

## Table of Contents

<b>1</b>	<b>INTRODUCTION TO [THE COMPANY LONG NAME]</b>	<b>5</b>
1.1	[The Company Long Name]	5
1.2	Organizational Structure	6
1.3	[The Company Short Name]'s Vision	7
1.4	[The Company Short Name]'s Mission	7
<b>2</b>	<b>[THE COMPANY SHORT NAME]'S QUALITY MANAGEMENT SYSTEM</b>	<b>8</b>
2.1	[The Company Short Name] Quality	8
2.1.1	Quality Management System	8
2.1.2	Quality Management Principles	8
2.1.3	Documentation Structure	9
2.2	The Scope of our Quality Management System	12
2.3	Key Processes of our Quality Management System	13
<b>3</b>	<b>THE QUALITY POLICY OF [THE COMPANY LONG NAME]</b>	<b>14</b>
<b>4</b>	<b>LEADERSHIP</b>	<b>15</b>
4.1	Leadership and Commitment	15
4.2	Responsibilities and Authorities	17
4.3	Strategic Planning	18
4.4	Process Management	19
4.5	Company Objectives	21
4.6	Customer Focus	22
4.7	Internal Communication	23
4.8	Risk and Opportunity Management	24
4.9	Change Management	26
<b>5</b>	<b>RESOURCES AND SUPPORT</b>	<b>27</b>

<b>5.1</b>	<b>Resource Allocation</b>	<b>27</b>
<b>5.2</b>	<b>Human Resources</b>	<b>28</b>
<b>5.3</b>	<b>Work Environment</b>	<b>29</b>
<b>5.4</b>	<b>Maintenance</b>	<b>30</b>
<b>5.5</b>	<b>Measuring Devices</b>	<b>31</b>
<b>5.6</b>	<b>Organizational Knowledge</b>	<b>33</b>
<b>5.7</b>	<b>Document Control</b>	<b>34</b>
<b>6</b>	<b>BUSINESS DEVELOPMENT AND SALES</b>	<b>35</b>
<b>6.1</b>	<b>Price Lists and Catalogs</b>	<b>35</b>
<b>6.2</b>	<b>Rate Quotes</b>	<b>36</b>
<b>6.3</b>	<b>Proposals and Contracts</b>	<b>38</b>
<b>6.4</b>	<b>Customer Orders</b>	<b>40</b>
<b>6.5</b>	<b>Contract Changes and Renewals</b>	<b>42</b>
<b>7</b>	<b>DESIGN AND PLANNING</b>	<b>43</b>
<b>7.1</b>	<b>Customer Awareness</b>	<b>43</b>
<b>7.2</b>	<b>Operational Planning</b>	<b>44</b>
<b>7.3</b>	<b>Design</b>	<b>45</b>
<b>7.4</b>	<b>Customer Communication Channels</b>	<b>48</b>
<b>8</b>	<b>PURCHASING AND OUTSOURCING</b>	<b>49</b>
<b>8.1</b>	<b>Supplier Selection</b>	<b>49</b>
<b>8.2</b>	<b>Supplier Maintenance</b>	<b>50</b>
<b>8.3</b>	<b>Order Information and Supplier Contracts</b>	<b>51</b>
<b>8.4</b>	<b>Receiving Inspection and Verification</b>	<b>52</b>
<b>9</b>	<b>PRODUCTION AND SERVICE PROVISION</b>	<b>53</b>
<b>9.1</b>	<b>Customer and Supplier Property</b>	<b>53</b>

<b>9.2</b>	<b>Control of Production and Service Provision</b>	<b>54</b>
<b>9.3</b>	<b>Identification and Traceability</b>	<b>55</b>
<b>9.4</b>	<b>Preservation</b>	<b>56</b>
<b>9.5</b>	<b>Quality Control Inspection and Release</b>	<b>57</b>
<b>9.6</b>	<b>Nonconforming Products and Services</b>	<b>58</b>
<b>9.7</b>	<b>Process Changes</b>	<b>59</b>
<b>10</b>	<b>PERFORMANCE ANALYSIS AND IMPROVEMENT</b>	<b>60</b>
<b>10.1</b>	<b>Customer Satisfaction</b>	<b>60</b>
<b>10.2</b>	<b>Audit Program</b>	<b>61</b>
<b>10.3</b>	<b>Metrics</b>	<b>62</b>
<b>10.4</b>	<b>Corrective Action</b>	<b>63</b>
<b>10.5</b>	<b>Management Review</b>	<b>64</b>
	<b>APPENDIX</b>	<b>66</b>
	<b>Appendix A: Cross-References</b>	<b>66</b>
	<b>Appendix B: Exclusions</b>	<b>76</b>
	<b>Appendix C: Revision and Approval</b>	<b>76</b>