



ISO 9001

QUALITY

MANAGEMENT MANUAL

A hand is shown interacting with a futuristic digital interface. The interface features a central circular graphic with the text 'QUALITY ASSURANCE' in large, bold, white letters. Surrounding this central graphic are several hexagonal icons, each containing a different symbol related to quality management, such as a checkmark, a gear, a person, and a document. The background is a dark, abstract pattern with blue and white lines, suggesting a high-tech or digital environment.

QUALITY
ASSURANCE

STANDARD

MANAGEMENT

SERVICE

CONTROL


PROCESS

CUSTOMER

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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.



The law of the land is manual
It is the responsibility of the individual
A printed version of this manual

1. INTRODUCTION

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

Please refer to our section 13 Correlation Matrix for an overview of our management system processes and our application to the ISO 9001 Standard. For more detail, refer to section 4.4. Quality Management System and its Processes to understand our business process 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 insert what your company does, professional corporate business with family values. Our central business objectives is to provide a quality of service which sets the standard for the industry in Australia, with the intention of being the industry leader in insert what your company does.

Our central quality objectives include:

• Providing a high level of customer service and professional service of a quality that consistently meets or exceeds our client's expectations.

- Ensuring a strong culture of quality across the organization, where key performance indicators 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 – Requirements, **Your Company** may use other standards as guidance for its operations and quality management system.

These standards may include but, are not limited to the following:

- AS/NZS ISO 9000, Quality Management Systems – Fundamentals and Vocabulary.
- AS/NZS ISO 9004, Quality Management – Quality Management System – Guidelines to Achieve Sustained Success.
- AS/NZS 10001, Quality management – Customer Satisfaction – Guidelines for Codes of Conduct for Organizations.
- AS/NZS 10002, Quality Management – Customer Satisfaction – Guidelines for Complaints Handling In Organizations.
- ISO 10003, Quality Management – Customer Satisfaction – Guidelines for Dispute Resolution External to Organizations.
- ISO 10004, Quality Management – Customer Satisfaction – Guidelines for Monitoring and Measuring Customer Satisfaction.
- AS ISO 10005, Quality Management – Guidelines for Quality Plans.
- ISO 10006, Quality Management – Guidelines for Quality Management in Projects.
- AS ISO 10007, Quality Management – Guidelines for Configuration Management.
- ISO 10008, Quality Management – Customer Satisfaction – Guidelines For Business-To-Consumer E-commerce Transactions.
- AS/NZS ISO 10012, Measurement Management Systems – Requirements for Measuring Processes and Measuring Equipment.
- AS ISO 10013, Guidelines for Quality Management System Documentation.
- AS ISO 10014, Quality Management Systems – Guidelines for Realizing Financial Benefits.
- AS ISO 10015, Guidelines for the Selection of Quality Management System for Use of Their Services.
- AS/NZS ISO 10001, Environmental Management Systems – Requirements with Guidance for Use.
- AS/NZS ISO 19011, Guidelines for Auditing Management Systems.
- AS ISO 31000, 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 also include physical items.
Continual Improvement	A recurring activity to enhance performance.
Corrective Action	An action to eliminate and control the cause of an identified non-conformance to the Quality Management System.
Documented Information	Any document, record or information necessary for the operation of processes or to reach the Quality Management System. It includes plans, diagrams, videos, processes, procedures, etc. on any medium, i.e. paper, electronic, etc.
Inputs	Resources such as personnel, materials, information or finance that are put into a system to produce a desired output.
Inspection and Test Report	A document containing system details and results of inspecting and testing a system or service.
Interested Parties	Stakeholders who receive products and services, or who may be affected by them, or those parties who may otherwise have a stake or interest in (or to) Insert Your Company .
Manufacturer's Initial Report (MDR)	A document that describes the process involved in manufacturing a device.
National Association of Testing Authorities (NATA)	A national accreditation body for the accreditation of laboratories, inspection bodies, calibration services, product certified reference materials and proficiency testing scheme providers throughout Australia.
Non-conformance	Non-fulfilment of a requirement.
Non-conformance Report	A report that documents the details of a non-conformance identified 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.
Opposition	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 to meet the customer's requirements. A product is a physical item while a service is the movement or action that meets 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 are used to sustain the quality of products or services, and to verify that these techniques and activities satisfy given requirements.
Record	Document(s) stating the results of activities or providing evidence of activities performed.
Risk	The likelihood of an event occurring.
Risk Assessment	The overall process of identifying, analyzing and risk evaluation.
Risk Based Thinking	Planning Insert Your Company objectives and actions with consideration of the known risks and their potential effects. The identification is to assess the likelihood or impact of unwanted outcomes.
Risk Mitigation	The development of measures with the intent of addressing all known or potential risks, preventing their occurrence.
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 'interested party'.
Supplier	An entity engaged by the Insert Your Company to supply products, services, plant, equipment, materials or other items.
Target	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 9000, Quality Management Systems - Fundamentals and Vocabulary.

2. PURPOSE

The purpose of this manual is to describe **Insert Your Company** quality management system, define accountabilities and to provide procedures that will ensure that we do not impact the quality of our processes, products and services.

This manual was developed to guide **Insert Your Company** activities and to provide external parties (upon request) with information regarding our quality management system.

3. QUALITY MANAGEMENT MANUAL CONSTRAINTS

This quality management manual is applicable to the employees, contractors and other agents working for, or on behalf of **Insert Your Company** and relies upon their consultation, cooperation and compliance with its full implementation to be feasible throughout the operational life of the company. **Insert Your Company** shall ensure that all employees, contractors and agents for compliance with the quality management system are reviewed at regular intervals, based on the risk of operational non-compliance.

4. CONTEXT OF THE ORGANIZATION

1. Understanding the Organization and its Context

Insert Your Company is committed to defining our position in the marketplace and understanding the internal and external factors arising from internal and external issues influence our performance and the ability of our quality management system to achieve our objectives.

Understanding the organizational context requires an analysis of the internal and external issues (refer to the table below), and the risks and opportunities that (may be) of concern to **Insert Your Company** and our interested parties. The results of this 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 Internal and External Parties

Interested party management is critical to the success of **Insert Your Company**, as such, we shall take actions to actively understand and manage the positive and negative and changing influences from a range of interested parties.

Insert Your Company shall ensure that our people and management team are aware of the context in which our company operates within the business framework. To do this we will consider our aspects of the business context, examine the internal and external needs and expectations of interested parties and determine the most important processes to ensure our quality management systems apply.

Insert Your Company will ensure effective interested party management by considering:

- The quality management policy and its implementation.
- Our quality systems, strategies, objectives and targets.
- The effectiveness of quality management ensure that our products and services continually meet, or exceed, the needs and expectations of internal and external parties.
- The consequences and actions (if any) of non-conformances within our responsibility against internal and external parties' requirements, needs and expectations.

4.2.1. 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 expectations include those shown in the table below.

Interested Parties	Needs and Expectations
Workers, including 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 needs or expectation into our quality management system and continual improvement process.

Needs and expectations of interested parties shall be listed in the *Organizational Context Register - Interested Parties Register*. This information shall be used by management to assist with the company's strategic direction. Refer to below 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 will evaluate, monitor these external and internal factors to develop strategies to improve business processes and performance.

Senior management understand the risks and opportunities that the company can leverage from or which the company requires plans to mitigate these risks to an acceptable level.

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

- The company's values
- The company's culture and ways of operating
- Intellectual property
- The ongoing relevance 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 changes.
- Technology changes.
- Market changes.

and the economic environment in which we operate.

Forms and Documents

ID Procedures	
Q-MP-	Context of the Organization
Q-MP-3	Management of Risks and Opportunities
ID Forms and Documents	
Q-MF-0	Strategic Objectives and Direction
Q-MF-1	Organizational Context Register

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 conformance 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 satisfaction through the compliance of applicable regulatory requirements.
- Provide customer satisfaction by continually meeting expectations through a commitment to the effective application of quality management.
- Create a foundation for the achievement of **Insert Your Company** objectives and the continual improvement of the system.

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

4.3.1. Exclusions

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

ISO 9001 Clause	Justification for Exclusion
8.3	<p>Product development from our QMS as we do not design or develop new products.</p> <p>Our organization does not design or develop the equipment or service used in the production process, or the equipment that is calibrated. The equipment is purchased based on published and verifiable performance specifications and the requirements of the equipment manufacturer and/or the customer. Therefore, clause 7.3 of the AS/NZS ISO 9001, <i>Quality Management System - Requirements</i> standard is not applicable.</p> <p>Our organization may also include something mitigated: e.g. AS/NZS ISO 9001, <i>Quality Management System - Requirements</i> clause 7.4 Purchasing.</p> <p>If calibration is applicable do a procedure, as I have one from ISO Quality Templates.</p>

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 input into the outputs, as planned.
CHECK	Monitor and measure processes, plans, objectives and targets against the policies, objectives and requirements and report on the results.
ACT	Develop corrective and preventative actions to improve the processes, so that the conversion of input into outputs are more effective and efficient.

The quality management system is designed as an integrated number of processes. The main processes of the system are grouped into the categories shown below, with further process details provided in the **Plan-Do-Check-Act Flowchart**.

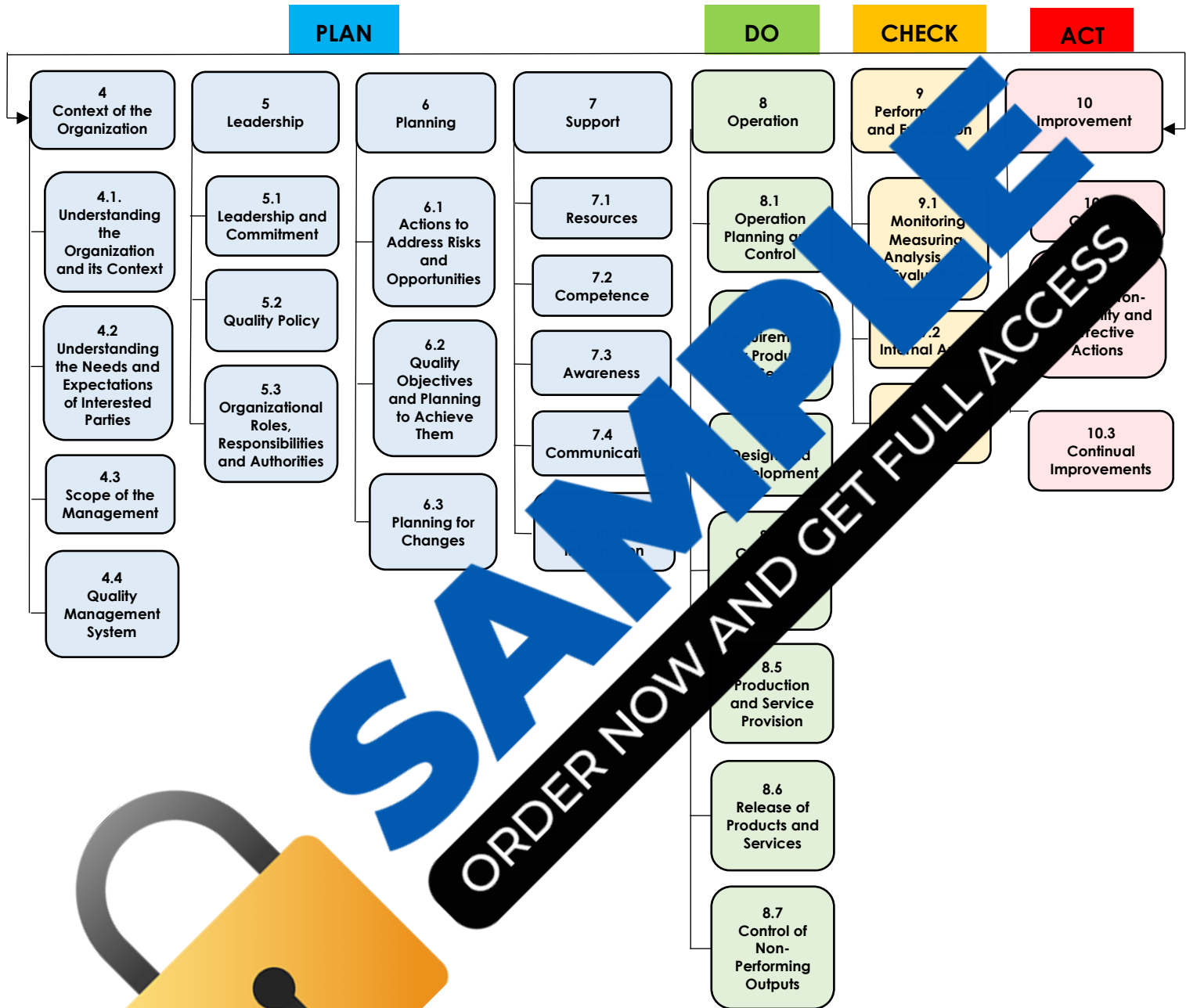
- Leadership Processes.
- Planning Processes.
- Support Processes.
- Operational Processes.
- Performance Evaluation Processes.
- Improvement Processes.

Underpinning these processes are the documents of the system, including this quality management manual, procedures, forms, internal and external documents and data needed to manage, perform and verify work affecting product and service quality. **For to see the 12 Sections and Interaction Processes** which shows the sequence and interaction of the process groups within our quality management system.



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Plan-Do-Check-Act Flowchart



Each process and its subsequent output is measured and evaluated through regular internal audits, quality inspections and data analysis.

Performance indicators that are linked to our objectives and other desired outputs are used, to control and monitor progress. **Insert Your Company** also undertakes assessments to determine the risks and opportunities that may be inherent to each.

Current standings 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 Procedures, Forms and Documents

ID	Procedures
Q-MP-1	Context of the Organization