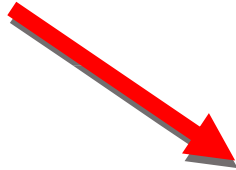**Blue text throughout the manual highlight areas for customization**

Type Your Company Name Here

Quality Manual

ISO 9001:2008

Documents are in Microsoft Word for ease of editing

Provides general purpose and description of Quality Manual

Introduction

Your Company developed and implemented a Quality Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

The Quality Management System of *Your Company* meets the requirements of the international standard ISO 9001:2008). This system addresses the design, development, production, installation, and servicing of the company's products.

The manual is divided into eight sections that correlate to the Quality Management System sections of ISO 9001:2008.

Each section begins with a policy statement expressing *Your Company's* obligation to implement the basic requirements of the referenced Quality Management System section. Each policy statement is followed by specific information pertaining to the procedures that describe the methods used to implement the necessary requirements.

This manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

President: _____

Note extra hints and suggestions

NOTES: DELETE AFTER EACH TASK IS COMPLETED.

- **USE REPLACE FUNCTION – ENTER "YOUR COMPANY" IN FIND SPACE, ENTER YOUR COMPANY NAME IN REPLACE SPACE – SYSTEM SHOULD MAKE CHANGES THROUGHOUT THE ENTIRE DOCUMENT.**

- **(IF ANY OTHER INFORMATION IS AVAILABLE, THAT WOULD FURTHER ENHANCE THE COMPANY INTRODUCTION, PREFERABLY ELECTRONICALLY, THIS IS THE**

Section 5: Management Responsibility

The manual is divided into eight sections that correlate to the Quality Management System sections of ISO 9001:2008

Replace logo with your own

5.1 Management commitment

Top management has been actively involved in implementing the quality management system (QMS). It has provided the vision and strategic direction for the growth of the QMS, and established quality objectives and the quality policy. (*Have minutes of implementation meetings or implementation plans been maintained to be able to show this involvement? As you implement your quality system, prepare to support this statement.*)

Blue text gives guidance for customization

To continue to provide leadership and show commitment to the improvement of the QMS, management will do the following.

- § Communicate the importance of meeting customer, statutory, and regulatory requirements.

- § Establish quality objectives

- § Establish the quality policy.

- § Conduct *quarterly* management reviews.

- § Ensure the availability of resources.

Any text may be edited. Blue text provides examples of what you may want to use. Black text is text that describes the QMS developed by The 9000 Store

5.2 Customer focus

Our company strives to identify current and future customer needs, to meet customer requirements and exceed customer expectations.

You can search and replace "our company" with your own company name

Top management ensures that customer requirements are understood and met, *by requiring compliance with documented customer communication procedures.* Customer requirements are determined, converted into internal requirements, and communicated to the appropriate people in our organization (SP-720).

5.3 Quality policy

Top management ensures that the quality policy is communicated to all employees. It is included in new employee training and training on the QMS. It is posted in prominent places throughout the facility to maintain high standards within our organization.

Management reviews the quality policy at each management review meeting to determine the policy's continuing suitability for our organization. The Quality Policy is documented on A-500-001, Quality Policy.

5.6 Management review

5.6.1 General

Top management reviews the QMS *quarterly* at management review meetings. This review assesses the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes. Records are maintained for each management review meeting.

5.6.2 Review input

Assessment of the QMS is based on a review of information inputs to management review. These inputs include the following:

- § Results of audits
- § Customer feedback
- § Process performance and product conformity
- § Company level quality data
- § Status of preventive and corrective actions
- § Follow-up actions from previous management reviews
- § Planned changes that could affect the quality management system
- § Recommendations for improvement

Requirements of the standard are all addressed

5.6.3 Review output

During these review meetings, management will identify appropriate actions to be taken regarding the following issues:

- § Improvement of the effectiveness of the quality management system and its processes
- § Improvement of product related to customer requirements
- § Resource needs

Responsibilities for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions, and their due dates are recorded in the minutes of management review.

Related Procedures:

Customer Related Processes	SP-720
Management Responsibility	AP-500
Planning of Product Realization Processes	MP-710

Related documents are referenced

1.0   Purpose

1.1   This procedure describes the process of monitoring and measuring of customer satisfaction.

2.0   Responsibilities

2.1   *Top Management* is responsible for determining the appropriate measures, methods and use for monitoring and measuring of customer satisfaction.

2.2   Customer Service is responsible for analyzing data and preparing reports for management review.

2.3   Project managers are responsible for customer feedback projects as assigned.

3.0   Definitions

3.1   None

4.0   Equipment/Software

4.1   Not applicable

5.0   Instructions

5.1   Customer feedback is collected according to the Customer Related Processes Procedure, and through customer feedback projects assigned by management.

5.2   *Customer Service* analyzes customer feedback to prepare a report for management review.

   5.2.1   *Customer service reviews and analyzes the customer feedback database. (Define what criteria will be used to analyze the data. Can you assign a satisfaction rating to each item based on the content? Can you track certain issues that come up, delivery, quality, service?)*

   5.2.2   *Data from the project managers' calls to the client to collect feedback at the end of the project are summarized and analyzed to determine the percent of projects meeting, exceeding or not meeting customer expectations.*

   5.2.3   *Customer service summarizes the information from the analysis for management review. (Prepare a report format to help the person responsible to prepare this report. Indicate what information should be presented based on what you determine to measure and analyze.)*

   5.2.4   *Customer Service summarizes the data from "annual" customer surveys to provide to management review.*

5.3   Management identifies customer feedback projects during management review. Management assigns responsibility for the projects. Projects may include:

CA ☐   PA ☐
(Check appropriate box to indicate corrective or preventive action)

Corrective Action #_____

or

Date: _____   Preventive Action #_____

	Date Due	By/Assigned to	Completed Initials & Date
Investigation			
Implementation			
Audit			
CAR closed			

Description of Issue

Investigation Finding / Root Cause

4 QUALITY MANAGEMENT SYSTEM

REQUIREMENTS	CURRENTLY IN PLACE (List documents or evidence)	COMPLIANT Y/N? Estimated % Complete	ITEMS NEEDED
General Requirements			
This clause asks you to identify how management applies the process approach to achieve the effective and efficient control of processes, resulting in performance improvement. Specifically this section is looking for an overall process evaluation of all quality related processes and their interrelationships. Look to see that your organizational processes are defined and that consideration is given to those items described in a) through f).			
a) Look for documentation of the processes included in the QMS			
b) Look for information on the relationship and sequence of the QMS processes.			
c) Ask Management if operation and control of processes is effective. How do they know if it is effective?			
d) Ask how they are able to know if resources and information needed to support processes have been provided.			
e) Is there any information on the effectiveness of processes?			

4.1 General Requirements

The organization will establish, document, implement, maintain and continually improve a Quality Management System (QMS)

– This is where we find the requirement to identify processes that need to be controlled, and determine how they interrelate

– The organization must also determine how to control any outsourced processes

This is where we find the requirement to:

• identify processes that need to be controlled, and

• determine how they interrelate.

Steps that need to be taken are:

• Identify the processes needed for the QMS

• Determine the sequence and interaction of these processes

• Determine criteria and methods required to ensure the effective operation and control of these processes

• Ensure the availability of information necessary to support the operation and monitoring of these processes

• Measure, monitor and analyze these processes and implement action necessary to achieve planned results and continual improvement

This section does not address the documentation of the processes. It focuses on the development and implementation of the process and goes on to require that they are managed and continually improved.

4.2.3 Control of Documents		

Does your organization have a formal procedure regarding the control of documents for your organization:
 	
Does this procedure address the following items:
 	
   a) Are documents approved prior to issue?
   b) Are documents reviewed and updated as necessary and then re-approved?
   c) Are changes and the current revision status of documents identified?
   d) Are relevant versions of applicable documents available at points of use?
   e) Are documents legible and readily identifiable?
   f) Are documents of external origin identified and their distribution controlled?
   g) Is a mechanism in place to prevent unintended use of obsolete documents: Are old documents identified if retained?
 	
Additional questions		

4.2.4 Control of Quality Records		
Does your organization have a formal procedure for the control of quality records? Are quality records legible, readily identifiable and retrievable? Does the procedure describe identification, storage, protection, retrieval, retention time, and disposition of records? **Additional questions**		

Welcome to ISO 9001:2008

Our Company is working on becoming ISO 9001:2008 Registered. ISO 9001:2008 is a Quality Management System that outlines some basic good business practices that we need to have in place.

By implementing a Quality Management System that complies with ISO 9001:2008 we will be able to make our company run more efficiently, increase our customers' satisfaction and communicate to potential customers that we have good quality processes in place.

Surveyed ISO 9001 Registered Companies state that they have:

- Higher customer satisfaction
- Increased profitability because of efficiencies
- Market advantages
- Improved communications
- Higher job satisfaction

What will employees need to do for the ISO 9001:2008 Quality Management System?

First Management will be identifying our "Key Processes". Those are the processes that affect the quality of our product and our services. Then they will identify how we will control these processes to make sure that we are all doing them the same way, and the best way our organization has identified.

Controlling the process means documenting the work instructions, training employees or finding other ways to make sure that the process is done consistently no matter who is doing it. This means that employees may be required to have certain training, or to follow specific work instructions.

Employees will also need to be aware of how their job affects the quality of our product and customer satisfaction.

ISO 9001 Highlights: Things that you will be hearing about as we proceed with this project….

Our Quality Policy
We will identify our Quality Policy, and will be communicating it to all employees. It is important that all of us are aware of what this statement says about our company's vision is for meeting customers' expectations and for quality.

Registration Audit
To become ISO 9001:2008 registered, we will be audited by a Registrar. This Registration Audit will be done after we have set up processes to meet all the requirements of the standard. The Registrar will send an auditor or audit team to come in to our facilities and evaluate the processes we have set up. They will check to see if the processes meet the requirements of the standard, and to see if we are following the processes. If everything looks good, we will be recommended for Registration!

Watch for our next newsletter for more introduction to ISO 9001:2008, what it will mean to you and your coworkers.