

9001Simplified.com

**[ISO 9001 IMPLEMENTATION
MANUAL]**

Table of Contents

Approval.....	4
1 Introduction.....	5
1.1 Foreword.....	5
1.2 Presentation of The XYZ Corporation.....	6
1.2.1 History.....	6
1.2.2 Vision and Mission	7
1.2.3 Our Products.....	7
1.2.4 Corporate Structure.....	8
1.2.5 Core Values	9
2 General Requirements.....	10
2.1 Quality Management System	10
2.1.1 Scope.....	10
2.1.2 Quality Management Processes.....	10
2.1.3 Management Representatives.....	11
2.1.4 Changes to the Quality Management System.....	11
2.1.5 Management Principles.....	12
2.2 Documentation Structure.....	13
2.3 Document Control	14
2.3.1 General	14
2.3.2 Document Life Cycle	15
3 Leadership.....	20
3.1 Responsibilities and Authorities.....	20
3.2 Quality Policy	21
3.3 Setting Objectives	22
3.3.1 Strategic Objectives	22
3.3.2 Business Objectives	22
3.4 Customer Focus.....	24
3.5 Internal Communication	25
4 Resource Management.....	26
4.1 Resource Allocation	26
4.2 Human Resources	27
4.2.1 Performance Objectives and Competence Needs	28
4.2.2 Training and Awareness.....	28
4.2.3 Hiring and Termination	29
4.2.4 Performance Review	31
4.3 Infrastructure.....	32
4.4 Work Environment.....	33
4.5 Equipment.....	34
4.5.1 Equipment Maintenance.....	34
4.5.2 Control of Measuring Equipment	34
5 Customer Contracts.....	36
5.1 Proposal Preparation and Review	36
5.1.1 Review of formal RFPs.....	36
5.1.2 Proposal Preparation.....	36
5.1.3 Proposal Review	37
5.2 Contract Preparation, Review and Acceptance	39

5.2.1	Contract Preparation	39
5.2.2	Contract Review	39
5.2.3	Contract Acceptance	40
5.2.4	Verbal Requirements and Confirmation	41
5.3	Changes to Customer Contracts	42
6	Design and Planning	43
6.1	Identification of Customers	43
6.2	Customer Requirements	44
6.3	Quality Planning	45
6.4	Product Design	47
6.4.1	Planning for Product Design	47
6.4.2	Performing Product Design	47
6.4.3	Changes in Product Design	50
6.5	Customer Communication Channels	51
7	Purchasing and Outsourcing	52
7.1	Opportunities to Increase Value	52
7.2	Supplier Selection and Evaluation	53
7.3	Supplier Maintenance	55
7.4	Supplier Contracts and Insurance	56
7.4.1	Supplier Contracts	56
7.4.2	Proof of Insurance (US only)	58
7.5	Order Information	60
7.6	Receiving Inspection of Purchases	61
8	Production and Service Provision	62
8.1	Customer Property	62
8.2	Control of Production and Service Provision	63
8.3	Information Flow	65
8.4	Quality Control Inspection and Release	66
8.5	Nonconforming Products and Services	67
9	Measurement and Analysis	69
9.1	Customer Satisfaction	69
9.2	Audit Program	72
9.3	Metrics	75
9.3.1	Establishing Metrics	75
9.3.2	Monitoring	77
9.3.3	Recording and Reporting of Metrics	77
9.3.4	Analysis	78
9.4	Corrective and Preventive Action	79
9.4.1	General	79
9.4.2	Corrective and Preventive Action Process Flow	80
9.5	Management Review	83
9.5.1	Local Management Review	84
9.5.2	Corporate Management Review	85
10	Appendix	87
10.1	ISO 9001 Cross Reference	87
10.2	Revisions, Exclusions & Legend	90