

4.2 Responsibilities and Authorities

This procedure requires only few customizations.

Titles

Throughout this procedure there are various job titles mentioned. You may change those titles to titles actually used at your company. For example, this template assumes that your company has an HR department and HR Manager. If your company doesn't have an "HR Manager" but instead a "Personnel Director", please change the wording here to "Personnel Director". If your company is too small to have an HR department or a dedicated HR Manager, change the wording to reflect the title of the person whose responsibility is to keep the personnel file.

Responsibility and Authority for ISO 9001

The section "Responsibility and Authority for ISO 9001" requires top management to assign certain responsibilities and authorities regarding ISO 9001.

According to your product configuration, your company has multiple physical locations. In such a setup, it would make sense to set up a two-tiered system: a corporate management representative who overlooks the entire ISO 9001 system corporate-wide plus local management representatives who are responsible for ISO 9001 at the local level.

You have the following options:

- (a) You may either keep the text as it is, or
- (b) you may specify the title (not the name) of the persons who have been assigned the responsibilities and authorities, or
- (c) you may keep the text as is for the local level but specify the title for the corporate level.

Option (a):

If you want to keep things more flexibility, we suggest you choose option (a). In this case, the text doesn't need to be changed and the responsibilities and authorities for ISO 9001 on the corporate and the local level would simply be assigned. They would then also be documented in the appropriate organizational charts and role descriptions.

Option (b):

If, on the other hand, it is clear who should be assigned the responsibilities for ISO 9001 on the corporate level and on the local level, then you may choose option (b). In this case you want to specify the assignments right here in the procedure; you would replace the text in the procedure with the text below:

“Top management has assigned the following responsibilities and authorities related to our ISO 9001 quality management system:

On the corporate level, the [title] is responsible for:

- Directing those responsible for ISO 9001 on the local level and ensuring that our corporate-wide quality management system conforms to all ISO 9001 requirements;
- Ensuring that the integrity of the corporate-wide quality management system is maintained and that it continues to conform to all ISO 9001 requirements when changes to the quality management system are planned and implemented;
- Reporting to top management on the performance of the corporate-wide quality management system and on opportunities for improvement.

On the local level, the [title] of each [facility] is responsible for:

- Ensuring that the quality management system on the local level conforms to all pertinent ISO 9001 requirements;
- Ensuring that the integrity of the quality management system on the local level is maintained and that it continues to conform to all ISO 9001 requirements when changes to the quality management system are planned and implemented;
- Reporting to local management on the performance of the local quality management system and on opportunities for improvement.”

You need to fill the title (not the name) into the blank. Personnel typically assigned with these responsibilities and authorities include the quality manager, director of quality, quality engineer etc.

You may even divide the responsibilities up and assign them to different functions on both the corporate level and the local level. For example, the Internal Auditor could be assigned the responsibility of reporting to top management.

Option (c):

Another option is to assign the responsibilities and authorities on the corporate level to a particular function, while keeping it flexible on the local level. In this case, you would replace the text in the procedure as follows:

“Top management has assigned the following responsibilities and authorities related to our ISO 9001 quality management system on the corporate level to the [title]:

- Directing those responsible for ISO 9001 on the local level and ensuring that our corporate-wide quality management system conforms to all ISO 9001 requirements;
- Ensuring that the integrity of the corporate-wide quality management system is maintained and that it continues to conform to all ISO 9001 requirements when changes to the quality management system are planned and implemented;
- Reporting to top management on the performance of the corporate-wide quality management system and on opportunities for improvement.

“On the local level, local management of each facility assigns the following responsibilities and authorities related to our ISO 9001 quality management system:

- Ensuring that the quality management system on the local level conforms to all pertinent ISO 9001 requirements;
- Ensuring that the integrity of the quality management system on the local level is maintained and that it continues to conform to all ISO 9001 requirements when changes to the quality management system are planned and implemented;
- Reporting to local management on the performance of the local quality management system and on opportunities for improvement.”

Note:

For your information, due to vocabulary used in previous versions of ISO 9001, the responsibility for ISO 9001 is still referred to as “ISO 9001 Management Representative” or “MR”. However, you are free to use any other title of your choice.

Responsibility and Authority for Processes

The section "Responsibility and Authority for Processes" requires top management to 'assign the responsibility and authority that processes are delivering their intended outputs'. This responsibility is the 'process owner' as determined in the Process Definition Form for each process.

You may keep the text as is. However, if you prefer, you may state directly within this procedure that the respective process owners have been assigned this responsibility by top management. In this case, replace the text with

"Top management have assigned this responsibility to the respective Process Owners."

Don't forget that you may change 'top management' to a more appropriate term at your company (for example, 'CEO').

Responsibility and Authority for Customer Focus

The section "Responsibility and Authority for Customer Focus" requires top management to assign the responsibility and authority for the **promotion** of customer focus throughout the organization.

In other words, somebody needs to set the structure that ensures that the concept of customer focus is ingrained in operations (for example, by introducing the concept of internal customers). Since customer focus is an integral part of the ISO 9001 system, it would make sense that this role is assigned to the same person who is also in charge of ISO 9001.

You may state directly here who (title, not name) has been assigned this responsibility by top management, or you may keep the text as is for maximum flexibility.