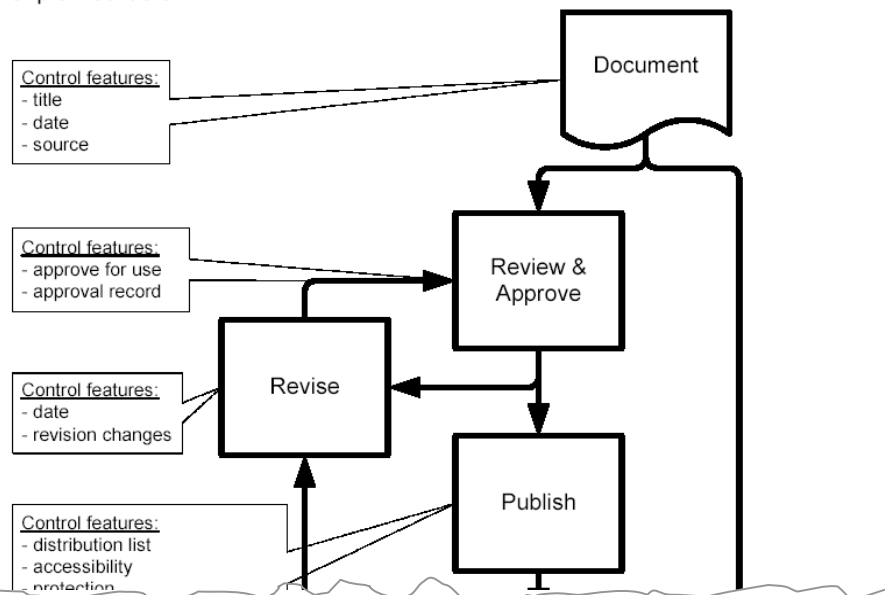


The following selected excerpts are designed to highlight some of the many features of our ISO 9000 Implementation Manual. We hope that you will find these samples sufficient to evaluate the high quality of our ISO 9000 Implementation Manual.

Feature Highlight: illustrations help explain important concepts

2.3.2 Document Life Cycle

The following illustration gives an overview of the stages in the document life cycle at which various control features are applied. The control features are explained below.



Feature Highlight: requirements that make business sense and avoid bureaucracy

A new document is created or received...



Whoever creates a new document adds the required control features below.

Control features:

- **Title**
A clear, unambiguous title is used to clearly identify a document. Identification numbers may be used as titles.
- **Date**
A date is used to identify when the document was created or revised. Where feasible, the date should be on each page.
- **Source**
The source of the document is identified right on the document. The source could be a person or a department etc. It is important that the user can identify where the document was generated.

All documents must show a title, date, and source.

Feature Highlight: summaries and icons in the page margins help with implementation tasks

...defines for each location, and accessible to all



The Quality Manager establishes the Record Retention Guide.

Feature Highlight: clear explanations in easy-to-understand language

What does document control mean?

Document control means that the right persons have the current version of the documents they need, while unauthorized persons are prevented from use.



Document control