ISO 9001

QUALITY

MANAGEMENT MANUAL

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DOCUMENT CONTROL

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

Document Control			
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This manual is reviewed to ensure its continuing relevance to the systems and processes that it describes. A record of contextual additions or omissions is given below.

Amendment Record				
Version	**Date**	**Context**	**S**	**Summary of Amendments**
1.0	Insert Date	To outline and define quality management process		Original

The latest revision of this manual is on the Insert Your Company intranet site.

It is the responsibility of the individual to ensure that any hardcopy is the current revision.

A printed version of this manual is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.

Document Title:	Quality Management Manual			**Rev:**	1.0
Uncontrolled Copy:	✓		**Controlled Copy:**	✓	**Date:**	Insert Date

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 the 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 system. The results of management reviews, customer feedback, audits, inspections and testing all contribute to our continual improvement processes.

Please refer to our section 13 *Correlation Matrix* for an overview of our management system processes and our application to the ISO 9001 Standard. Also, refer to section *4.4. Quality Management System and its Processes* to review our **Process Approach** approach.

1.1. Company Details

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

1.2. Quality Mission Statement

Insert Your Company is a professional corporate business with family values. One of our business objectives 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 insert what your company does.

Our general quality objectives include:

- Providing prompt and professional service of a quality that consistently meets and exceeds our client's expectations.
- Developing a strong culture of quality across the organization, where key processes are measured and interested parties' needs and expectations are understood and achieved.
- Ensuring that 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.

1.3. Relationship with Other Standards

In addition to *AS/NZS ISO 9001, Quality Management Systems – Re*, In*t Your Company may use other standards as guidance for its operati* management system.

These standards may include but, are not limited to the foll

- AS/NZS ISO 9000, Quality Management Systems - Fundam* ocab*
- AS/NZS ISO 9004, Quality Management - Quali* ga* - G* to Achieve Sustained Success.
- AS/NZS 10001, Quality management - Cus* action * for Codes of Conduct for Organizations.
- AS/NZS 10002, Quality Management - * delines for Complaints Handling In Organizations.
- ISO 10003, Quality Manageme* Sa* lines for Dispute Resolution External to Organiza*
- ISO 10004, Quality Managemen* Custome* ion - Guidelines for Monitoring and Meas*
- AS ISO 10005, Quality * Guid* Quality Plans.
- ISO 10006, Quality M* - G* for Quality Management in Projects.
- AS ISO 100* Qua* * nes for Configuration Management.
- ISO 1000* * ustomer Satisfaction - Guidelines For Business-To-C* ect* merce Transactions.
- * NZS ISO 100* Me* Management Systems - Requirements for Me* ent Proces* asuring Equipment.
- AS IS* Guide* Quality Management System Documentation.
- A* lity * agement Systems - Guidelines for Realizing Financial * fits.
- * lines for the Selection of Quality Management System * e of Their Services.
- * 01, Environmental Management Systems - Requirements with * Use.
- * 19011, Guidelines for Auditing Management Systems.
- AS * 1000, Risk Management – Guidelines.
- ISO 37500, Guidance on Outsourcing.

Delete or add to the above as applicable.

Terms and Definitions

Term	Definition
Audit	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluation to determine the extent of compliance.
Audit Evidence	Documentation, statements and records; may c nclude physical items.
Continual Improvement	A recurring activity to enhance performance.
Corrective Action	An action to eliminate and control th ause of an ified non-conformance to the Quality M ment S tem.
Documented Information	Any document, record or wh necessary for the operation es c quir Quality Management Sy It c include p s, diagrams, videos, proces cedures c e on any medium, i.e. pa r e c.
Inputs	Resources such as p nate s, e mation or finance that are put i em to ired output.
Inspection and Test Report	A docume ystemat ch to inspecting and testing a n, se ice c
Interested Parties	Sta ers who ive s and services, or who ma ted by those parties who may othe e si erest in (or to) Insert Your Com
Manufacturer's d Report (MDR)	A doc nt ou process involved in manufacturing m
National Associ n ng Authorities (NATA)	A alia' accreditation body for the accreditation lab inspection bodies, calibration services, proc ertified reference materials and proficiency te me providers throughout Australia.
Non-C	Non ment of a requirement.
N	report that documents the details of a non-conformance ntified in an audit or other process review.
Objectives	The result to be achieved. Insert Your Company objectives must be S-M-A-R-T: Specific, Measurable, Achievable, Realistic and Timely.
Oppo	A positive effect of uncertainty.
Organizational Knowledge	Knowledge specific to Insert Your Company. It is generally gained by experience and is information that is used and shared for the benefit of objectives.
Outputs	The result of a process.

Term	Definition
Plan-Do-Check-Act	A system to ensure that all actions are planned and checked before the action takes place.
Procedure	A specified 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 typically operates on a daily basis.
Products and Services	The outputs that Insert Your Company deliver[illegible] the customer's requirements. A product is a physic[illegible] a process while a service is the movement or acti[illegible] the customer's requirements.
Quality Assurance	A part of quality management that i[illegible]sed on [illegible]ro[illegible]idin[illegible] confidence that quality requirements a[illegible]le.
Quality Control	Operational techniques and [illegible] whi[illegible]chie[illegible] sustain the quality of pro[illegible] or s[illegible]ces, and t[illegible] these techniques and activi[illegible]y given r[illegible]s.
Record	Document(s) stating r[illegible] ach[illegible] or pro[illegible]dence of activities performed.
Risk	The likelihood [illegible] negative [illegible]t.
Risk Assessment	The overall pr[illegible] identifi[illegible] analysis and risk evaluation.
Risk Based Thinking	Plan[illegible] Your [illegible]omp[illegible] tives and actions with cons[illegible]ati[illegible] kno[illegible]d their potential effects. The id[illegible]ion is t[illegible] the likelihood or impact of unwan[illegible]utcome[illegible]
Risk Mitigation	[illegible] develop[illegible] intent of addressing all known or [illegible] risks [illegible]iting their occurrence.
Stakeholder	A [illegible]son [illegible] of people that has an interest in or is [illegible]pact[illegible]t Your Company policies or activities. Stak[illegible] may participate in and contribute to the dec[illegible]king process. Stakeholder may be used interchangeably with 'interested [illegible]ty'.
Supplier	[illegible]entity engaged by the Insert Your Company to supply [illegible]roducts, services, plant, equipment, materials or other items.
Targ[illegible]	The specific performance requirements that need to be met to achieve objectives.
Uncertainty	A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)
Uncontrolled Document	An informal copy of a document for which no attempt is made to update it after distribution.

Term	Definition
Worker	An employee, a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labour-hire company who has been assigned to work, an apprentice or trainee or a student gaining work experience. May also be referred to as 'personnel'.

For further clarification on terms and definitions, please refer to AS/NZS ISO [illegible]0, Quality Management Systems - Fundamentals and Vocabulary.

2. PURPOSE

The purpose of this manual is to describe Insert Your Compo[illegible]uality ma[illegible]eme[illegible] system, define accountabilities and to provide procedures [illegible]e [illegible]ities impact the quality of our processes, products and serv[illegible]

This manual was developed to guide Insert Your C[illegible]any [illegible]ivitie[illegible]and [illegible] external parties (upon request) with information r[illegible]lin[illegible] quality m[illegible]ent system.

3. QUALITY MANAGEMENT MANU[illegible]NSTR[illegible]

This quality management manual is [illegible] the e[illegible] contractors and other agents working for, or on behalf [illegible]ert Your C[illegible]nd relies upon their consultation, cooperation an[illegible]mpliance [illegible] its fu[illegible]ntation to be feasible throughout the operational [illegible] the c[illegible]mp[illegible]

Insert Your Company shall [illegible]it s[illegible] em[illegible]ontractors and agents for compliance with the [illegible]uality r[illegible]ement s[illegible]egular intervals, based on the risk of operational [illegible]pliance[illegible]

4. CONTEXT OF THE [illegible]GA[illegible]ON

4.1. Understand[illegible] Organiz[illegible]s Context

Insert Yo[illegible] [illegible]s con[illegible]ed to defining our position in the marketplace and under[illegible]nt factors arising from internal and external issues influence [illegible] and the ability of our quality management system to [illegible]mes.

[illegible]anizational context requires an analysis of the internal and e[illegible]ssues (refer to the table below), and the risks and opportunities that [illegible]be) of concern to Insert Your Company and our interested parties. The re[illegible]is analysis are identified in the *Q-MF-01 - Organizational Context Register.*

Insert Your Company then monitors and reviews this information to ensure that a recurrent understanding of each (internal and external) group's requirements is maintained.

Additionally, to further facilitate the understanding of our context, Insert Your Company regularly considers internal and external issues that influence our

organizational context during management review meetings. Outcomes are then conveyed via meeting minutes and business planning documents.

A Summary of Internal and External Parties and Issues

Internal	External
Workers.	Customers and suppliers.
Market share.	Markets and competition.
Physical resources.	Regulatory and statutory.
Performance.	Technological.
Values and culture.	Cultural and social
Innovation and knowledge.	General public.

4.2. Understanding the Needs and Expectations of Inte ed Pa s

Interested party management is critical to th su nsert You y, as such, we shall take actions to actively unders and ge the egative and changing influences from a range of inte par

Insert Your Company shall ensure that our p and m ent team are aware of the context in which our c act with framework. To do this we will consider our aspects c n a b text, examine the internal and external needs and expect of intere s and determine the most important processes t our qu han ystems apply.

Insert Your Company will tive party management by considering:

- The quality m gemen cy and entation.
- Our quality ems te dire ctives and targets.
- The effect uality ensure that our products and services continually or ed t and expectations of internal and external ties.
- The uences ar ions (if any) of non-conformances within our respo agai and external parties' requirements, needs and ex

4.2.1. Relevant Interested Parties

Insert Your Company recognizes that we have a unique set of interested parties whose needs and expectations change and develop over time; such needs and e include those shown in the table below.

Interested Parties	Needs and Expectations
Workers uding contractors and visitors	Shared safety values and security
Customers.	Price, reliability and value.
Distributors and retailers.	Ethics, quality, price and logistics.
Owners/shareholders.	Profitability and growth.

Interested Parties	Needs and Expectations
Suppliers.	Ethics, beneficial relationships.
Regulatory and statutory bodies.	Compliance and reporting.
Workers' organizations (Unions)	Compliance ethics and values

To ensure that our products, services and processes meet all requirements, we proactively identify and assess potential impacts and risks that may otherwise be prompted from an interested party. We then adapt any new need or expectation into our quality management system and continual improvement process.

Needs and expectations of interested parties shall be listed in the QMF - *Organizational Context Register - Interested Parties Register*. This information is then used by management to assist with the company's strategic direction. Refer also to and *Q-MF-0 - Strategic Objectives and Direction.*

4.2.2. Our Strategic Objectives and Direction

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

Senior management understand that issues can be either potential opportunities that the company can leverage from or potential threats 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, objectives and targets.

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

- Legal and legislative requirements.
- Technological changes.
- Market competition.
- The social and economic environment in which we operate.

Related Forms and Documents

ID	Forms and Documents
Q-MF-	Strategic Objectives and Direction
Q-MF-1	Organizational Context Register
Q-MF-3	Quality Management Review Meeting Record

4.3. Scope of the Quality Management System

Insert Your Company has established the scope of our quality management system based on the analysis of the issues and requirements discussed in sections 4.1 and 4.2 and assessed using *Q-MF-01 – Organizational Context Register.*

The quality management manual applies to the products and services offered 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 methods of control to ensure conformity to customer and regulatory requirements.

In effect, the application of our quality management system shall:

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

The scope of our quality management system has been assessed against the conformance requirements of *AS/NZS ISO 9001, Quality Management System - Requirements*, utilizing an internal review and assessment methodology.

4.3.1. Exclusions

The following table identifies exclusions from *AS/NZS ISO 9001, Quality Management System - Requirements* that are not applicable to our organization, as well as providing a brief narrative to justify the exclusion from the scope of our quality management system.

ISO 9001 Clause	Justification for Exclusion
8.3	We do not design and develop from our QMS as we do not design or modify products.
	Will need to modify- e.g. Company X does not design or develop the equipment or service used in calibration, only the equipment that is calibrated. The equipment calibration is based on published and verifiable performance specifications from the equipment manufacturer and/or the customer. Therefore clause 7.3 of the *AS/NZS ISO 9001, Quality Management System - Requirements* standard is not applicable. Or include something mitigated: e.g. *AS/NZS ISO 9001, Quality Management System - Requirements* clause 7.4 Purchasing.

4.4. Quality Management System and its Processes

Insert Your Company quality management system follows the layout and structure of *AS/NZS ISO 9001, Quality Management Systems - Requirements,* and its processes are designed around the principles of the **Plan-Do-Check-Act** methodology, as outlined below.

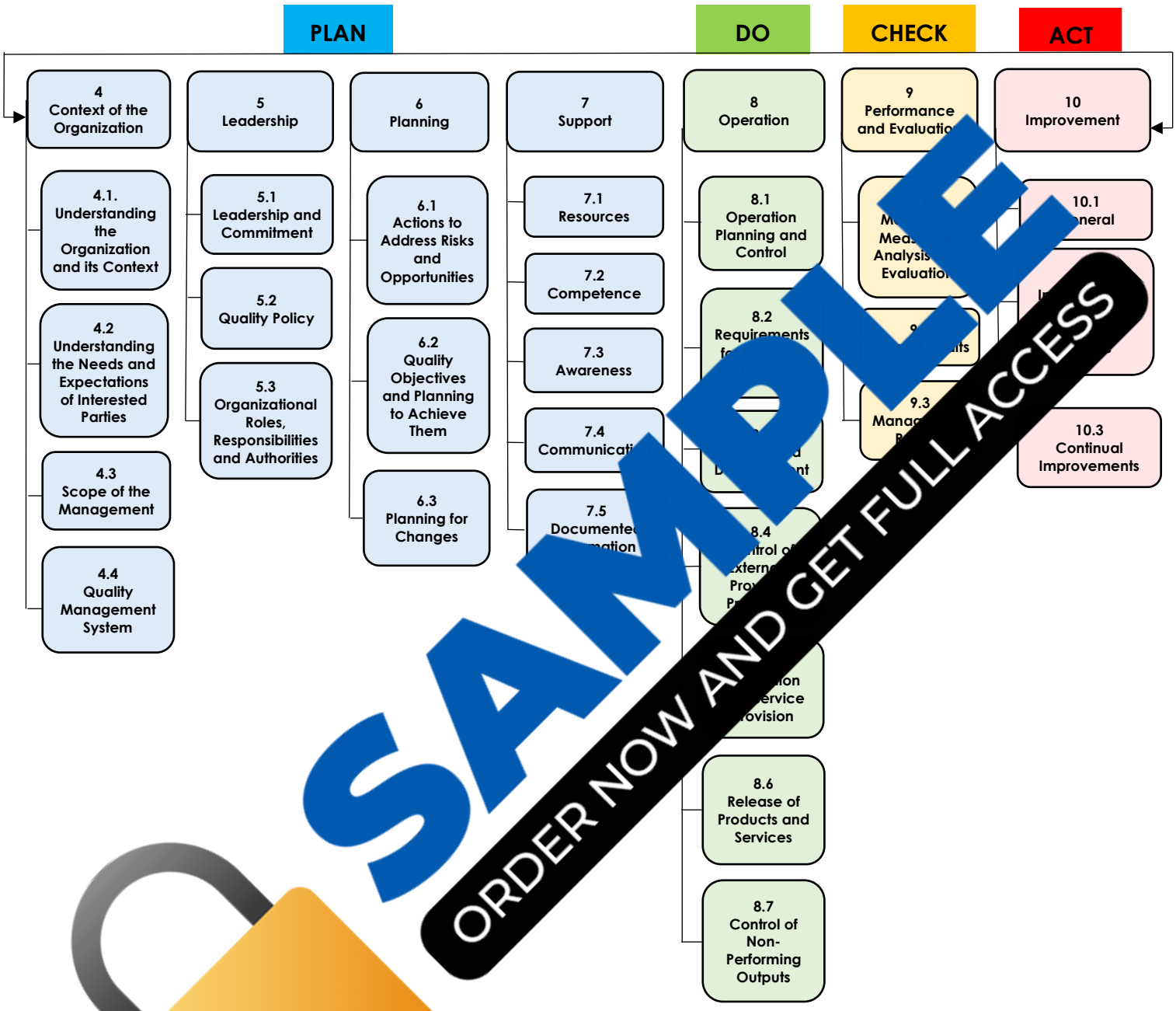
PLAN	Establish plans, objectives, targets and processes necessary to deliver the required output conforming to the customer's requirements and the organization's policies.
DO	Implement the processes required to convert the inputs into the outputs, as planned.
CHECK	Monitor and measure processes, plans, objectives and tar against the policies, objectives and requirements and report on results.
ACT	Develop corrective and preventative actions t processes, so that the conversion of inputs to outp effective and efficient.

The quality management system is designed as an interrel umber of p The main processes of the system are grouped into the categ sho belo with further process details provided in the **Plan-Do-C ct t.**

- Leadership Processes.
- Planning Processes.
- Support Processes.
- rati Processes
- Pe ce Eval esses.
- ro ent P

Underpinning these processes is a robust d cont including this quality management manual, orm ot al and external documents and data needed to m orm o affecting product and service quality. Refer to section 1 uence ction Processes which shows the sequence an tion oups within our quality management system.

Plan-Do-Check-Act Flowchart



process and its subsequent output is measured and internal audits, quality inspections and data analysis.

hat are linked to our objectives and other desired outputs are d monitor progress. Insert Your Company also undertakes ermine the risks and opportunities that may be inherent to each.

Current s gs for objectives and other desired outputs is recorded in *Q-MF-1 – Organizational Context Register, Q-MF-0 - Strategic Objectives and Direction, Q-MF-17 Objectives and Targets Register* and management review meeting records.

Related Forms and Documents

ID	Forms and Documents
Q-MF-0	Strategic Objectives and Direction