QUALITY MANAGEMENT SYSTEM POLICIES AND PROCEDURES

Origination Date: XXXX

Document Identifier: QMS-00 QMS Policies and Procedures
Date: Latest Revision Date
Document Revision: Orig

Abstract:
This handbook documents (your Company's) quality management system policies and procedures.
REVISION LOG

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NOTE: Company policies herein are expressed from the perspective of "As-a-Matter-of-Fact". To apply this perspective, mentally add the phrase to the beginning of each paragraph herein. Delete this note prior to release of quality handbook.
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Section 1: Scope
(Your Company's) quality management system (QMS) policies and procedures summarize top management's strategic view to improve the QMS, enhance Customer satisfaction and assure consistent delivery of products and services that achieve conformance with Customer and applicable statutory and regulatory requirements.

Section 2: Normative references
Documents that are referenced herein are indispensable and their title's are displayed in Bold Italics.

Section 3: Terms and Definitions
Unless otherwise noted, the Company applies the definitions of key terms according to ISO 9001 and the QMS-16 Definitions and Abbreviations Procedure.

Section 4: Context of the Organization

4.1 Understanding the organization and its context
The Company considers, monitors and reviews internal and external issues that affect its ability to achieve intended results according to the QMS-04 Management Process Procedure.

4.2 Understanding the needs and expectations of interested parties
The Company considers the needs and expectations of interested parties that affect its ability to achieve intended results according to the QMS-04 Management Process Procedure.

4.3 Determining the scope of the quality management system
The Company's quality management system applies to all employees within all functional areas of the business operation. The Company provides the following products and/or services:
Producer/Provider of [Your text]
NAICS code: [Your code(s)]
SIC code: [Your code(s)]
QMS policies and/or procedures outline responsibilities, methods, measurements and related performance indicators to ensure effective operation and control of the quality management system.

Non-Applicable Provisions of the QMS
The Company cites no exclusions to the ISO 9001 standard. (list your exclusions to ISO 9001)

4.4 Quality management system and its processes
The Company's quality management system is fully documented and implemented and is maintained as needed to meet the requirements of the Company's vision and governing policies.
The Company uses a process-oriented method of management, which emphasizes the importance of:

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- ...
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Date Printed: Form Rev: Orig
During Management Review (see 9.3), process resources are discussed and allocated as applicable. Corrective action is taken to ensure processes achieve the desired results.

Every process has at least one QMS Procedure that defines it in greater detail that may include a process map. Process maps define the details of each process, which includes

The relationship between QMS procedures and their applicable ISO 9001 clauses is shown in Appendix A. See Appendix B for applicable Company processes and documents. Outsourced processes and their controls are defined in Appendix C. See Appendix E for identification of key realization processes.
Section 5: Leadership

5.1 Leadership and commitment

5.1.1 General
The Company uses the quality management system to guide and validate its decisions and to management participation in the QMS is described in the QMS-04 Management Process Procedure.

5.1.2 Customer focus
The Company demonstrates leadership and commitment with respect to Customer focus by ensuring the maintenance and enhancement of Customer satisfaction through.

5.2 Policy

5.2.1 Developing the quality policy
The Company's quality policy defines the purpose and context of the organization and its strategic direction, which includes a framework for.

5.2.2 Communicating the quality policy
The Company's quality policy is available to interested parties and is maintained as documented information that is.

5.3 Organizational roles, responsibilities and authorities
Assignment of responsibilities and authorities for relevant roles are communicated and understood throughout the organization according to the QMS-05 Responsibilities and Authorities Procedure to ensure the quality management system conforms to the requirements of ISO 9001. Responsible authorities confirm processes are

IMPORTANT:
The quality management system is maintained at its authorized revision level until planned changes are implemented.

Section 6 Planning

6.1 Actions to address risks and opportunities

6.1.1 Planning for the QMS
Planning for the quality management system includes consideration of the context of the organization and the needs and expectations of interested parties. QMS-04 Management Process Procedure is used to address associated risks and
opportunities to achieve

6.1.2 Planning requirements
Proportionate actions are taken to address risks and opportunities that could impact requirements that are applicable to products and services according to the QMS-13 Corrective Action Procedure. The Company integrates and implements these actions into quality management system processes (see 4.4) and evaluates their effectiveness.

6.2 Quality objectives and planning to achieve them

6.2.1 Establishing quality objectives
The Company establishes and maintains documented information for quality objectives at relevant functions, levels and processes according to the QMS-04 Management Process Procedure. Quality objectives are consistent with the quality policy and are monitored, communicated and updated as required to enhance Customer satisfaction (see Appendix D).

6.2.2 Achieving quality objectives
The Company determines how to achieve its quality objectives according to

6.3 Planning of changes
Changes to the quality management system are performed according to the QMS-02 Configuration Management Procedure, which considers the purpose of changes and potential consequences and

Section 7: Support

7.1 Resources

7.1.1 General
The Company determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system according to the QMS-04 Management Process Procedure, which considers

7.1.2 People
The Company determines and provides the people necessary for the effective implementation of its quality management system and operation and control of its processes according to the QMS-04 Management Process Procedure and QMS-06 Training Procedure.
7.1.3 Infrastructure
The Company determines, provides and maintains the infrastructure necessary for the operation of its processes to achieve effective management according to the QMS-04 Management Process Procedure.

7.1.4 Environment for the operation of processes
The Company determines, provides and maintains the environment necessary for the operation of its processes to achieve effective management.

7.1.5 Monitoring and measuring resources

7.1.5.1 General
The Company determines and provides resources needed to measure processes.

7.1.5.2 Measurement traceability
Measuring equipment is identified for traceability then calibrated and/or verified prior to use and safeguarded from damage according to the QMS-15 Calibration Procedure.

7.1.6 Organizational knowledge
The Company determines, maintains, uses and internally shares knowledge that is required to operate its processes. The Company considers the need for knowledge sharing.

7.2 Competence
The Company determines the necessary competence for Employees whose work affects the performance and effectiveness of the quality management system. The Company ensures Employee competence according to the QMS-04 Management Process Procedure, QMS-06 Training Procedure and QMS-01 Control of Documented Information Procedure.

7.3 Awareness
The Company ensures Employees and Contractors are made aware of the Company's quality policy and applicable quality objectives. In addition, Employees and Contractors are made aware of their responsibilities according to the QMS-06 Training Procedure.
7.4 Communication
Internal and external communications relevant to the QMS are determined that includes according to the QMS-04 Management Process Procedure.

7.5 Documented Information

7.5.1 General
The Company's quality management system includes

7.5.2 Creating and updating
During creation and update of documented information, the Company reviews and approves documents prior to release for according to the QMS-02 Configuration Management Procedure. In addition, the Company determines an appropriate document format, which may include

7.5.3 Control of documented information

7.5.3.1 Documents required by QMS and International Standard
The Company controls documented information according to the QMS-01 Control of Documented Information Procedure.

7.5.3.2 Activities for control of documented information
The Company controls the distribution, access, retrieval, use, storage, preservation, legibility, revision level, retention and disposition of documented information that is maintained as evidence of conformity to

Section 8: Operation

8.1 Organizational planning and control
Processes that are used to achieve compliance with requirements for deliverable products and services are suitable for their purpose and are planned according to Section 6 herein. The Company applies QMS-07 Proposal Development and Contract Review Procedure to implement the processes and QMS-02 Configuration Management Procedure to approve processes and control changes. Consequences of unintended changes are
8.2  Requirements for products and services

8.2.1 Customer communication
The Company communicates with its Customers by providing information relative to its products and services according to the QMS-07 Proposal Development and Contract Review Procedure and by obtaining Additional Customer communication channels include according to the QMS-10 Production Procedure.

8.2.2 Determining the requirements related to products and services
The Company ensures that it can meet the claims for products and services it offers and ensures requirements for products and services are defined, which includes according to the QMS-07 Proposal Development and Contract Review Procedure.

8.2.3 Review of requirements related to products and services

8.2.3.1 Ability to meet requirements
The Company reviews Customer requirements according to the QMS-07 Proposal Development and Contract Review Procedure before accepting a contract, which includes

8.2.3.2 Retain documented information of review
The Company maintains a record for each review that includes new requirements for products and services.

8.2.4 Changes to requirements for products and services
When the requirements for products and services are changed, the Company

8.3  Design and development of products and services

8.3.1 General through 8.3.6 Design and development changes
The Company's design and development process ensures design activities are conducted in a controlled manner that is defined in the QMS-17 Design and Development Procedure, which includes policies for:
8.3.2 Design and development planning
8.3.3 Design and development inputs
8.3.4 Design and development controls
8.3.5 Design and development outputs
8.3.6 Design and development changes
8.4 Control of externally provided processes, products and services

8.4.1 General
The Company ensures that externally provided processes, products and services conform to requirements according to the QMS-08 Purchasing Procedure and QMS-09 Receiving Procedure. The Company determines the controls to be applied to externally provided processes, products and services when

The Company determines and applies criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers that is based upon requirements and QMS-08 Purchasing Procedure. The Company retains documented information of these activities and any necessary actions arising from the evaluations.

8.4.2 Type and extent of control
The Company ensures that externally provided processes, products and services do not adversely affect the Company's ability according to the QMS-08 Purchasing Procedure and QMS-09 Receiving Procedure.

8.4.3 Information for external providers
The Company ensures that mandatory requirements are according to the QMS-08 Purchasing Procedure.

8.5 Production and service provision

8.5.1 Control of production and service provision
The Company implements production and services under controlled conditions according to the QMS-04 Management Process Procedure and QMS-10 Production Procedure.

8.5.2 Identification and traceability
The Company uses suitable means to identify outputs when the QMS-10 Production Procedure. The Company controls the unique identification of outputs when

8.5.3 Property belonging to Customers or external providers
Property used by the Company or under its control that is received from outside sources is controlled according to the QMS-10 Production Procedure.

8.5.4 Preservation
The Company preserves production and service outputs to the extent necessary according to the QMS-10 Production Procedure and QMS-11 Shipping Procedure.
8.5.5 Post-delivery activities
The Company meets requirements for post-delivery activities associated with the products and services according to the QMS-05 Responsibilities and Authorities Procedure.

8.5.6 Control of changes
To ensure continuing conformity with requirements, the Company according to the QMS-02 Configuration Management Procedure, QMS-10 Production Procedure and QMS-17 Design and Development Procedure.

8.6 Release of products and services
In-process inspections are conducted during production and service activities according to the QMS-10 Production Procedure. Products and services are released for delivery to Customers only after

8.7 Control of nonconforming outputs

8.7.1 Identify and control nonconforming outputs
The Company ensures outputs that do not conform to requirements are according to the QMS-14 Control of Nonconformances Procedure. The Company takes appropriate actions based on

8.7.2 Retain documented information for nonconformities
Company records describe each nonconformance and include

Section 9: Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General
The Company determines methods for monitoring, measurement, analysis and evaluation according to the QMS-04 Management Process Procedure, QMS-12 Internal Auditing Procedure and QMS-01 Control of Documented Information Procedure.
9.1.2 Customer satisfaction
To monitor and measure Customer satisfaction and fulfillment of expectations, the Company may collect information about:

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The Company continuously monitors Customer satisfaction according to the QMS-04 Management Process Procedure.

9.1.3 Analysis and evaluation
The Company evaluates according to the QMS-04 Management Process Procedure.

9.2 Internal audit

9.2.1 Conduct internal audits at planned intervals
The Company conducts internal audits at planned intervals to provide information according to the QMS-12 Internal Auditing Procedure.

9.2.2 Audit requirements
The Company assigns Responsible Authorities to

9.3 Management review

9.3.1 General
Top management reviews the Company's quality management system at planned intervals to ensure according to the QMS-04 Management Process Procedure.

9.3.2 Management review inputs
Management review is planned and carried out according to the QMS-04 Management Process Procedure, which takes into consideration

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9.3.3 Management review outputs

Results from management reviews include [content deleted] according to the QMS-04 Management Process Procedure.

Section 10: Improvement

10.1 General

The Company determines and selects [content deleted] according to the QMS-04 Management Process Procedure.

10.2 Nonconformity and corrective action

10.2.1 Required actions for nonconformities

When a nonconformance occurs, including [content deleted] according to the QMS-13 Corrective Action Procedure and QMS-14 Nonconformance Control Procedure. The Company evaluates the need for action to eliminate the cause of each nonconformance to prevent recurrence or occurrence somewhere else by [content deleted]. The Company ensures corrective actions are appropriate to the effects of each nonconformance.

10.2.2 Required records for nonconformities

The Company retains and maintains records regarding [content deleted] actions according to the QMS-01 Control of Documented Information Procedure.

10.3 Continual improvement

The Company continually improves [content deleted] according to the QMS-04 Management Process Procedure using [content deleted].
## Appendix A: Company Processes and Applicable ISO 9001 Clauses

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Appendix C: Outsourced Processes

The following processes are outsourced and controlled as indicated:

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Appendix D: Quality Objectives

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Appendix E: Identification of Key Realization Processes
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(delete this table prior to release of quality handbook)