The 9000 Store
The tools you need to Achieve and Maintain ISO 9001

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QMS Clause	Level 1 - Topic	Level 2 Procedure	Procedure Name	Level 3 - Work Instruction	Work Instruction Name	Level 4 Form #	Form Name	Flow Diagram	Flow Diagram Name	Attachment #	Attachment Name
All	Quality Management System - Quality Manual - QM-001										
4	Context of the organization	P-400	Organizational context			F-440-001	QMS-Process identification worksheet	FD-400-001	Clause 4 - Context of the organization		
						F-440-002	Organizational context worksheet	FD-440-001	Process interaction flow diagram		
		P-500	Leadership					FD-500-001	Clause 5 - Leadership		
5	Leadership							FD-510-001	Business process map		
								FD-512-001	Managemnt functions-Customer focus		
								FD-520-001	Operating principles	A-520-001	Quality policy
								FD-530-001	Organization chart	A-530-001	Organization chart
6	Planning for the Quality Management System	P-600	Planning for the Quality Management System			F-610-001	Risk and opportunity worksheet	FD-600-001	Clause 6 - Planning		
								FD-610-001	Planning cycle		
						F-620-001	Quality objectives planning record	FD-620-001	PDCA Objectives planning	A-600-001	PDCA guidelines
7.1	Resources	P-710	Resource management			F-710-001	Equipment problem report	FD-700-001	Clause 7 - Support		
						F-710-002	Resource maintenance record	FD-710-001	Resource management		
7.1.5	Monitoring and measuring resources	P-715	Control of monitoring and measuring equipment			F-715-001	Equipment calibration list				
7.2	Competence	P-720	Competence and awareness			F-720-001	Training action plan				
						F-720-002	Group training record				
						F-720-003	Job description				
						F-720-004	Employee training summary				
7.4	Communication	P-740	Communication			F-740-001	Comment and suggestion report				
7.5	Documented information	P-750	Control of documented information	WI-750-001	Document numbering system	F-750-001	List of documented information	FD-750-001	Control of documented information		
						F-750-002	Records matrix				
						F-750-003	Master documentation lists				
						F-750-004	Quality records table				
						F-750-005	Document change request form				
						F-750-006	Document revision checklist				
						F-750-007	Software inventory spreadsheet				
		P-810	Operational planning and control			F-810-002	Project planning worksheet	FD-800-001	Clause 8 - Operation		
8.1	Operational planning and control							FD-810-002	Process flow diagram		
								FD-810-003	Production / Quality plan		
8.2	Determination of requirements for products and services	P-820	Customer related processes			F-820-001	Client assessment report	FD-820-001	Customer processes		
						F-820-002	Production order				
8.3	Design and development of products and services	P-830	Design and development			F-830-001	Design plan	FD-830-001	Design and development		
						F-830-002	Design review record	FD-830-002	Stage-Gate Idea-to-launch		
						F-830-003	Design chang form				
8.4	Control of externally provided products and services	P-840	Control of external providers			F-840-001	Provider assessment report	FD-840-001	External provider - Purchasing		
						F-840-002	List of acceptable sources				
						F-840-003	Provider corrective action request - PCAR				
						F-840-004	Purchase requisition				
						F-840-005	Purchase order				
						F-840-006	Business agreement - contract				
								FD-850-001	Operations-Production and Service		
8.5.1	Control of production and service provision	P-851	Control of production			F-851-001	Process routing sheet - summary	FD-851-001	5 Ms contibutors		
						F-851-002	Process routing sheet - summary	FD-851-002	Process control		
						F-851-003	Process validation worksheet	FD-851-003	Process steps - Control points		
						F-851-004	Packing slip / Invoice				
						F-851-005	Service projects log				
						F-851-006	External property control log				
						F-851-007	Project inspection completion report				
8.5.2	Identification and traceability	P-852	Identification and traceability			F-852-001	Identification tag	FD-852-001	Identification and traceability		
						F-852-002	Traceability serial number log				
						F-852-003	Traceability label				
8.5.4	Preservation	P-854	Preservation			F-854-001	Storage inspection report	FD-855-001	Post delivery support		
8.7	Control of nonconforming outputs	P-870	Control of nonconforming outputs			F-870-001	Nonconformance report - NCR				
9.1	Monitoring, measurement, analysis and evaluation	P-910	Monitoring, measurement, analysis and evaluation			F-910-001	Production-Monitoring, measuring, and analysis table	FD-900-001	Clause 9 - Performance evaluation		
						F-910-002	QMS-Monitoring, measuring, and analysis table				
						F-910-004	Inspection report				
9.1.2	Customer satisfaction	P-912	Customer satisfaction			F-912-001	Customer survey and analysis				
9.2	Internal audit	P-920	Internal audit			F-920-001	Applicable procedure by work area				
						F-920-002	Internal audit checklist				
						F-920-003	Audit plan				
						F-920-004	Audit report				
9.3	Management review	P-930	Management review			F-930-001	Management review agenda				
						F-930-002	Management review output report				
10.1	General	P-1010	Improvement			F-1010-001	Data analysis worksheet	FD-1010-001	Clause 10 - Improvement		
10.2	Nonconformity and corrective action	P-1020	Nonconformity and corrective action			F-1020-001	Corrective action request - CAR	FD-1020-001	Corrective action		
								FD-1030-001	Continual improvement		