

Table of Contents

Approval	4
1 Introduction	5
1.1 Foreword	5
1.2 Presentation of The XYZ Corporation	6
1.2.1 History	6
1.2.2 Vision and Mission	7
1.2.3 Our Products	7
1.2.4 Corporate Structure	8
1.2.5 Core Values	9
2 General Requirements	10
2.1 Quality Management System	10
2.1.1 Scope	10
2.1.2 Quality Management Processes	10
2.1.3 Management Representatives	11
2.1.4 Changes to the Quality Management System	11
2.1.5 Management Principles	12
2.2 Documentation Structure	13
2.3 Document Control	14
2.3.1 General	14
2.3.2 Document Life Cycle	15
3 Leadership	20
3.1 Responsibilities and Authorities	20
3.2 Quality Policy	21
3.3 Setting Objectives	22
3.3.1 Strategic Objectives	22
3.3.2 Business Objectives	22
3.4 Customer Focus	24
3.5 Internal Communication	25
4 Resource Management	26
4.1 Resource Allocation	26
4.2 Human Resources	27
4.2.1 Performance Objectives and Competence Needs	28
4.2.2 Training and Awareness	28
4.2.3 Hiring and Termination	29
4.2.4 Performance Review	31
4.3 Infrastructure	32
4.4 Work Environment	33
4.5 Equipment	34
4.5.1 Equipment Maintenance	34
4.5.2 Control of Measuring Equipment	34
5 Customer Contracts	36
5.1 Proposal Preparation and Review	36
5.1.1 Review of formal RFPs	36
5.1.2 Proposal Preparation	36
5.1.3 Proposal Review	37
5.2 Contract Preparation, Review and Acceptance	39

5.2.1	Contract Preparation.....	39
5.2.2	Contract Review.....	39
5.2.3	Contract Acceptance.....	40
5.2.4	Verbal Requirements and Confirmation.....	41
5.3	Changes to Customer Contracts	42
6	Design and Planning	43
6.1	Identification of Customers	43
6.2	Customer Requirements.....	44
6.3	Quality Planning.....	45
6.4	Product Design	47
6.4.1	Planning for Product Design	47
6.4.2	Performing Product Design.....	47
6.4.3	Changes in Product Design	50
6.5	Customer Communication Channels	51
7	Purchasing and Outsourcing	52
7.1	Opportunities to Increase Value	52
7.2	Supplier Selection and Evaluation	53
7.3	Supplier Maintenance	55
7.4	Supplier Contracts and Insurance	56
7.4.1	Supplier Contracts	56
7.4.2	Proof of Insurance (US only).....	58
7.5	Order Information.....	60
7.6	Receiving Inspection of Purchases.....	61
8	Production and Service Provision.....	62
8.1	Customer Property.....	62
8.2	Control of Production and Service Provision	63
8.3	Information Flow	65
8.4	Quality Control Inspection and Release	66
8.5	Nonconforming Products and Services	67
9	Measurement and Analysis	69
9.1	Customer Satisfaction.....	69
9.2	Audit Program.....	72
9.3	Metrics	75
9.3.1	Establishing Metrics.....	75
9.3.2	Monitoring	77
9.3.3	Recording and Reporting of Metrics	77
9.3.4	Analysis.....	78
9.4	Corrective and Preventive Action	79
9.4.1	General	79
9.4.2	Corrective and Preventive Action Process Flow	80
9.5	Management Review	83
9.5.1	Local Management Review.....	84
9.5.2	Corporate Management Review	85
10	Appendix.....	87
10.1	ISO 9001 Cross Reference.....	87
10.2	Revisions, Exclusions & Legend.....	90