



Quality Manual

14910 SE Morning Way
Suite 102
Clackamas
OR 97015

Effective Date: 10/27/08
Revision: 1



Schedule QM 01
Page 1 of 1

This document has been approved for use by (ISO Representative) at Revision # 1. Subsequent amendments to individual Schedules (and their approval) shall be recorded at [QM 04](#)

Quality Manual
Copy Holder & Scope Details

Copy Holder: Buyer/Planner/Scheduler (ISO Representative)

Controlled Copy Number: 1 of 1

This Quality Manual Covers the activities and functions performed by operating areas included in the service scope definition:-

“The Provision of Advanced Technology, Productivity and Value Combined with Comprehensive Machining Services for any Material from Plastics to Exotics”

The Quality Management System is designed to meet the requirements of

ISO 9001:2000 excluding Clause 7.3 Design & Development and Clause 7.5.2 Validation of Processes for Production & Service Provision

Certificate Number: CA 2893 US

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Quality Manual **Distribution List**

Controlled Copy Number 1 – Buyer/Planner/Scheduler (ISO Representative),
SDS Machining, Inc. (controlled copy)

(Manual #1 is available as a hard copy for audit by our Registrar)

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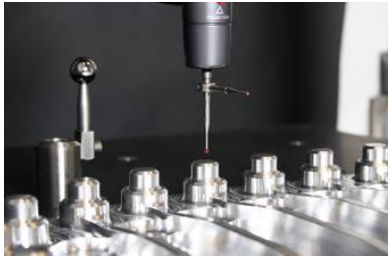
Quality Manual Amendments

All copies of this Quality Manual must be kept under strict control to prevent the System from becoming unreliable. Adherence to the following paragraphs will ensure that the System remains current and valid:-

- 1) All copies of the Quality Manual shall be clearly numbered and the Holder recorded.
- 2) Each page in the Quality Manual shall carry its own unique reference number (QM number), page number, revision number and effective date. The first page of the first *hard copy* Schedule shall show the **inked initials/signature** of the ISO Representative.
- 3) “Uncontrolled” copies of this Quality Manual may be issued to customers or other third parties at the discretion of the ISO Representative. Any such copied Manual will be clearly marked “UNCONTROLLED COPY”, together with the date on which it was copied/printed. It follows, therefore, that the copied/printed Manual ceases to be 100% accurate after that date as further revisions may be made to the controlled copies.
- 4) The ISO Representative shall be responsible for all revisions and additions being made, approved and recorded (controlled) to hard and soft copies.
- 5) Changes can be suggested by any employee but must receive signed approval from the ISO Representative before being entered into the Quality Manual.
- 6) All changes must be recorded on the Table of Amendment (QM 04) by the ISO Representative who ensures that the appropriate pages of the Quality Manual are updated.
- 7) All amended hard copy pages shall be physically removed from the Quality Manual and either destroyed or stored separately for historical reference. Where such *hard copy* pages are retained for reference, they shall be marked with such words as “obsolete” or “out-of-date” in order to show that they have become uncontrolled documents. Similar controls shall be applied to *soft copy* (electronic) records to prevent inadvertent use in the event that down-revision soft copies are kept.



Corporation Profile



SDS Machining, Inc. was founded in June 2004 at a previous site in Clackamas, Oregon as a Limited Liability Corporation. It has since incorporated (at the beginning of 2006) and moved to its current site.

SDS Machining, Inc. has been providing precision machining services primarily to customers in the medical, helicopter, archery and other industries.

With multiple years of experience in the machining industry, SDS Machining, Inc. has the expertise required to provide precision parts.



Our belief is that **quality is not a tolerance, it is a standard**, and this forms the basis of our work ethic.

We offer customers precision machining utilizing the latest CAD/CAM software and CNC machining equipment. Our expertise and technical knowledge allows us to offer our customers very reliable, high-quality products.



We have experience of machining very diverse materials ranging from plastics to exotics.

We realize that delivering precision parts is only part of the total process. It is equally important that our customers are able to receive precision parts on schedule and at a competitive price.



We will go the extra mile to deliver parts on time and reduce lead time. We strive to offer competitive pricing while maintaining precision products.

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Quality Policy & Objectives

SDS Machining, Inc. is committed to maintaining its excellent reputation as a precision machine shop, dedicated to quality custom machining. We believe that ***Quality is not a tolerance, it is a standard.***

We shall constantly strive to offer the highest levels of service and support to all our customers.

We shall concentrate our efforts on the enhancement of our customers' satisfaction levels by providing an error-free, high-quality product which meets customer-specified tolerances, to on-time delivery schedules. We shall always strive to exceed our customers' requirements by giving them early delivery and/or a product with a better-than-asked-for finish.

We shall provide a safe working environment for our employees and a top-quality product for our customers.




We shall comply with applicable State and Federal laws and regulations.

In order to achieve these objectives, we shall maintain an effective and comprehensive Quality Management System.

We have implemented, and shall maintain and continually improve, this Quality Management System according to the requirements of ISO 9001:2000 through registration and annual review.

It is our belief that, in applying these principles, we shall be able to meet the stringent requirements of both our customers and the ISO 9001:2000 Standard.

The measurable **Quality Objectives** of the Quality Management System are to:-

-  Maintain an effective Quality Management System which complies with the International Standard ISO 9001:2000;
-  Benchmark our success by our customers' satisfaction;
-  Deliver products with zero defects to our customers in a timely manner.

Our Quality Policy and Quality Objectives shall be reviewed at our regular Management Review Meetings.

Signed:

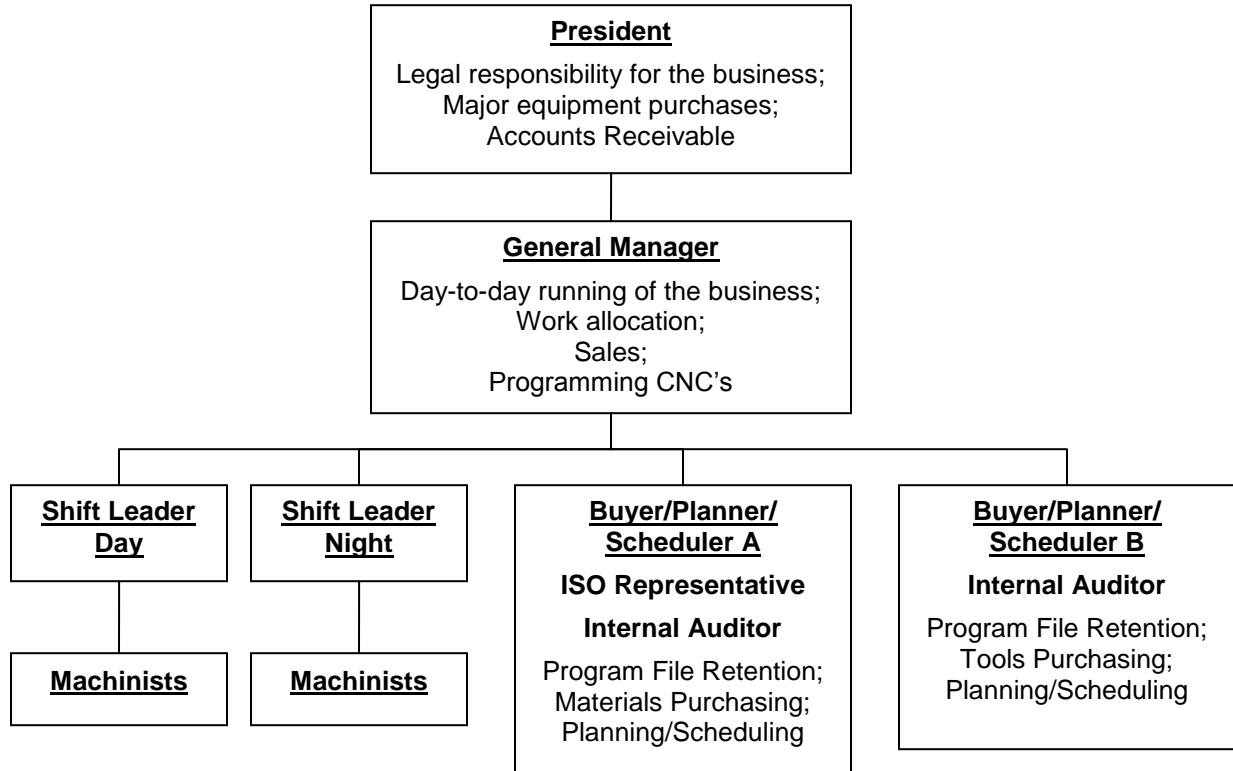
President

Date:

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Organization – Responsibility & Authority



Top Management define working relationships, authorities and key responsibilities for all personnel. Working relationships are summarized in our Organization Chart above.

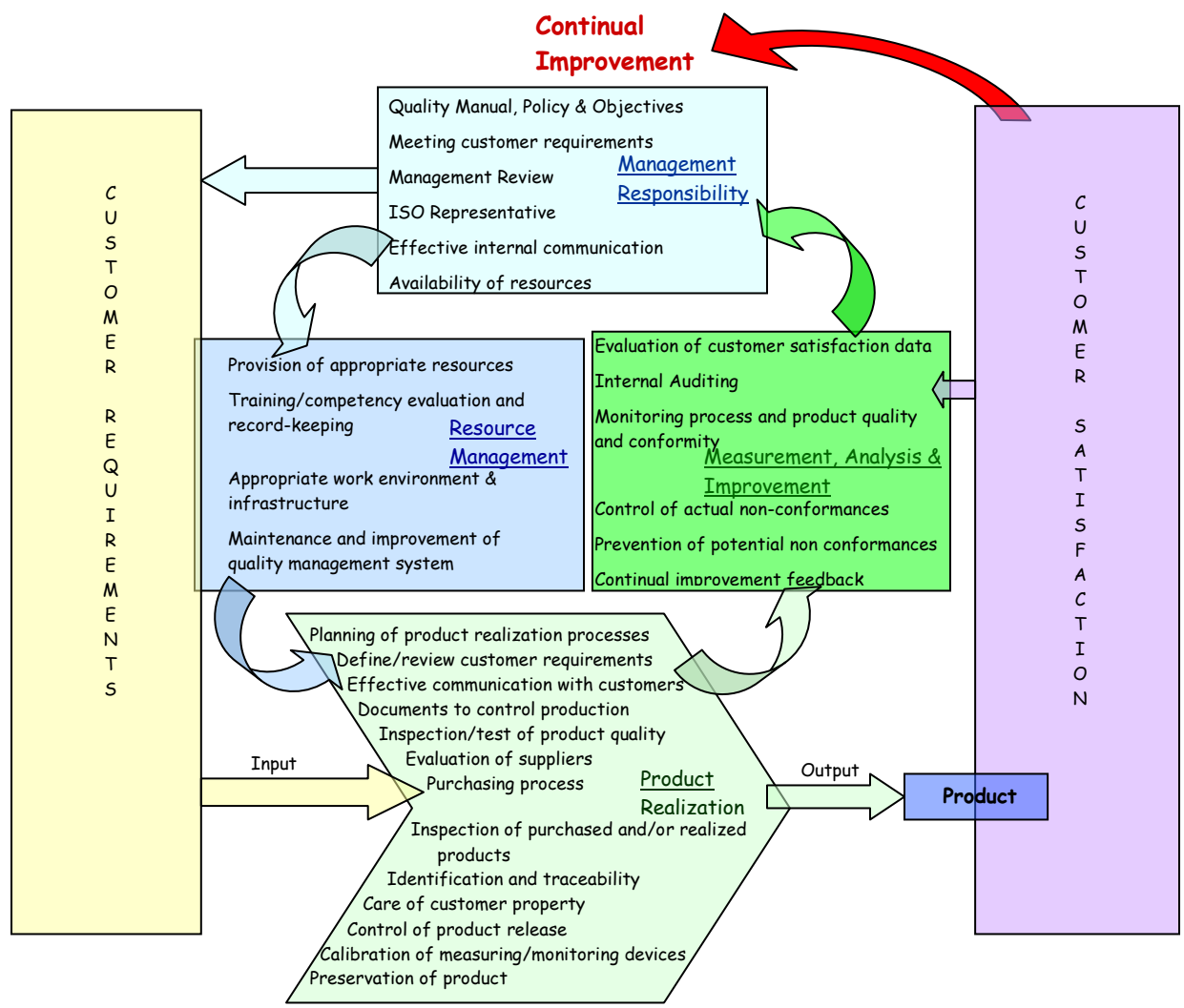
Due to the size and nature of our business, one person may hold more than one job position. Quality responsibilities may also be indicated in Quality Procedures.

All employees are responsible for complying with legal and regulatory requirements.

Our Quality Policy statement is displayed on the premises and all personnel are expected to share a commitment to continuous quality improvement.

Organization – Process Model

SDS Machining, Inc.'s Quality Management System has been developed using a process approach and the key processes are shown below. Further details are included in respective procedures in the Procedures Manual.



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3 Terms and Definitions

The following terms, used in this Manual to describe the supply chain, reflect the vocabulary currently used in ISO 9001:2000

Vendor→Organization→Customer

Vendor/Supplier – our definitions of the words vendor and supplier are interchangeable but we use the term “supplier” within our Quality Management System. We define a supplier as providing a product **and/or** an outsourced service.

Top Management – person or group of people who directs and controls an organization at the highest level.

Document – Information and its supporting medium. (NOTE – The medium can be paper, magnetic, electronic or optical computer disc, photograph, master sample, or a combination thereof.

4 Quality Management System

4.1 General Requirements

The Top Management of SDS Machining, Inc. (SDS) is totally committed to maintaining an effective Quality Management System.

This Quality Manual has been prepared to satisfy the requirements of ISO 9001:2000 for SDS for the activities carried out at the site defined in the organization’s address and for the scope stated at QM 01 of this Manual.

Wherever possible, Quality Controls have been integrated into existing systems (environment, health and safety, etc) and cross-referenced for ease of interpretation.

The effective implementation of our Quality Management System is verified by regular reviews and audits which compare our practice and performance against the requirements of our written Procedures. We take corrective action wherever necessary to eliminate error, and we review the effectiveness of the actions we take.

Structure – Our system documents are on three tiers or levels.

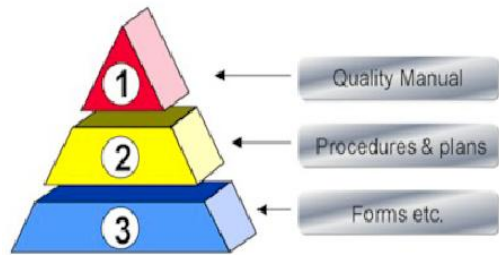
The top tier consists of this **Quality Manual** which:

- ◆ Contains a statement of our **Quality Policy**;
- ◆ Sets out our **Objectives**;
- ◆ Generally outlines the system documentation;
- ◆ Addresses the ISO 9001:2000 Clause for Management responsibility;
- ◆ Refers to Procedures and other documents where the remaining applicable ISO 9001:2000 Clauses are dealt with in greater detail.

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The **second tier** largely consists of documented **Procedures**. These **Procedures** specify controls for activities which may affect the quality of our products/services. In addition to these **Procedures**, specific **Quality Plans** may be developed, as necessary, for an individual contract, product or project.

The **third tier** consists of detailed **forms** and **reports**. The use of these documents may be referred to in Procedures and Quality Plans.



4.2 Documentation Requirements (Control Documentation, PM 00, & Control of Documents & Records, PM 01)

We have written our Quality Policy (stating our objectives) and this forms part of this Manual. Our Quality Policy is available to all employees. We have prepared - and shall maintain - this controlled Quality Manual which defines the scope of our activities. Wherever necessary, we have made reference to documented Procedures with a brief description of how our Procedures operate. We have justified any exclusions to the Standard but have documented Procedures for all other parts of the Standard which are applicable to the scope of our activities.

Our Quality Management System has been developed taking into account the size, type and complexity of our business, and the competency of our personnel. This is demonstrated through our training and competence assessment records. This Manual is available for reference to all SDS personnel.

Procedures (PM 00 and PM 01) ensure that all relevant quality documentation is controlled and adequate; and that it is reviewed, updated and approved, as necessary.

The status of documents is identified and these shall be legible, easily-retrievable and located as required within our facility.

Whenever we have control of any documents that have originated externally (eg, Standards, customers' quality requirements, suppliers' price lists, etc), these documents shall be identified and their distribution controlled.

We shall clearly identify any obsolete Quality Management System documents in order to prevent their unintended use.

Procedures PM 00 and PM 01 control the identification, storage, retrieval, protection, retention time and disposal of quality records.

5 Management Responsibility

5.1 Management Commitment

We ensure through effective communication that management and employees are aware of the need to meet customer and regulatory requirements. Top management ensures that its commitment is demonstrated by making available the necessary resources of leadership, equipment, plant, premises and training. The Quality Policy and Objectives shall be reviewed and, if necessary, updated as a result of decisions made at our regular Management Review Meetings (see PM 02).

5.2 Customer Focus (Measurement & Improvement, PM 10, Customer Requirements, PM 04)

We determine the needs and expectations of all our customers - and fulfill them - in order to maintain and enhance customer satisfaction levels. When determining customer needs and expectations, due consideration is given to product, service, regulatory and legal requirements as well as each customer's individual specification for their order.

5.3 Quality Policy

We have established, through our Quality Policy, a need to meet requirements and continually improve our service. Quality Objectives which are established in our Quality Policy shall be reviewed for continuing suitability and communicated, as appropriate, throughout SDS.

5.4 Planning

Through our Quality Policy, we have established clear, measurable Quality Objectives in order to be able to meet product/service/customer requirements. These objectives shall be reviewed/checked to ensure that we are meeting them. If we should ever fail to meet these objectives, we shall instigate corrective action immediately. Everyone at SDS contributes in some way to the provision of the product/service which our customers receive and we have ensured that adequate resources are available to our employees to assist them in their work.

5.5 Responsibility, Authority & Communication

5.5.1 Responsibility & Authority – Main responsibilities and authorities are documented in our Organization Chart. We have ensured that our personnel are competent to perform their respective functions within the company. Records of competency are maintained.

5.5.2 **ISO Representative** – One of our Buyer/Planner/Schedulers has been appointed as ISO Representative. He/she ensures that elements of the Quality Management System are defined and communicated wherever quality is affected. He/she reports on the performance of the System and any needs for improvement.

Our ISO Representative is also responsible for promoting awareness of customer requirements throughout SDS, as well as having the freedom to resolve matters appertaining to quality.

5.5.3 **Internal Communication** – Everyone at SDS has the shared responsibility of ensuring that the Quality Management System is established and maintained and that reports on the performance of our System and any need(s) for improvement are made available to the ISO Representative. The significance of meeting customer requirements is clearly understood by everyone. Regular communication between all levels and functions within SDS ensures the effectiveness of the processes of the Quality Management System.

5.6 Management Review (Management Review, PM 02)

5.6.1 **General** – We review our Quality Management System to ensure its continuing suitability, adequacy and effectiveness by holding Management Review Meetings on a quarterly basis (or more often if the need arises). As a result of holding these Meetings, we shall make controlled changes to the Quality Management System whenever the need arises.

5.6.2 **Review Input** – Our review includes the evaluation of current performance and improvement opportunities related to audits, customer feedback, product performance, follow-up from previous Management Review Meetings, and any changes that could affect product/service quality.

5.6.3 **Review Output** – We record the results of discussions held – and decisions made – at Management Review Meetings in formal meeting minutes. In particular, resources, the Quality Management System processes and suggested improvements to meeting customer requirements are an essential part of our review process.

6 Resource Management (Resources, PM 03)

6.1 Provision of Resources (PM 03)

We ensure that our employees have access to resources for:-

- Implementing the Quality Management System;

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- Improving the Quality Management System;
- Addressing customer satisfaction.

6.2 Human Resources (PM 03)

6.2.1 **General** – All of our employees are competent to perform their duties on the basis of their education, skills, experience and/or training they have undertaken. We believe that in our industry, competence and aptitude are as important as formal qualifications, and we employ personnel on this basis.

6.2.2 **Competence, Awareness & Training** – We identify any training needs for quality-related activities and provide training to satisfy these needs. We welcome suggestions from our employees with regard to perceived training needs, we evaluate everyone's performance and we maintain appropriate training records.

6.3 Infrastructure (PM 03)

6.4 Work Environment (PM 03)

We have provided a suitably-equipped workplace with appropriate equipment and facilities. We have provided state-of-the-art equipment and inspection tools as well as appropriate computer support systems, communication systems, etc, for administrative activities.

Any aspects of the working environment which might affect the conformity of our product/service have been identified and are managed, eg, light, air flow, noise, etc.

7 Product Realization

7.1 Planning of Product Realization (Customer Requirements, PM 04, & Process Control, PM 05)

We have planned and documented the production process for the provision of our service in our Quality Management System Procedures. We have defined Quality Objectives, resources, processes and documentation needs, as well as acceptable criteria for verification and validation. We retain records according to the level of confidence required for each particular product and customer requirements.

Where applicable, customer quality requirements are flowed down to become part of our own quality requirements.

7.2 Customer-Related Processes (Customer Requirements, PM 04)

7.2.1 **Determination of Requirements Related to the Product** – We consider our customers’ needs in respect of availability and delivery against the particular product they require. We ensure that any regulatory, Military and/or legal requirements are determined and implemented.

7.2.2 **Review of Requirements Related to the Product** – We review each customer’s requirements and determine whether any additional information is necessary for each order. Where our customers do not document their requirements, we shall confirm all details with them before accepting any order. We shall resolve (and confirm) any necessary changes to quotes before we accept an order.

7.2.3 **Customer Communication** – All customer communications which affect the requirements of any order are documented. We keep our customers informed regarding all relevant product/service information, enquiries and requirement changes/amendments. If customer complaints are received, we shall ensure that our customers are aware of our progress in dealing with these matters.

7.3 Design & Development

This Clause is not relevant to our quality requirements. We provide a service by supplying products machined to customer requirements using the customer’s own specification. SDS does not, therefore, design/develop its own particular products.

7.4 Purchasing (Purchasing, PM 06)

7.4.1 **Purchasing Process** – We control our purchasing function to ensure that purchased products which affect the quality of our products conform to our specified requirements. We ensure that potential product/service suppliers are carefully selected and evaluated before we place initial orders with them. Any process which we outsource shall be performed by suppliers who can demonstrate their qualification. We maintain a computerized List of Approved Suppliers and periodically review and update this List. The results of supplier reviews and (any necessary) follow-up action taken against a supplier is recorded.

7.4.2 **Purchasing Information** – We review purchasing documentation prior to issuing formal Purchase Orders to our suppliers to ensure that we have adequately described the required product/service, eg, materials, outsourced services, etc.

All Purchase Orders are carefully checked for accuracy before they are released to a supplier.

7.4.3 **Verification of Purchased Product** – We verify (check) purchased products upon receipt against both the supplier’s delivery documentation and our own Purchase Orders. Where we outsource the provision of certain services including special processes, we ensure that our suppliers’ processes have been validated and that they are able to provide certification. If verification of materials/service provision were ever to take place at a supplier’s premises, details of the arrangements and the method of release would be specified in advance on our Purchase Order. This is not, however, current practice.

7.5 Service Provision (Process Control Procedure, PM 05)

7.5.1 **Control of Product/Service Provision** – We have documented Procedures which control the provision of our service, release of products and delivery arrangements for our customers.

7.5.2 **Validation of Processes for Product/Service Provision** – We carry out extremely thorough First Article Inspection and provide First Article Inspection Reports to our customers, thus reducing our reliance on in-process and final inspection. Our processes and performance are verified (checked) and controlled, therefore this Clause is not relevant.

We outsource any process that we cannot – or are not qualified to – perform in-house, our suppliers being carefully chosen and monitored in accordance with Clause 7.4 above. Suppliers of outsourced services shall be required to provide certification with their service.

7.5.3 **Identification & Traceability** –All raw materials and parts shall be adequately labeled in storage to ensure their proper identification, including any customer property. We identify the product throughout our production and service activities by means of a Traveler.

We identify the status of the product with respect to measuring and monitoring activity by recording inspection results on the First Article Inspection Report which is also supplied to our customers. The person carrying out the inspection signs/stamps and dates the respective entries on the relevant documentation. A list of inspection stamps is maintained.

Where traceability is required by a customer, the unique identification of the product or raw materials is controlled and recorded. Proof of Material Certificates and the certification of any outsourced processes shall be communicated to the customer.

We maintain the traceability of materials so that the traceability of our end-product is assured. We ensure that materials are traceable to their manufacturer – or owner, if customer property is used. We maintain traceability from receipt of order through to actual delivery to the customer.

7.5.4 Customer Property – We accept customer-furnished materials for incorporation into the finished product. Such raw materials shall be suitably tagged/labeled upon receipt to show that they are customer-furnished materials and stored in such a way that they cannot be confused with SDS-owned raw materials.

We identify, verify, maintain and protect customer property (including hard/soft copy customer documentation or intellectual property) while it is under our control.

We immediately report details of any non-conforming customer property at receipt, and any deterioration in – or damage to – customer property.

The most strenuous efforts are made, however, to ensure that no damage/deterioration occurs while customer property is in our care.

7.5.5 Preservation of Product – We identify, handle with care, pack, store and protect parts, documentation, etc, either at our premises or en route to a customer.

All parts are handled so as to reduce/eliminate the possibility of damage. We safeguard the condition of parts while we transport them to our customers' premises.

We only include local collections and deliveries as part of our service. Otherwise, common carriers are used.

The selection and evaluation of such service providers is carried out in accordance with paragraph 7.4 above.

7.6 Control of Monitoring & Measuring Devices (PM 07)

Monitoring/measuring devices are used where quality is affected, since product conformance is indicated by such inspection measurements.

These devices are identified and calibrated at specified intervals (or prior to use) against measurement standards traceable to International or National Standards and are protected against random adjustments, damage or any deterioration which would invalidate the measurement result. Records of internal and/or external calibration are maintained.

Where instruments are used for reference only, they shall be clearly labeled "FOR REFERENCE ONLY" and will not be subject to calibration.

8 Measurement, Analysis & Improvement (Process Control, PM 05, Internal Quality Audit, PM 08, Control of Non-Conformance, PM 09, Measurement & Improvement, PM 10)

8.1 General (PM 10)

We have planned and implemented a process for monitoring, measurement, analysis and improvement so that we can demonstrate the conformity of our service and ensure the conformity – and continually improve the effectiveness – of our Quality Management System.

Our ISO Representative ensures that the integrity of our Quality Management System is maintained as continual improvements are made to it through the use of the Management Review process, internal (quality) auditing and customer feedback.

8.2 Monitoring & Measurement

8.2.1 Customer Satisfaction (PM 10) – We recognize the need to audit customer satisfaction levels on an ongoing basis. Feedback is sought via our customer survey. The information we receive is discussed at our Management Review Meetings and we implement corrective action/ changes wherever this will improve our customers' perception of our precision machining service and/or our relationship with our customers.

Where our customers supply us with objective and unsolicited performance feedback regarding delivery % on-time rates, rejection % rates, etc, we shall also use this information as a benchmark of customer satisfaction.

8.2.2 Internal Audit (PM 08) – Our suitably-trained Internal Auditors conduct regular Internal Audits of our internal Procedures according to our Internal Audit Program. We maintain hard copy records of audit results and, where applicable, corrective action is taken to eliminate any detected issues. The results of audits and corrective actions are reviewed at Management Review Meetings.

8.2.3 Monitoring & Measurement of Processes (PM 10) – From time-to-time we review our internal processes which directly affect customer requirements in order to ensure that the Objectives stated in our Quality Policy are being achieved. Internal Audits of our Quality Management System will also ensure that our processes are achieving planned results.

8.2.4 Monitoring & Measurement of Product/Service (Process Control, PM 05) – We monitor and measure the product we provide throughout our processes to ensure that the product meets each customer’s specification, and that authorized employees have controlled not only the release of our products but also the acceptance of our incoming products after any outside services which may have been applied to them.

8.3 Control of Non-Conforming Product/Service (Control of Non-Conformance, PM 09)

We have established controls to identify and isolate non-conforming product/service wherever possible. Purchased non-conforming products/services shall be identified as non-conforming until such time as they can be returned/referred to their supplier for investigation/warranty work in accordance with the Purchasing Procedure. For serious issues, we shall send our suppliers an Improvement Form and request that they document the corrective action they take to correct the problem.

In-process non-conforming product is identified as non-conforming material until a decision has been reached to either re-work or scrap it.

In the event of non-conforming product reaching a customer, we shall take appropriate corrective action according to the severity of the circumstances of the occurrence. We shall document our corrective action either on our customer’s non-conformance documentation, or our own, according to the circumstances. We shall review all of this information for likely trends at our Management Review Meetings.

8.4 Analysis of Data (PM 10)

We are committed to collecting data referring to any product/service quality problems. Where we can achieve improvements by making changes to the Quality Management System or our service activities, these changes shall be introduced in a controlled manner. Areas for attention are non-conforming product/customer complaints, meeting customer needs and supplier performance.

8.5 Improvement

8.5.1 Measurement & Improvement (PM 10) – We take action to continually improve our Quality Management System. At our regular Management Review Meetings we review the Quality Policy, Quality Objectives, audit results, information provided from data analysis, and results of corrective and preventive actions taken. Our decisions to make changes to the Quality Management System are based on the results of this review.

- 8.5.2 **Corrective Action (PM 09)** – We take immediate and appropriate action to identify and eliminate the root cause of non-conformances/issues, regardless of whether these originate from materials, customer complaints (non-conforming product/service), issues with suppliers or non-conformances raised during Internal Audits.

The corrective action taken to deal with such issues shall be recorded once it has been identified and implemented, and the results of the action taken are subsequently reviewed for effectiveness.

Our experienced staff are available to document and resolve customer complaint issues (if any). They maintain communications with the customer so that the progress of the investigation and outcome are known by the customer as soon as possible.

- 8.5.3 **Preventive Action (PM 09)** - We take all possible preventive actions necessary in order to prevent the first occurrence of any non-conformance which poses a serious risk to our customers, our personnel or the effectiveness of our business.

The action taken shall be directly proportional to the effect the potential non-conformance may have on our business, our personnel, or our customers.

This action may include Health & Safety risk analysis of processes, evaluation of product/service suppliers (especially those service suppliers to whom we outsource services), credit checks regarding new customers, etc. This list is not intended to be exhaustive, however.

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