

What's included in the

# ISO 9001 Quality Manual



 **9001Simplified**



The ISO 9001 Quality Manual is a professional marketing tool for companies to showcase their upcoming ISO 9001 certification.

The template is quick and easy to customize and includes the following:

## Document Template

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Prewritten template for a powerful marketing tool.

- Introduction to your company
- Overview of your company's ISO 9001 system
- Quality policy
- Scope statement
- Process flowchart
- Summaries of 45 procedures (as description of your ISO 9001 system)
  - ✓ Understanding the Organization and its Context
  - ✓ Understanding the Needs and Expectations of Interested Parties
  - ✓ The Scope of the Quality Management System
  - ✓ Quality Management System and its Processes
  - ✓ General Leadership and Commitment
  - ✓ Customer Focus
  - ✓ Policy
  - ✓ Organizational Roles, Responsibilities and Authorities
  - ✓ Actions to address Risks and Opportunities
  - ✓ Quality Objectives and Planning to achieve them
  - ✓ Planning of Changes
  - ✓ General Resources
  - ✓ People
  - ✓ Infrastructure
  - ✓ Environment for the Operation of Processes

- ✓ Monitoring and Measuring Resources
- ✓ Organizational Knowledge
- ✓ Competence
- ✓ Awareness
- ✓ Communication
- ✓ Documented Information
- ✓ Operational Planning and Control
- ✓ Customer Communication
- ✓ Determination and Review of Requirements for Products and Services
- ✓ Product and Service Catalogs
- ✓ Quotations
- ✓ Proposals and Contracts
- ✓ Orders
- ✓ Review of the Requirements for Products and Services
- ✓ Changes to Requirements for Products and Services
- ✓ Design and Development of Products and Services
- ✓ Supplier Selection
- ✓ Supplier Maintenance
- ✓ Order Information and Supplier Contracts
- ✓ Receiving Inspection and Verification
- ✓ Type and Extent of Control
- ✓ Information for external Providers
- ✓ Control of Production and Service Provision
- ✓ Identification and Traceability
- ✓ Property belonging to Customers or external Providers
- ✓ Preservation
- ✓ Post-Delivery Activities
- ✓ Control of Changes
- ✓ Release of Products and Services
- ✓ Control of Nonconforming Outputs
- ✓ General Monitoring, Measurement, Analysis and Evaluation
- ✓ Customer Satisfaction
- ✓ Analysis and Evaluation
- ✓ Internal Audit
- ✓ Management Review

- ✓ General Improvement
- ✓ Nonconformity and Corrective Action
- ✓ Continual Improvement

## Customization and User Instructions

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Detailed instructions on how to customize the templates and make them your own.

- Step-by-step customization instructions

## Support

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Support by senior ISO 9001 professionals.

- Client support (unlimited support by email, prompt and thoughtful)