

Quality Management Principles

Mo/Yr

Copyright © JnF Specialties, LLC. All rights reserved worldwide.

Revisions				Rev:		
Letter	E.O. Number	Description	Date			
Used On	Contract#:		Your Company Name			
Prepared By:		Date				
Your Dept:		Date				
Your Dept:		Date				
Your Dept:		Date	YOUR PROGRAM			
Your Dept:		Date	Your Procedure #			
Your Dept:		Date	Size: A	CAGE:		Your Form # (mo/yr) 1 of 3

Your Company Logo

Quality is defined by the Customer

Achievement of Customer satisfaction is paramount - to achieve a higher level of performance, we have adopted the following principles:

1. Customer-Focused Organization

We take great pride in meeting Customer requirements. We strive to understand requirements and exceed Customer expectations.

2. Leadership

Our top management provides direction and makes sure all are on course. We achieve continual improvement and Customer satisfaction because of the leadership of top managers.

3. Involvement of People

Our visions, objectives and plans are shared to enable everyone to work together to benefit the organization. Our philosophy is: People – not machines – make quality a reality.

4. Process Approach

We link activities together to maintain a structure that effectively manages and improves. We organize work to enable it to naturally flow.

5. System Approach to Management

Our top management organizes and groups our processes to make a system that meets the requirements of Customers and regulatory agencies.

6. Continual Improvement

We never settle for status quo – we continuously try to make things better.

7. Factual Approach to Decision Making

We know there is a reason for everything and we make decisions based upon the facts.

8. Mutually Beneficial Supplier Relationships

We treat Suppliers as business partners, not as servants, to work towards a win-win outcome.

Your Company Name	REV	CAGE	DOC#: 2 of 3 Your Procedure #
-------------------	-----	------	----------------------------------

We have adopted the following routine business operations to implement our principles:

<p>General Requirements Say what we do Do what we say</p>	<p>Purchasing Know what we want Check out Suppliers</p>
<p>Documentation Requirements Write down the important things Get organized to achieve quality</p>	<p>Control of Production Control processes</p>
<p>Control of Documents Make directions available Keep them up-to-date as long as they are needed Identify needed records and maintain them</p>	<p>Validation of Products When the product can't be checked – we check the process</p>
<p>Responsibility, Authority and Communication Provide the vision and show commitment Define the policy on quality Make assignments for providing quality products and services Keep everyone informed</p>	<p>Identification and Traceability Match the specifications to the job Show whether items are acceptable or not Keep track of what we provide</p>
<p>Management Review Measure progress Make improvements</p>	<p>Customer Property Keep track of it and don't break it</p>
<p>Work Environment Provide resources for the system and to satisfy the Customer Prepare people so they can do the job Create and maintain a good workplace</p>	<p>Preservation of Product Keep good material in good condition</p>
<p>Planning Determine the process steps ahead of time</p>	<p>Control of Monitoring and Measurement Devices Identify information for go/no-go decisions Install equipment capable of providing that information Use the equipment in the proper environment Periodically check the equipment calibration</p>
<p>Customer Related Processes Clearly understand the Customer's requirements Make sure we can do it Keep Customers informed and listen to them Ship only what was ordered</p>	<p>Measurement, Analysis and Improvement Identify important measuring processes Use the data to make sure things are right and to make things better Determine the need to use statistics Examine internal operations for quality Report the results to those in charge Watch the processes to ensure they remain capable Check the product against requirements Collect information and figure out what it means</p>
<p>Design and Development Create a design plan Know what we are designing Identify measures for success Review the work as it progresses Verify we did what we promised Make sure it actually works Scrutinize changes</p>	<p>Control of Nonconformances Keep bad material away from good material Figure out what to do with the bad material Check to make sure problems are fixed</p>
<p>Customer Satisfaction Keep track of Customer satisfaction</p>	<p>Continuous Improvement Practice never ending improvement Identify problems and potential problems Determine why the problem occurred Fix the cause of the problem and verify that changes worked</p>

Your Company Name	REV	CAGE	DOC#: 3 of 3
			Your Procedure #