



QUALITY

MANAGEMENT PLAN

**QUALITY
ASSURANCE**

The background of the lower half of the page features a hand in a dark suit jacket interacting with a futuristic digital interface. The interface is composed of a central circular graphic with concentric rings and a hexagonal grid of icons and text. The icons include a globe, a thumbs up, a checkmark, a gear, a person, a group of people, a padlock, and a document. The text includes 'STANDARD', 'MANAGEMENT', 'SERVICE', 'CONTROL', 'PROCESS', and 'CUSTO'. The overall color scheme is blue and white, with a dark background for the hand and interface elements.

STANDARD

MANAGEMENT

SERVICE

CONTROL

PROCESS

CUSTO

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Any changes to products, services, processes, procedures or legislative requirements are to be reflected in the quality management plan and the revision details are to be recorded below.



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It is the _____ of the indivi
A printed _____ of this plan is u
revision number _____ in the field belo

1. INTRODUCTION

Insert Your Company is a insert what your company does company operating from insert head office.

We have developed and implemented a quality management system that uses AS/NZS ISO 9001, *Quality Management Systems – Requirements* as a framework for structuring our core business processes. This empowers our organization to document and improve our practices to better satisfy the needs and expectations of our customers, stakeholders and other interested parties.

The management and staff of Insert Your Company are committed to continually improving our products and services and the effectiveness of our quality management plan. The results of management reviews, customer feedback, audits, inspections and testing all contribute to our continual improvement process.

1.1. Company Details

Company Name:	
ABN:	
Head Office Address:	
Postal Address:	
Phone:	
Fax:	
Email:	
Website:	

1.2. Quality Mission Statement

Insert Your Company is a family owned, small business corporate business with family values. Our central business objective is to provide a quality of service which sets the benchmark for the industry in Australia with the intention of being the industry leader in widgets and knock knock.

Insert Your Company's general quality objectives include:

- Providing a prompt and professional service of a quality that consistently meets our customers' expectations.
- Encouraging a culture of quality across the organization, where key customers' measured and interested parties' needs and expectations are consistently achieved.
- Ensuring the business is efficient, flexible and proactive.
- Ensuring as far as practicable, a safe and rewarding working environment for all our personnel.
- Encouraging personnel to reach their potential.
- Proactively marketing our products and services to achieve year on year growth in turnover.
- Striving for continual improvement.

- Keeping accurate, centralized and consistent accounts to ensure owners receive fair returns on investment and creditors and personnel are paid when due.

Terms and Definitions

Term	Definition
Audit	A systematic, independent and documented process for obtaining evidence of conformity to a set of requirements and evaluation to determine the extent of compliance.
Continual Improvement	A recurring activity to enhance performance.
Corrective Action	An action to eliminate and control the cause of non-conformance.
Inputs	Resources such as people, material, energy, information, or finance that are put into a process to seek a desired output.
Inspection and Test Report	A document detailing the results of inspecting and testing a system or product.
Interested Parties	Stakeholders who are affected by a product or service, or who may be impacted by them, or other parties who may otherwise have a significant interest (or to) Insert Your Company
Non-Conformity	Non-compliance with a requirement.
Non-Conformance Report (NCR)	A report that documents details of a non-conformance identified in an audit or process review.
Objective	Results to be achieved. Insert Your Company objectives may be Specific, Measurable, Achievable, and Timely.
Opportunity	A potential for improvement or a source of uncertainty.
Procedure	A way to carry out an activity or process.
Process	A set of interrelated or interacting activities which uses inputs to deliver outputs. Processes are how Insert Your Company operates on a daily basis.
Product	The outputs that Insert Your Company delivers to meet the customer's requirements. A product is a physical outcome of a process while a service is the movement or actions to meet the customer's requirements.
Quality Assurance	A part of quality management that is focused on providing confidence that quality requirements are fulfilled.
Quality Control	Operational techniques and activities which achieve and sustain the quality of products or services, and the use of these techniques and activities to satisfy given requirements.

Term	Definition
Record	Document(s) stating results achieved or providing evidence of activities performed.
Risk	The likelihood of a negative effect.
Stakeholder	A person or group of people that has an interest in or is impacted by Insert Your Company policies or activities. Stakeholders may participate in and contribute to the decision-making process. Stakeholder may be used interchangeably with 'stake party'.
Supplier	An entity engaged by the Insert Your Company to supply products, services, plant, equipment, materials or other items.
Worker	An employee, a contractor, sub-contractor, and agent of a contractor or sub-contractor, an employee of a labour-hire company who has been assigned to work, an apprentice or trainee, a student gaining work experience. May also be referred to as 'personnel'.

2. PURPOSE

The purpose of this plan is to describe **Insert Your Company** quality management processes, define accountability and provide procedures for the activities that impact the quality of our products and services.

This plan was developed to guide **Insert Your Company** activities and to provide external parties with information regarding our management of quality.

3. QUALITY MANAGEMENT PLAN CONSTRAINTS

This quality management plan is constrained to the employees, contractors and other agents of **Insert Your Company** and relies upon their consistent action and compliance for its full implementation to be feasible within the organisational structure of the company.

The plan will be audited by all audit systems, employees, contractors and agents for compliance with the quality management plan at regular intervals, based on the risk to compliance.

3.1.1. Strategic Objectives and Direction

Insert Your Company strategic objectives and direction are driven by both internal and external factors. Accordingly, senior management evaluate, plan and monitor these external and internal factors to develop strategies to improve our business processes and performance.

Senior management understand that issues can be either positive opportunities that the company can leverage from, or be risks for which the company requires plans to mitigate these risks to an acceptable level.

To understand the internal factors, the management team will monitor and consider issues coming from:

- The company's values.
- The company's culture and ways of operating.
- Intellectual property.
- The ongoing performance of the company against our plans, processes and targets.

To understand the external factors, the management team will monitor and consider issues arising from:

- Legal and legislative requirements.
- Technology changes.
- Market competition.
- The cultural, social and the economic environment in which we operate.

3.2. Scope of the Quality Management Plan

The quality management plan applies to the products and services provided by **Insert Your Company**, inclusive of:

- Add as applicable.

Where any process, product or service is outsourced, **Insert Your Company** shall determine the criteria and control to ensure conformity to customer and regulatory requirements.

In effect, the application of our management system shall:

- Demonstrate our ability to consistently provide a high level of customer service through the compliance with applicable regulatory requirements.
- Provide customer satisfaction, aiming to meet best practice levels through our commitment to the effective application of quality management.
- Create a foundation for the achievement of **Insert Your Company** objectives and the continual improvement of our services.

4. LEADERSHIP

Insert Your Company provides evidence of its leadership and commitment to the development and implementation of quality and continually improves its effectiveness by:

- Demonstrating accountability for the effectiveness of the management of quality.
- Ensuring that the quality policy and quality objectives are established and are compatible with the strategic objectives and direction.
- Ensuring the quality management requirements are integrated into the organization's other business processes, as deemed appropriate.
- Promoting awareness of the quality processes and risk-based thinking.
- Ensuring that the resources needed for quality management are available.

- Communicating the importance of effective quality management and of conforming to requirements.
- Ensuring that the quality plan achieves its intended results.
- Engaging, directing and supporting persons who contribute to the effectiveness of quality management.
- Promoting continual improvement.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Insert Your Company leadership structure provides the necessary support for establishing the processes that are central to maintaining and achieving quality objectives and policy goals. In addition, leadership activities include systematic verification of the effectiveness of our quality management plan by undertaking internal audits and analysing performance data.

Regular management reviews also ensure that our management system is adequate and effective, and that any necessary actions are taken, if necessary.

4.1.1. Customer Focus

Management of **Insert Your Company** is committed to ensuring that customers' requirements are met and efforts are focused on enhancing customer satisfaction.

We do this by ensuring that our customers' requirements are identified, converted into internal requirements and communicated to the appropriate personnel within **Insert Your Company**.

Insert Your Company is committed to continually enhancing and improving our products, services and customer experiences in order to maximize satisfaction and trust. Our overarching focus extends to the following principles:

Customers Providing value and service that consistently meet or exceed customer expectations.

Personnel Ensuring the work environment and conditions are conducive to effective health and well-being and constitute minimum standards.

Community Create work opportunities for the community and support socially responsible actions.

Whilst maintaining our customer focus, **Insert Your Company** will also identify opportunities associated with the conformity of our products and services to customer and regulatory requirements.

Interactions with our customers to ensure that we focus on their unique requirements, and customer feedback shall be monitored and measured to identify opportunities for improvement.

Related Documents

ID	Forms and Documents
Q-MF-15	Customer Satisfaction Survey
Q-MF-16	Customer Feedback Register

4.2. Quality Policy

4.2.1. Establishing the Quality Policy

Senior management ensures that all our policies are established by an assessment and consultation process in the context of our organization.

Insert Your Company quality policy acts as a compass by providing the framework for establishing our strategic direction, key performance measures, objectives and targets.

The policy is reviewed at least annually, as part of the management review program or at a frequency determined by:

- Changes in organizational context.
- The changing needs and expectations of relevant interested parties.
- The risks and opportunities that are presented through the risk management process.

4.2.1.1. Quality Policy Supporting Principles

Insert Your Company is committed to an operating philosophy based on honesty, communication, integrity in serving our customers, time and concern for our staff and responsibility to the community within which we operate.

Our vision is to exceed customer expectations for quality, safety, reliability, cost, delivery and value. We are dedicated to creating a profitable culture that is based on the following four principles:

Our People

Insert Your Company is committed to quality in the workplace, merit opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home.

Our personnel's welfare and integrity are foremost throughout all aspects of our business and how we conduct our activities.

In essence, **Insert Your Company** is committed to:

- Creating and sustaining an environment of success based on honesty and integrity.
- Equitable sharing of the success of the company.
- Empowerment through training and communication.
- Individual growth and development opportunity.
- Providing a safe and secure work environment.

Our Customers

Customer requirements take the highest priority within our business. We proactively seek out and define customer needs and address all requests expeditiously without creating false expectations.

Our Suppliers

Insert Your Company is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our staff and suppliers.

We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

Our Quality

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer-specific requirements and endeavour to provide processes that ensure we achieve this in order to build a robust and leading business.

4.2.2. Communicating the Quality Policy

Our quality policy is communicated to interested parties throughout our organization via:

- Induction training.
- Supplier contracts.
- Notice boards.
- Intranet site.
- Internal communications.
- Performance reviews.
- Add or delete the above, as applicable.



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