

Clause	Question	Evidence	Missing Items (include location)	Compliance Level
	achieve their intended results? <ul style="list-style-type: none"> improved the processes and the quality management system? 			
4.4.2	To the extent necessary, does the organization: <ul style="list-style-type: none"> maintain documented information to support the operation of its processes? retain documented information to have confidence that the processes are being carried out as planned? 			
5 Leadership				
5.1 Leadership and commitment				
5.1.1 General				
5.1.1	In order to demonstrate its leadership and commitment with respect to the quality management system, is the top management: <ul style="list-style-type: none"> taking accountability for the effectiveness of the quality management system? ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the 			

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	organization? <ul style="list-style-type: none"> ensuring the integration of the quality management system requirements into the organization's business processes? promoting the use of the process approach and risk-based thinking? ensuring that the resources needed for the quality management system are available? communicating the importance of effective quality management and of conforming to the quality management system requirements? ensuring that the quality management system achieves its intended results? engaging, directing and supporting persons to contribute to the effectiveness of the quality management system? promoting improvement? supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility? 			
5.1.2 Customer focus				
5.1.2	In order to demonstrate its leadership			