



# ISO 9001

## QUALITY

# MANAGEMENT MANUAL

**QUALITY  
ASSURANCE**

STANDARD

MANAGEMENT

SERVICE

CONTROL

PROCESS

CUSTOMER

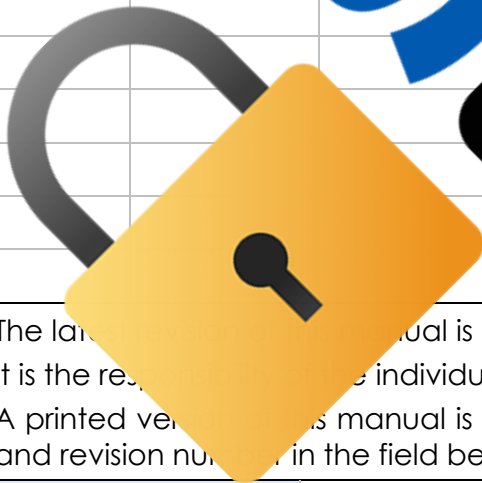
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# DOCUMENT CONTROL

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



# 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. Refer to section 4.4. Quality Management System and its Processes to read our risk based 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 Mission Statement

Insert Your Company is a strong professional corporate business with family values. One of our business objectives is to provide a quality of service which sets the benchmark in our industry in insert your location with the intention of being the industry leader in what your company does.

Our key quality objectives include:

• Providing a high level of customer care and professional service of a quality that consistently meets our customers' expectations.

- Ensuring a strong culture of quality across the organization, where key performance indicators 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.

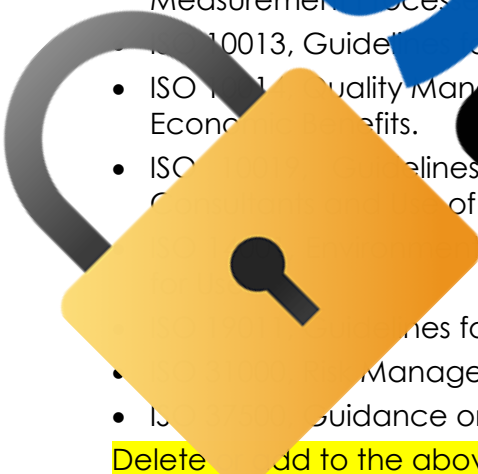
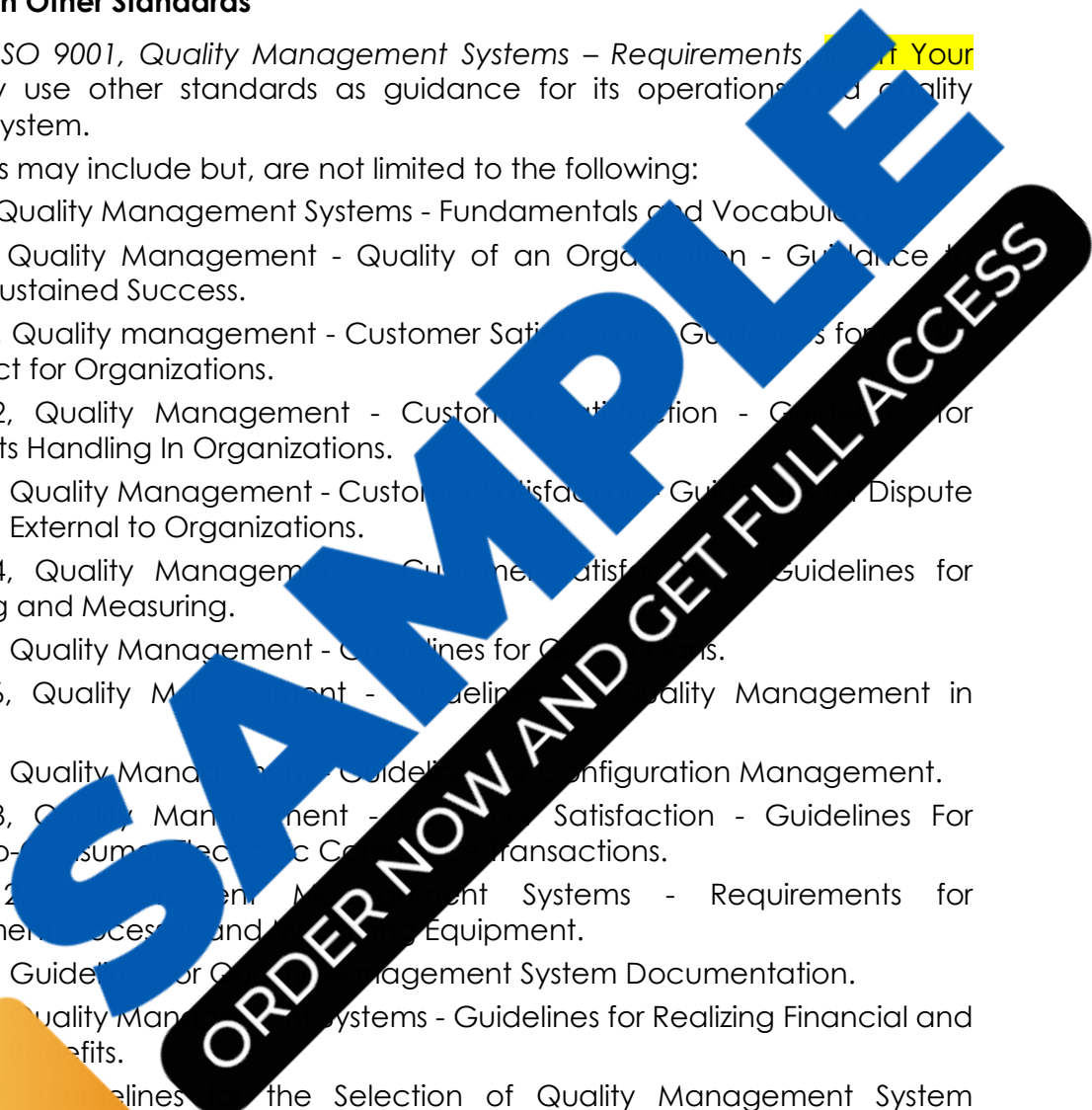
### 1.3. Relationship with Other Standards

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:

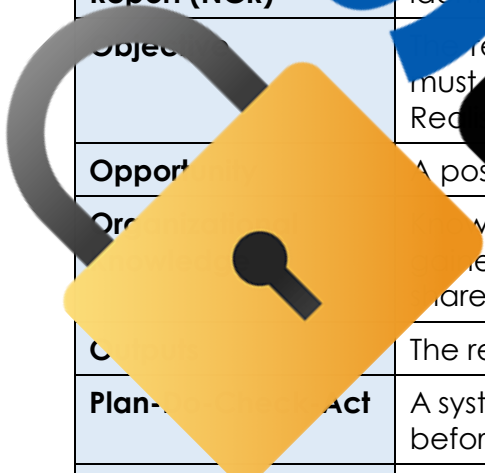
- ISO 9000, Quality Management Systems - Fundamentals and Vocabulary
- ISO 9004, Quality Management - Quality of an Organization - Guidance to Achieve Sustained Success.
- ISO 10001, Quality management - Customer Satisfaction - Guidelines for Organizations of Conduct for Organizations.
- ISO 10002, Quality 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 Organizations.
- ISO 10006, Quality Management - Guidelines for Quality Management in Projects.
- ISO 10007, Quality Management - Guidelines for Configuration Management.
- ISO 10008, Customer Management - Satisfaction - Guidelines For Business-To-Consumer Electronic Commerce Transactions.
- ISO 10012, Conformity Assessment - Management Systems - Requirements for Measurement Processes and Measuring Equipment.
- ISO 10013, Guidelines for Quality Management System Documentation.
- ISO 10014, Quality Management Systems - Guidelines for Realizing Financial and Economic Benefits.
- ISO 10015, Guidelines for the Selection of Quality Management System Components of Their Services.
- ISO 10018, Quality Management Systems - Requirements with Guidance for Auditing Management Systems.
- ISO 10019, Quality Management – Guidelines.
- ISO 10020, Guidance on Outsourcing.

Delete [ ] add to the above as applicable.



## Terms and Definitions

Term	Definition
<b>Audit</b>	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluation to determine the extent of compliance.
<b>Audit Evidence</b>	Documentation, statements and records; may also include physical items.
<b>Continual Improvement</b>	A recurring activity to enhance performance.
<b>Corrective Action</b>	An action to eliminate and control the cause of identified non-conformance to the Quality Management System.
<b>Documented Information</b>	Any document, record or other information which is necessary for the operation of processes which are required by the Quality Management System. It can include, but is not limited to, diagrams, videos, process maps, procedures, and can be in any medium, i.e. paper or electronic.
<b>Inputs</b>	Resources such as people, infrastructure, energy, information or finance that are put into a system to seek a desired output.
<b>Inspection and Test Report</b>	A document detailing the main approach, procedures, inspecting and testing a system, service or product.
<b>Interested Parties</b>	Stakeholders of your products or services, or who may be impacted by them, and other parties who may otherwise have a significant interest (or to) <b>Insert Your Company</b> .
<b>Manufacturer's Data Report (MDR)</b>	A document detailing the data involved in manufacturing an item.
<b>Non-Conformity</b>	Non-fulfilment of a requirement.
<b>Non-Conformance Report (NCR)</b>	A document that provides the details of a non-conformance identified in a process or other process review.
<b>Objectives</b>	Results to be achieved. <b>Insert Your Company</b> objectives must be SMART: Specific, Measurable, Achievable, Relevant and Timely.
<b>Opportunity</b>	A positive effect of uncertainty.
<b>Organizational Knowledge</b>	Knowledge specific to <b>Insert Your Company</b> . It is generally gained by experience and is information that is used and shared for the benefit of objectives.
<b>Output</b>	The result of a process.
<b>Plan-Do-Check-Act</b>	A system to ensure that all actions are planned and checked before the action takes place.
<b>Procedure</b>	A specified way to conduct an activity or process.



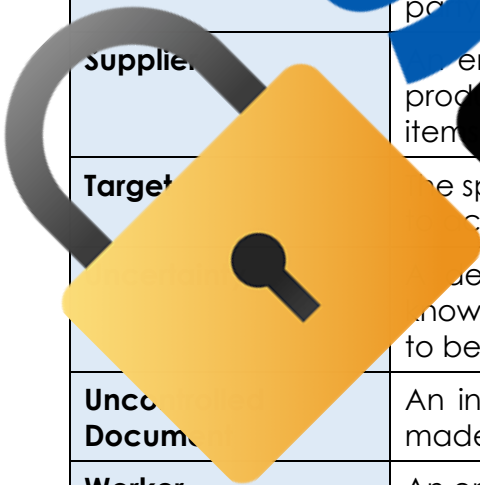
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Term	Definition
<b>Process</b>	A set of interrelated or interacting activities which uses inputs to deliver outputs. Processes are how <b>Insert Your Company</b> typically operates on a daily basis.
<b>Products and Services</b>	The outputs that <b>Insert Your Company</b> 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.
<b>Quality Assurance</b>	A part of quality management that is focused on providing confidence that quality requirements are fulfilled.
<b>Quality Control</b>	Operational techniques and activities which ensure and sustain the quality of products or services, and involve the use of these techniques and activities to satisfy given requirements.
<b>Record</b>	Document(s) stating results achieved or providing evidence of activities performed.
<b>Risk</b>	The likelihood of a negative event.
<b>Risk Assessment</b>	The overall process of risk identification, risk analysis and risk evaluation.
<b>Risk Based Thinking</b>	Planning <b>Insert Your Company</b> objectives and actions with consideration to the knowledge and the potential effects. The ideal situation is to minimize the likelihood or impact of unwanted outcomes.
<b>Risk Mitigation</b>	A plan developed to reduce the intensity of risk by addressing all known or possible causes and preventing their occurrence.
<b>Stakeholder</b>	A person or organization that has an interest in or is impacted by <b>Insert Your Company</b> policies or activities. Stakeholders may influence and contribute to the decision-making process. Stakeholder may be used interchangeably with 'interested party'.
<b>Supplier</b>	An entity used by the <b>Insert Your Company</b> to supply products, services, plant, equipment, materials or other items.
<b>Target</b>	A specific performance requirements that need to be met to achieve objectives.
<b>Uncertainty</b>	A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)
<b>Uncontrolled Document</b>	An informal copy of a document for which no attempt is made to update it after distribution.
<b>Worker</b>	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 system that will 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 by the employees, contractors and other agents working for, or on behalf of, **Insert Your Company** and their consultation, cooperation and compliance for the implementation of the system throughout the operational structure of **Insert Your Company**. **Insert Your Company** shall audit systems, processes, contractors 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 the external environment, including how relevant stakeholders' requirements and expectations from internal and external issues influence our organizational context and the ability of our quality management system to achieve its intended outcomes.

Understanding the organization's context requires an analysis of the internal and external issues (refer to the table below), and the risks and opportunities that may affect the organization's ability to meet its objectives and the requirements that concern to **Insert Your Company** and our interested parties. These issues 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**, as such, we shall take actions to actively understand and manage positively the positive and negative and changing influences from a range of interested parties.

**Insert Your Company** shall ensure that our personnel management to be aware of the context in which our company interacts within a larger framework. To do this we will consider our aspects and impacts in the context of the internal and external needs and expectations of interested parties and ensure the most important processes to which our quality management system

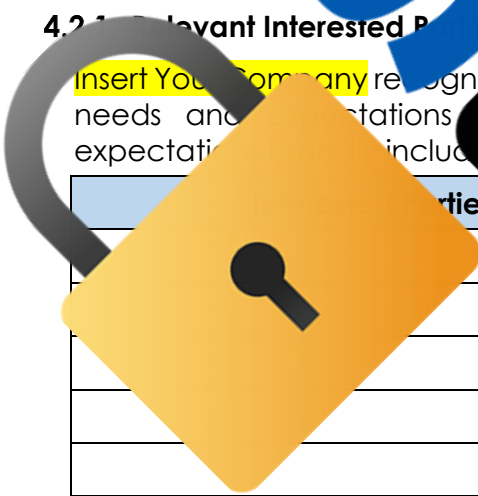
**Insert Your Company** will achieve effective interested party management by considering:

- The quality management policy and management
- Our quality systems, strategic direction, objectives and targets.
- The effectiveness of our systems to ensure our products and services continually meet or exceed the needs and expectations of internal and external parties.
- The consequences and implications of non-conformances within our responsibility against 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.

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 interested parties. 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 to below and 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 both internal and external factors. Accordingly, senior management evaluate, plan and monitor these external and internal factors to develop strategies to improve 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 requires plans to mitigate these risks to an acceptable level.

To understand the internal factors, the management team shall 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 our strategic objectives and targets.

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

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

#### Related Forms and Documents

	Forms and Documents
Q-MF-0	Strategic Objectives and Direction
Q-MF-1	Organizational Context Register
Q-MF-	Management Review Meeting Record

#### 4.3. Quality Management System

**Insert Your Company** has established the scope of our quality management system based on an analysis of the issues and requirements discussed in sections 4.1 and 4.2 and assessed using Q-MF-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 with 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 organization. Each exclusion has a supporting 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 System Requirements*, and its processes are designed around the principles of the **Plan-Do-Check-Act** methodology, as outlined below.

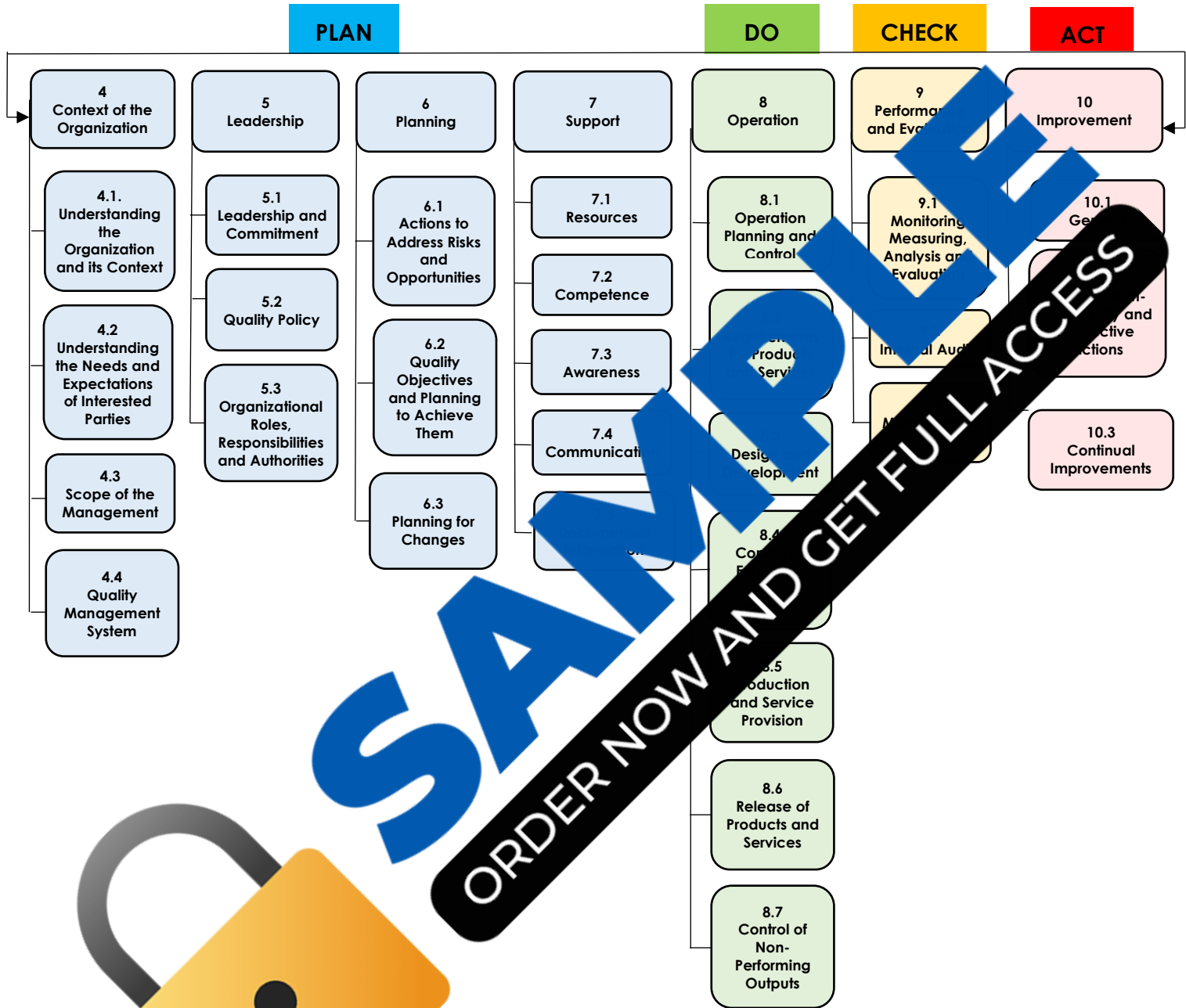
<b>PLAN</b>	Establishing the objectives and processes necessary to deliver the product and services that conform to the customer's requirements and the organization's policies.
<b>DO</b>	Implementing the processes required to convert the inputs into the product and services, as planned.
<b>CHECK</b>	Monitoring and measuring processes, plans, objectives and targets against the objectives and requirements and report on the results.
<b>ACT</b>	Taking effective and preventative actions to improve the performance of the system 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.
- Operational Processes.
- Planning Processes.
- Performance Evaluation Processes.

- Support 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 affecting product and service quality. **Refer to section 12 Sequence and Interaction Processes** which shows the sequence and interaction of the process groups within our quality management system. **Plan-Do-Check-Act Flowchart**



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

Performance indicators that are linked to our objectives and other desired outputs are used, reviewed and monitor progress. **Insert Your Company** also undertakes assessment 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 Forms and Documents

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 the quality policy and quality objectives are established for the management system and are compatible with the strategic objectives and direction, and the objectives of the organization.
- Ensuring quality objectives are established, monitored and reported into the organization.
- Promoting the importance of effective quality management 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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