

Table of Contents

1 Introduction to [The Company Long Name]	5
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
2 [The Company Short Name]’s Quality Management System ...	8
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
3 The Quality Policy of [The Company Long Name]	14
4 Context of the Organization	15
4.1 Understanding the Organization and its Context.....	15
4.2 Understanding the Needs and Expectations of Interested Parties.....	16
4.3 Determining the Scope of the Quality Management System.....	17
4.4 Quality Management System and its Processes.....	18
4.4.1 Establishing the Quality Management System and its Processes.....	18
4.4.2 Documentation Requirements.....	19
5 Leadership	20
5.1 Leadership and Commitment.....	20
5.1.1 General.....	20
5.1.2 Customer Focus.....	21
5.2 Policy.....	22
5.2.1 Establishing the Quality Policy.....	22
5.2.2 Communicating the Quality Policy.....	23
5.3 Organizational Roles, Responsibilities and Authorities.....	24
6 Planning	25
6.1 Actions to address Risks and Opportunities.....	25
6.2 Quality Objectives and Planning to achieve them.....	27
6.3 Planning of Changes.....	28
7 Support	29

7.1	Resources.....	29
7.1.1	General.....	29
7.1.2	People.....	29
7.1.3	Infrastructure.....	30
7.1.4	Environment for the Operation of Processes.....	30
7.1.5	Monitoring and Measuring Resources.....	31
7.1.5.1	General.....	31
7.1.5.2	Measurement Traceability.....	31
7.1.6	Organizational Knowledge.....	32
7.2	Competence.....	34
7.3	Awareness.....	35
7.4	Communication.....	36
7.5	Documented Information.....	37
7.5.1	General.....	37
7.5.2	Creating and Updating.....	37
7.5.3	Control of Documented Information.....	37
8	Operation.....	39
8.1	Operational Planning and Control.....	39
8.2	Requirements for Products and Services.....	40
8.2.1	Customer Communication.....	40
8.2.2	Determining the Requirements for Products and Services.....	40
8.2.3	Review of the Requirements for Products and Services.....	41
8.2.4	Changes to Requirements for Products and Services.....	42
8.3	Design and Development of Products and Services.....	43
8.3.1	General.....	43
8.3.2	Design and Development Planning.....	43
8.3.3	Design and Development Inputs.....	44
8.3.4	Design and Development Controls.....	44
8.3.5	Design and Development Outputs.....	45
8.3.6	Design and Development Changes.....	45
8.4	Control of externally provided Processes, Products and Services.....	46
8.5	Production and Service Provision.....	47
8.5.1	Control of Production and Service Provision.....	47
8.5.2	Identification and Traceability.....	48
8.5.3	Property belonging to Customers or external Providers.....	48
8.5.4	Preservation.....	48
8.5.5	Post-Delivery Activities.....	49
8.5.6	Control of Changes.....	49
8.6	Release of Products and Services.....	51
8.7	Control of Nonconforming Outputs.....	52

9 Performance Evaluation	53
9.1 Monitoring, Measurement, Analysis and Evaluation	53
9.1.1 General.....	53
9.1.2 Customer Satisfaction.....	53
9.1.3 Analysis and Evaluation	54
9.2 Internal Audit.....	56
9.3 Management Review	57
10 Improvement	59
10.1 General	59
10.2 Nonconformity and Corrective Action	60
10.3 Continual Improvement	61
Appendix.....	62
Appendix A: Exclusions.....	62
Appendix B: Revision and Approval.....	62

- End of Sample -