



ISO 9001:2008

Quality Systems Manual

[Company Name]

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Introduction

[Company Name] has developed and implemented this Quality Management System in order to document the company's best business practices better satisfy the requirements and expectations of its customers and improve the overall management of the company. Also, the purpose of the Quality Management System (QMS) is to standardize company procedures, continually improve product quality and customer satisfaction, prevent nonconformance, and improve profitability. This Quality Management System complies with the requirements of ISO 9001:2008 standard.

The purpose of the Quality System Manual is to define and describe the Quality Management System, to define the responsibility and authority of the management personnel involved in the operation of the system, and to provide a general description of the requirements of the standard as they apply to [Company Name].

The manual is divided into eight sections that correlate to the Quality Management System sections of the ISO 9001:2008 standard.

This manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the ISO 9001:2008 standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

Section 1: Scope

1.1 General

[Company Name]'s Quality Management System applies to all processes within all functional areas of [Company Name]'s business operations Scope of Business.

The quality manual outlines the policies, procedures and requirements of the QMS. The system is structured to comply with the requirements of the International Standards ISO 9001:2008.

[Company Name] shall be referred to in this document as either [Company Name] or the Company.

It is emphasized that the quality management system requirements specified in this standard are complimentary (not alternative) to contractual law and regulatory requirements.

1.2 Exclusions

Exclusion: ISO 9001:2008, clause 7.5.2, Validation of Processes for Production and Service Provision.

Justification: [Company Name] can verify the output of product through measurements, fit checks, and visual inspections.

Tip: There are some parts of ISO 9001:2008 that you may wish to exclude. To do so, you will need to justify why you have excluded them. Not all areas of the ISO 9001:2008 standard apply to all companies, although most do. When in doubt, check with an expert.

Section 2: Reference Documents

The following documents were used as reference during the preparation of the QMS:

- *American National Standard ANSI/ISO/ASQ Q9001-2008, Quality Management system - requirements*
- *American National Standard ANSI/ISO/ ASQ Q9000-2005: Quality management systems- Fundamentals and vocabulary*
- *American National Standard ANSI/ISO/ ASQ Q9004-2009: A quality management approach- Managing for the sustained success of an organization*
- *ISO 10002-2004: Quality Management - Customer Satisfaction – Guidelines for complaint handling in organization*

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