ISO 9000 Solutions, Inc.
148 Timberlink
Grand Island, New York 14072
Phone: 1-888-845-6514
E-mail: iscg@iso9000-starterguide.com

ISO 9000 Solutions, Inc.®

Free Download

Sample material extracted from our ISO9001:2000 based Quality Management System Templates. These pages are formatted as Adobe Acrobat .PDF files (read only).

Purchased files are delivered via Internet Download only. All purchased files are provided in an editable Microsoft Word® .doc format as well as the Adobe Acrobat .PDF.

ISO 9000 Solutions Free Download – 2000 ™

Introduction

Title: Management Responsibility

5.1 Management Commitment

ISCG has implemented a Quality Management System that is continuously maintained for effectiveness and process improvements in accordance with the requirements of ISO 9001:2000 and all other statutory or regulatory requirements as appropriate.

5.2 Customer Focus

ISCG establishes, implements and maintains documented procedures for contract review and for the coordination of related activities.

It is the responsibility of the Order Service Department to review all tenders and contract offerings.

Customer quotations, inquiries, orders and contracts are reviewed to ensure customer requirements are adequately defined and documented.

Any changes or amendments to the contract are reviewed according to the procedures established by Sales, Marketing and Customer Service functions.

5.3 Quality Policy

ISCG defines and documents its Policy for Quality, which provides the overall objectives for an effective Quality Management System. The Quality Policy is relevant to the company's goals and the expectations of its customers.

ISCG is a provider of professional services and products with sales in various world markets. Our Quality Policy is:

ISCG is committed to providing its customers with Quality products and services that continually meet and exceed customer expectations.

Approved: _____ Date:_____
Executive Manager

ISCG's employees and management are committed to assuring that this policy is implemented, understood and maintained at all levels of the organization.

Title: Measurement, Analysis and Improvement

8.5 Improvement

8.5.1 Continual Improvement

ISCG continually improves the effectiveness of its Quality Management System through the use of the Quality Policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management reviews.

8.5.2 Corrective Action

ISCG establishes, implements and maintains documented procedures to initiate corrective and preventive actions for conditions adverse to quality.

Corrective Action Procedures define the requirements for:

a) reviewing non-conformities (including customer complaints)
b) determining causes of non-conformities
c) evaluating the need for action to ensure that non-conformities do not recur
d) determining and implementing the action needed
e) records of the results of action implemented
f) review of corrective action implemented

The Quality Assurance Manager is responsible for Corrective Actions and a feedback system is used to provide early warning of quality problems and for input into the corrective action system.

8.5.3 Preventive Action

ISCG establishes and maintains documented procedures to determine the appropriate preventive actions required to eliminate the causes of potential non-conformities in order to prevent their occurrence.

Preventive Action Procedures define the requirements for:

a) determining potential non-conformities and their causes
b) evaluating the need for action to prevent occurrence of non-conformities
c) determining and implementing the action needed
d) records of the results of action implemented
e) reviewing preventive action implemented

The Quality Assurance Manager is responsible for Preventive Action at **ISCG.**

Title: Quality Management System - Documentation

1.0 Purpose

1.1 This procedure defines the documentation structure of the Quality Management System documents at **ISCG**.

2.0 Responsibility

2.1 The Quality Assurance Manager is responsible for this procedure.

3.0 Requirements

3.1 The flowchart contained in **6.0 Method** (Flowchart and/or Narrative) defines the structure of the Quality Management System documentation implemented at **ISCG** to maintain consistent product/service quality that conforms to specified requirements.

3.2 **Level I** is maintained in the form of the **Quality Policy**

3.3 **Level II** documentation is maintained in the form of the **Quality Assurance Manual**.

3.4 **Level III and IV** documentation is reviewed in **OPM 4.2A** and **OPM 4.2B**, **Procedures and Work Instructions**, respectively.

3.5 **Level V** documentation is maintained as **records/reports**.

4.0 Definitions

N/A

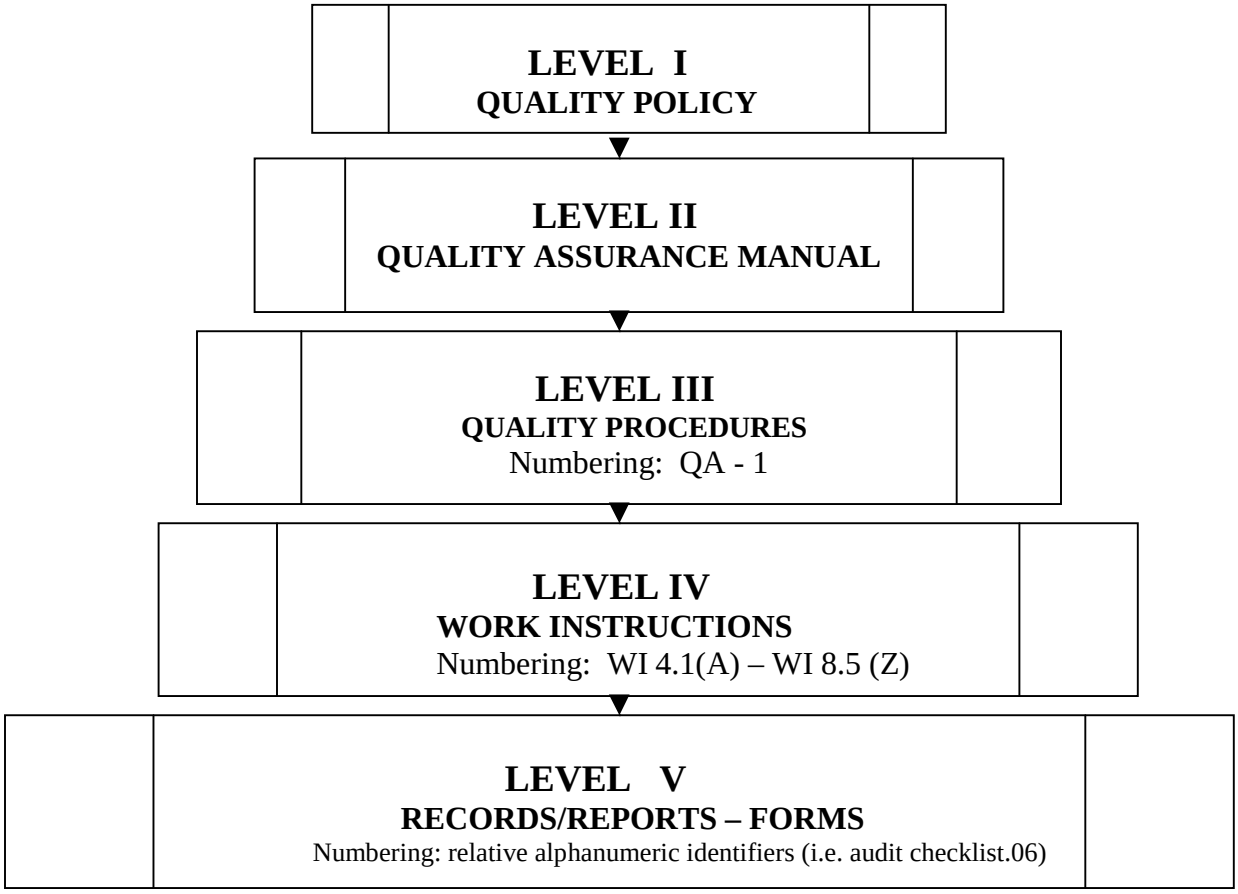
5.0 Records

5.1 Their respective departments will handle the control of documents, records and procedures as defined in the Master Documents List, Master Records List and Master Forms List.

6.0 Method

6.1 The following flowchart defines the structure and **numbering** of the quality system documentation at **ISCG**.

Title: Quality Management System - Documentation



Internal Audit Checklist Sample

4 – Quality Management System			Page 1 / 1
ISO ELEMENT	**OVERALL EFFECTIVENSS**	**RESULTS**	
General Requirements		**PASS**	**FAIL**

	QUESTION	**AUDITOR NOTES – OBJECTIVE EVIDENCE**	**PASS**	**FAIL**
1	Has a formal Quality Management System been established with appropriate documentation?			
2	Does the documentation identify operations?			
3	Does the documentation determine the sequence and interaction of operations to ensure control?			
4	Is there an Organizational Chart of the company defining the interrelation of personnel effecting Quality?			
5	Are all the departments or functions responsible for Quality clearly identified?			
6	Do personnel responsible for Quality decisions have organizational authority?			
7	Do departments or functions responsible for Quality have the necessary resources?			
8	Has executive management determined the resources needed and information necessary for operations?			
9	Is monitoring, measuring and analysis of operations performed?			
10	Are necessary actions implemented to achieve planned results and continual improvements?			
11	Are outsourced operations identified and controlled to ensure conformity with specified requirements?			
ADDITIONAL COMMENTS AND SUGGESTIONS				

ISO ELEMENT	OVERALL EFFECTIVENESS	RESULTS	
Documentation Requirements		**PASS**	**FAIL**

	QUESTION	AUDITOR NOTES – OBJECTIVE EVIDENCE	PASS	FAIL
1	Does a Quality Policy exist and is it posted or available for review?			
2	Does the Quality Manual describe Quality objectives and outline the scope of the Quality System?			
3	Does the Quality Manual define any exclusions?			
4	Does the Quality Manual make reference to Quality Procedures where applicable?			
5	Have all the appropriate Quality Procedures been documented and implemented? (ref. ISO 9001)			
6	Does executive management define and ensure the compatibility of interaction between all operations?			
7	Is there a formal written procedure to control all Quality documents by revision status?			
8	Are Quality Plans available and documented for use in all phases of operations?			
9	Are records controlled to ensure objective evidence of conformity and effective operations? (ref. ISO 9001, 4.2.4)			

ADDITIONAL COMMENTS AND SUGGESTIONS