurance	A part of quality management that is focused on providing confidence that quality requirements are fulfilled.
Quality Control	Operational techniques and activities which detect and sustain the quality of products or services, and the application of these techniques and activities to satisfy given requirements.
Record	Document(s) stating results achieved or providing evidence of activities performed.
Risk	The likelihood of a negative effect.
Risk Assessment	The overall process of risk identification, risk analysis and risk evaluation.
Risk Based Thinking	Planning Insert Your Company objectives and processes with consideration to the knowledge and the potential effects. The ideal situation is to minimize the likelihood or impact of unwanted outcomes.
Risk Mitigation	A plan developed with the intent of addressing all known or possible risks and preventing the occurrence.
Stakeholder	A person or organization that has an interest in or is impacted by Insert Your Company policies or activities. Stakeholders may be involved in and contribute to the decision-making process. Stakeholder may be used interchangeably with 'interested party'.
Supplier	An entity used by the Insert Your Company to supply products, services, plant, equipment, materials or other items.
Target	Specific performance requirements that need to be met to achieve objectives.
Uncertainty	The deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)
Uncontrolled Document	An informal copy of a document for which no attempt is made to update it after distribution.
Worker	An employee, a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labor-

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Term	Definition
	hire company who has been assigned to work, an apprentice or trainee or a student gaining work experience. May also be referred to as 'personnel'.

For further clarification on terms and definitions, please refer to ISO 9000, Quality Management Systems - Fundamentals and Vocabulary.

2. PURPOSE

The purpose of this manual is to describe **Insert Your Company** quality management system, define accountabilities and to provide procedures for the employees that impact the quality of our processes, products and services.

This manual was developed to guide **Insert Your Company** activities and to provide external parties (upon request) with information regarding our quality management system.

3. QUALITY MANAGEMENT MANUAL CONSTRAINTS

This quality management manual is constrained to the employees, contractors and other agents working for, or on behalf of, **Insert Your Company** and upon their consultation, cooperation and compliance for implementation to be feasible throughout the operational structure of **Insert Your Company**.

Insert Your Company shall audit systems, processes, and agents for compliance with the quality management system at regular intervals, based on the risk of operational compliance.

4. CONTEXT OF THE ORGANIZATION

4.1. Understanding the organization and its context

Insert Your Company is committed to understanding our position in the marketplace and understanding how relevant factors from internal and external issues influence our organizational context and the capability of our quality management system to achieve its intended outcomes.

Understanding organizational context requires an analysis of the internal and external issues (refer to the table below), and the risks and opportunities that are of potential concern to **Insert Your Company** and our interested parties. These are identified in the Q-MF-01 - *Organizational Context*.

Insert Your Company then monitors and reviews this information to ensure that a recurring understanding of each (internal and external) group's requirements is maintained.

Additionally, to further facilitate the understanding of our context, **Insert Your Company** regularly considers internal and external issues that influence our organizational context during management review meetings. Outcomes are then conveyed via meeting minutes and business planning documents.

A Summary of Internal and External Parties and Issues

Internal	External

4.2. Understanding the Needs and Expectations of Interested Parties

Interested party management is critical to the success of **Insert Your Company**. **Insert Your Company**, such, we shall take actions to actively understand and manage the needs, interests, and expectations of interested parties, and changing influences from a range of interested parties.

Insert Your Company shall ensure that our personnel and management are aware of the context in which our company interacts with the larger business environment. To do this we will consider our aspects and impacts of a business context, including the internal and external needs and expectations of interested parties. We will determine the most important processes to which our quality management system applies.

Insert Your Company will achieve interested party management by considering:

- The quality management policy and implementation.
- Our quality systems, strategy, mission, objectives and targets.
- The effectiveness of our quality system to ensure our products and services continually meet or exceed the needs and expectations of internal and external parties.
- The consequences of implementation of non-conformances within our responsibility to internal and external parties' requirements, needs and expectations.

4.2.1. Relevant Interested Parties

Insert Your Company recognizes that we have a unique set of interested parties whose needs and expectations change and develop over time; such needs and expectations include those shown in the table below.

Interested Parties	Needs and Expectations
Workers' organizations (Unions)	Compliance ethics and values

To ensure that our products, services and processes meet all requirements, we proactively identify and assess potential impacts and risks that may otherwise be prompted by the interested party. We then adapt any new need or expectation into our quality management system and continual improvement processes.

Needs and expectations of interested parties shall be listed in the Q-MF-01 - *Organizational Context Register - Interested Parties Register*. This information is then used by management to assist with the company's strategic direction. Refer below and to Q-MF-0 - *Strategic Objectives and Direction*.

4.2.2. Our Strategic Objectives and Direction

Insert Your Company strategic objectives and direction are driven by internal and external factors. Accordingly, senior management evaluate, plan and monitor these external and internal factors to develop strategies to improve our business processes and performance.

Senior management understands that issues can be either positive opportunities that the company can leverage from or be risks for which the company has plans to mitigate these risks to an acceptable level.

To understand the internal factors, the management team will monitor and consider issues coming from:

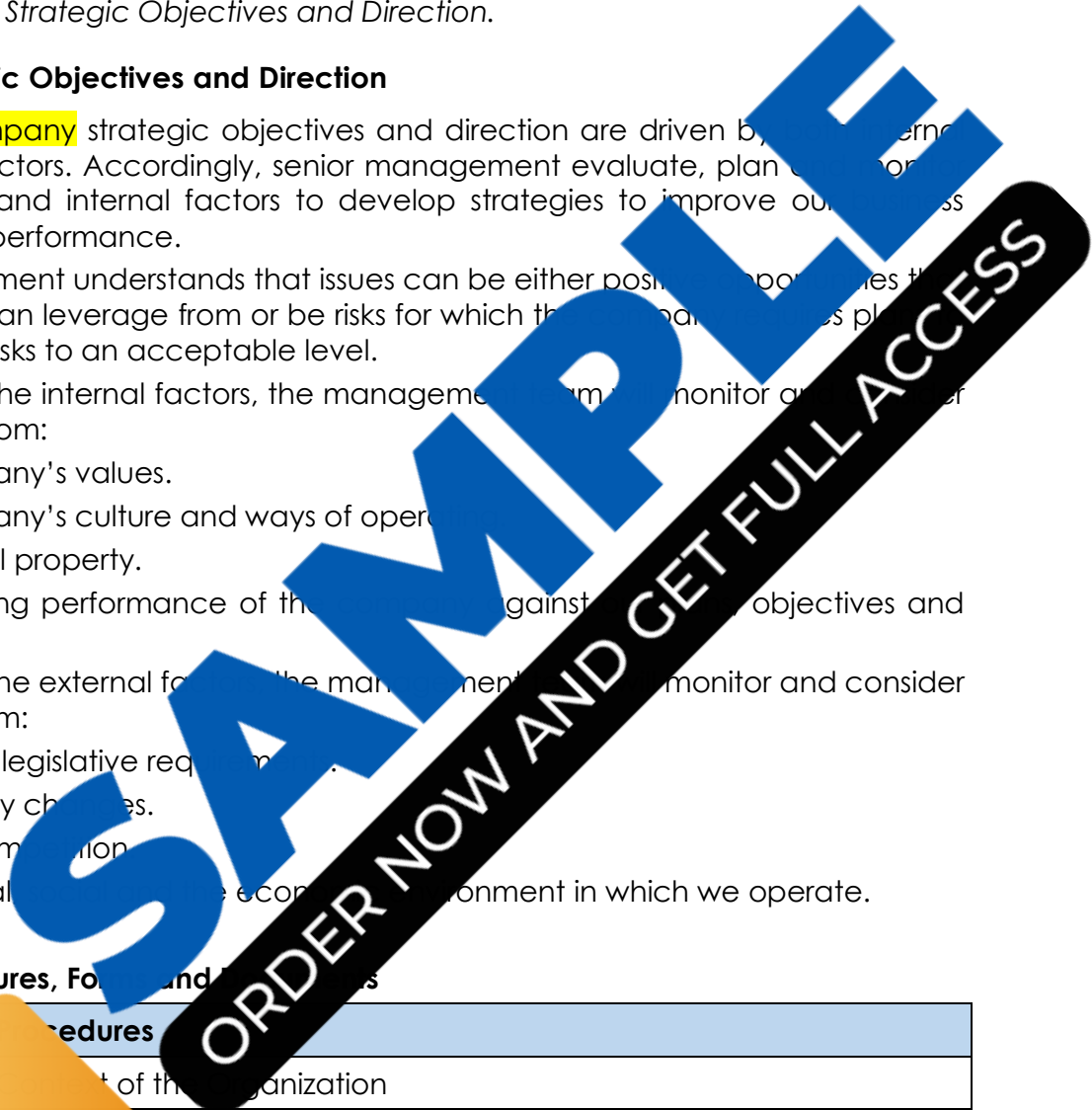
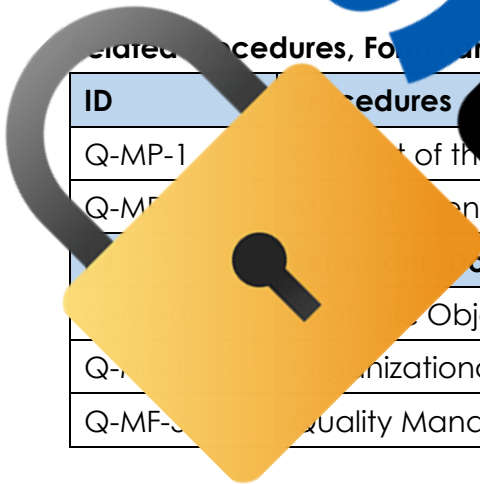
- The company's values.
- The company's culture and ways of operating.
- Intellectual property.
- The ongoing performance of the company against its strategic objectives and targets.

To understand the external factors, the management team will monitor and consider issues arising from:

- Legal and legislative requirements.
- Technology changes.
- Market competition.
- The cultural, social and economic environment in which we operate.

Related Procedures, Forms and Documents

ID	Procedures
Q-MP-1	Structure of the Organization
Q-MF-0	Strategic Objectives and Direction
Documents	
Q-MF-0	Strategic Objectives and Direction
Q-MF-01	Organizational Context Register
Q-MF-0	Quality Management Review Meeting Record



4.3. Scope of the Quality Management System

Insert Your Company has established the scope of our quality management system based on the analysis of the issues and requirements discussed in sections 4.1 and 4.2 and assessed using Q-MM-01 – *Organizational Context Register*.

The quality management manual applies to the products and services offered by **Insert Your Company**, inclusive of:

- Add as applicable.

Where any process, product or service is outsourced, **Insert Your Company** shall determine the criteria and methods of control to ensure conformity to customer and regulatory requirements.

In effect, the application of our quality management system shall:

- Demonstrate our ability to consistently provide a high level of customer service through the compliance with applicable regulatory requirements.
- Provide customer satisfaction by continuing to meet best practice levels through a commitment to the effective application of quality management.
- Create a foundation for the achievement of **Insert Your Company** objectives and the continual improvement of our services.

The scope of our quality management system has been assessed against the conformance requirements of *ISO 9001, Quality Management System - Requirements*, utilizing an internal review and an audit methodology.

4.3.1. Exclusions

The following table identifies exclusions from *ISO 9001, Quality Management System - Requirements* that do not apply to our operation, as well as providing a brief narrative to justify their omission from the scope of our quality management system.

ISO 9001 Clause	Justification for Exclusion

4.4. Quality Management system and its processes

Insert Your Company quality management system follows the layout and structure of *ISO 9001, Quality Management Systems - Requirements*, and its processes are designed on the principle of the **Plan-Do-Check-Act** methodology, as outlined below.

	... objectives, targets and processes necessary to deliver output conforming to the customer's requirements and the organization's policies.
DO	... implement the processes required to convert the inputs into the outputs, as planned.
CHECK	... monitor and measure processes, plans, objectives and targets against the policies, objectives and requirements and report on the results.
ACT	... Develop corrective and preventative actions to improve the processes, so that the conversion of inputs to outputs are more effective and efficient.

The quality management system is designed as an interrelated number of processes. The main processes of the system are grouped into the categories shown below, with further process details provided in the **Plan-Do-Check-Act Flowchart**.

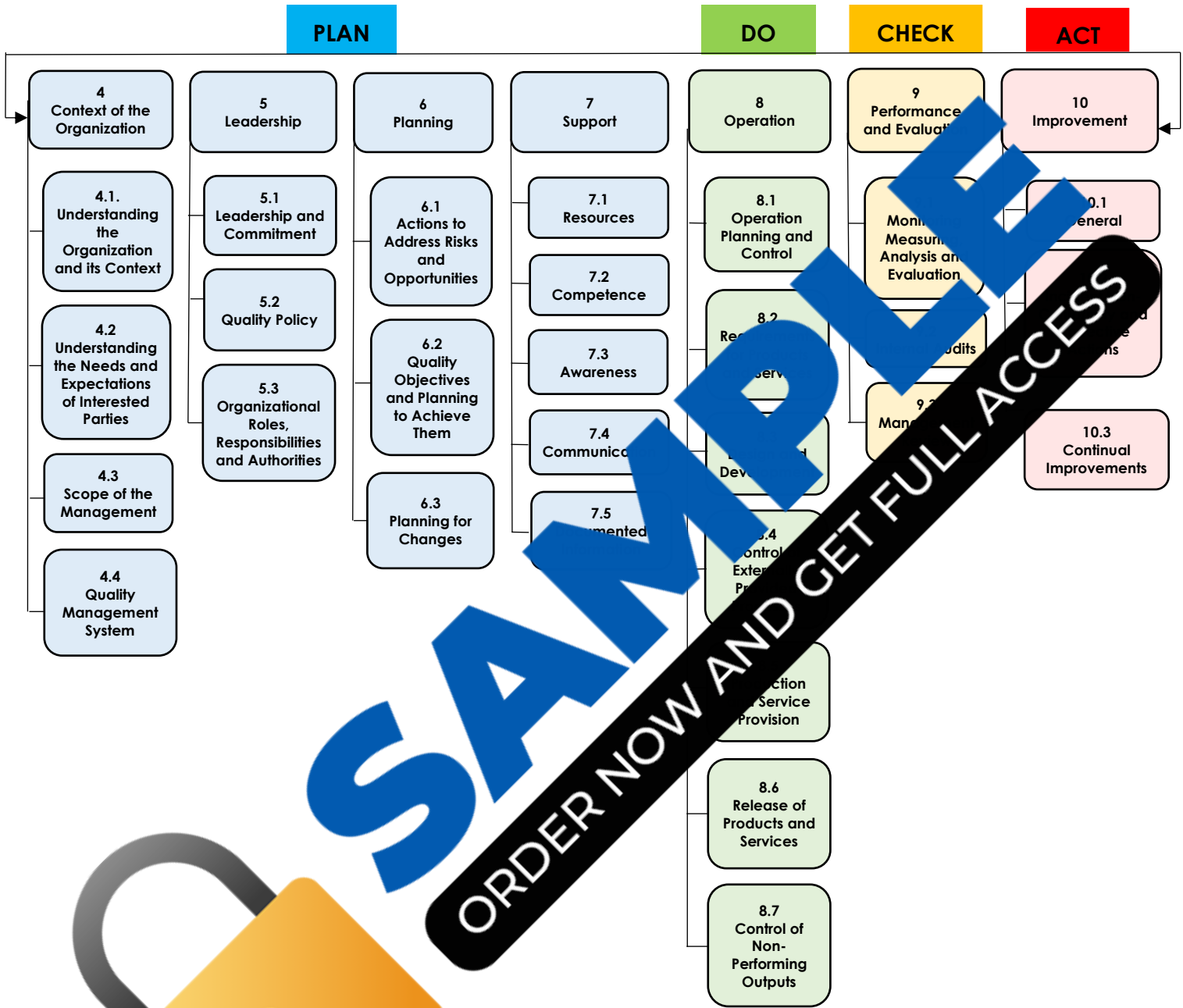
- Leadership Processes.
- Planning Processes.
- Support Processes.
- Operational Processes.
- Performance Evaluation Processes.
- Improvement Processes.

Underpinning these processes is a robust document control system, including this quality management manual, procedures, forms, other internal and external documents and data needed to manage, perform or verify work affected by product and service quality. Refer to section 12 Sequence and Interaction Process which shows the sequence and interaction of the process groups within our management system.



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Plan-Do-Check-Act Flowchart



The process and its subsequent output is measured and monitored through internal audits, quality inspections and data analysis.

Performance indicators that are linked to our objectives and other desired outputs are used to measure and monitor progress. **Insert Your Company** also undertakes assessments to determine the risks and opportunities that may be inherent to each.

Current standings for objectives and other desired outputs is recorded in Q-MF-1 – *Organizational Context Register*, Q-MF-0 - *Strategic Objectives and Direction*, Q-MF-17 *Objectives and Targets Register* and management review meeting records.

Related Procedures, Forms and Documents

ID	Procedures
Q-MP-1	Context of the Organization

ID	Forms and Documents
Q-MF-0	Strategic Objectives and Direction
Q-MF-1	Organizational Context Register
Q-MF-3	Quality Management Review Meeting Record
Q-MF-17	Objectives and Targets Register

5. LEADERSHIP

5.1. Leadership and Commitment

5.1.1. General

Senior management of **Insert Your Company** provides evidence of its leadership and commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

- Taking accountability for the effectiveness of the management system.
- Ensuring that the quality policy and quality objectives are established for the management system and are compatible with the strategic objectives and direction, and the context of the organization.
- Ensuring the quality management system is integrated into the organization's processes and is appropriate to its context.
- Promoting a risk-based approach to the management system.
- Ensuring that the management system is available.
- Confirming that the management system is effective and of conforming to the management system requirements.
- Ensuring that the management system achieves its intended results.
- Engaging, directing and supporting persons who contribute to the effectiveness of the management system.
- Promoting continual improvement.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Insert Your Company leadership structure provides the necessary support for establishing the processes that are central to maintaining and achieving our quality objectives and policy goals. In addition, leadership activities include systematic verification of the effectiveness of our quality management system by undertaking internal audits and analyzing performance data.

Regular management reviews also ensure that our quality management system is adequate and effective, and that any necessary adjustments are made, if necessary.

5.1.2. Customer Focus

Management of **Insert Your Company** is committed to ensuring that our customers' requirements are met and efforts are focused on enhancing customer satisfaction.



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