

<COMPANY NAME>

ISO9001:2000 Quality Manual

QUALITY MANAGEMENT SYSTEM REQUIREMENTS

4.1 Scope and Purpose

The quality system described in this section of the Quality Manual conforms to the requirements of the standard Section 4— Quality management system requirements. This policy defines the company commitment to quality.

4.2 Responsibility and Authority

<LIST MANAGERS> share the responsibility and authority for overall administration of quality management system activities. Employees have the responsibility to complete quality activities in support of the quality policy, quality system documentation and customer requirements. Employees have been granted authority to meet specified requirements.

4.3 Quality Management System Requirements

General requirements:

4.3.1 A quality management system has been established, documented, implemented, maintained and is being continually improved in accordance with the requirements of ISO 9001: 2000.<COMPANY NAME> has:

- ◆ identified the processes needed for the quality management system and their application throughout the organization
- ◆ determined the sequence and interaction of these processes
- ◆ determined the criteria and methods needed to ensure that both the operation and control of these processes are effective
- ◆ ensured the availability of resources and information necessary to support the operation and monitoring of these processes
- ◆ monitored, measured, and analyzed these processes
- ◆ implemented actions necessary to achieve planned results and continual improvement of these processes.

These processes are managed in accordance with ISO 9001: 2000.

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Control of processes is identified within the quality management system.

Plan *Establish the objectives and processes necessary to deliver results in accordance with the customer requirements and the organisation's policies.*

Do *Implement the processes.*

Check *Monitor and measure processes and product against policies, objectives and requirements for the product and report the results.*

Act *Take actions to continually improve process performance.*

Documentation requirements:

4.3.2 Quality management system documentation includes:

- ◆ documented statements of a quality policy and quality objectives
- ◆ a Quality Manual
- ◆ documented procedures required by ISO 9001: 2000
- ◆ documents needed by the organization to ensure the effective planning, operation and control of processes
- ◆ records required by ISO 9001: 2000.

4.3.3 A Quality Manual has been established and maintained. Details include:

- ◆ the scope of the quality management system, including permissible exclusions
- ◆ the documented procedures established for the quality management system
- ◆ a description of the interaction between the processes of the quality management system.

Control of documents:

4.3.4 Required documents and records are controlled.

A documented procedure has been established to define the controls needed to:

- ◆ approve adequate documents prior to issue
- ◆ review, update and re-approval of documents
- ◆ ensure that changes and current revision status of documents are identified
- ◆ ensure that relevant versions of applicable documents are available at points of use
- ◆ ensure that documents remain legible and readily identifiable
- ◆ ensure that documents of external origin are identified and their distribution controlled
- ◆ prevent the use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

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Control of quality records:

4.3.5 Records are established and maintained to provide evidence of conformity to requirements and the effective operation of the quality management system.

Records are legible, readily identifiable and retrievable. A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposal of records.

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