

Logo	XXXX ISO9001:2015 Quality Manual	Reviewed by: Approved by: Version:
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1. Scope

XXXX establish, implement and maintain this ISO9001:2015 QMS to consistently provide products that meet customer and applicable legal requirements, and to continuously improve customer's satisfaction and the performance of QMS. We strive to understand the dynamic external and internal context, and the changing need & expectation of relevant interesting parties, to identify and address the risks & opportunities, by utilizing process approach, PDCA and risk-based thinking, data analysis and quality management principles.

2. Normative reference

ISO 9000:2015, Quality management systems – Fundamentals and vocabulary

- **Characteristic** - A characteristic is a distinctive feature or property of something.
- **Context of the organization** – all of the internal and external factors and conditions that affect its products and services, have an influence on its QMS, and are relevant to its purpose and strategic direction.
- **Correction** – any action that is taken to eliminate a nonconformity, but to address root causes.
- **Corrective action** – steps that are taken to eliminate the causes of existing nonconformities in order to prevent recurrence of the existing nonconformities and potentially undesirable situations.
- **Interested party** – anyone who can affect, be affected by, or believe that they are affected by a decision or activity. It is a person, group, or organization that has an interest or a stake in a decision or activity.
- **Outsource** – when an outside organization to perform part of a function or process of organization.
- **Process approach** – manage and control the processes that make up their organization, the interaction between these processes, and the inputs and outputs that tie these processes together.
- **Process-based quality management system** – using process approach to manage and control how its quality policy is implemented and how its quality objectives are achieved. A process-based QMS is a network of interrelated and interconnected processes.
- **Quality** - the degree to which a set of inherent characteristics fulfills a set of requirements of an objective.
- **Risk** – the “effect of uncertainty on an expected result” and an effect is a positive or negative deviation from what is expected.
- **Risk-based thinking** refers to a coordinated set of activities and methods that organizations use to manage and control the many risks that affect its ability to achieve objectives.

3. Terms and definitions

‘Purchased Product’ is replaced by ‘Externally Provided Processes, Products and Services’

Quality is about processes and data

Quality is shared responsibility within an organization

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David Hoyle



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Business Policy and Strategic Management Senthilkumar S./ Durai, Marutha M./ Sharmila A. & Poornima J., Business Policy 1 15 2 Strategy And Strategic Management 16 42 3 Competitive Advantage And Strategies 43 70 4 Business Environment 71 101 5 Strategic Planning 102 120 6 The Strategy Hierarchy Or Level Of Strategy 121 235 7 Stakeholder Corporate Governance And Csr Leader 236 270 8 Strategic Change Decision Making And Formulation 271 315 9 Strategic Control And Evaluation 316 343 10 Strategy Implementation 344 406 *Total Quality Management Revised Edition: For Anna University, 3/e* Dale H. Besterfield, Carol Besterfield-Michna, Glen H. Besterfield, Mary Besterfield-Sacre, Hemant Urdhwareshe, Rashmi Urdhwareshe, Total Quality Management, (Revised Edition), 2011 *Total Quality Management* Mr. Rohit Manglik, 2024-07-28 EduGorilla Publication is a trusted name in the education sector committed to empowering learners with high quality study materials and resources Specializing in competitive exams and academic support EduGorilla provides comprehensive and well structured content tailored to meet the needs of students across various streams and levels

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software along with new material on the Design Build process The CD ROM contains project delivery forms sample letters checklists and more

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The ISO 14000 Handbook Joseph Cascio,1996

The ISO 9000 Documentation Toolkit Janet L. Novack,1994 Enlarged revised and completely updated to include the new 1994 Revised ISO Standard this innovative book disk set is a practical toolkit designed to evoke discussion at planning meetings to be annotated and written in and to be employed in the writing of procedures Disk contains documentation templates in Microsoft Word for the PC and Mac and in WordPerfect for DOS

Mechanical Engineering,2005

ISO 9001 for Engineers and Designers Stephen J. Schoonmaker,1997 This step by step guide shows engineering professionals how to successfully take advantage of the ISO 9001 standard It covers such critical processes as documentation design output design verification and design validation

Parts Selection and Management Michael Pecht,2004-01-28 Publisher Description

The Quality Systems Manual Terence J. Hall,1995-10-16 For the past four years a committee of professional interests representing industry academia consumers and governments has been meeting to develop a definitive standard to take Quality Systems into the 21st century In July 1994 ISO 9000 was announced to the world This is the ISO 9000 Family 9001 2 3 as it tends to be called There is now an even greater demand from companies to gain formal accreditation particularly since the standard has worldwide recognition The Quality Systems Manual is a detailed and definitive guide to the installation and maintenance of an ISO 9001 Quality System within a company It is an intensely practical guide laid out to follow the exact format of the 20 clauses of ISO 9001 It explains in plain English exactly how they should be applied to your business The official ISO 9001 paper provides only a slim seven page statement of the basic requirements that have to be met by a Quality System it supplies none of the required methodology It tells you what but not how The missing link between the rules and successful registration comes from knowing how to take the 20 clauses and apply them to everyday business situations This is where The Quality Systems Manual is so valuable It is relevant for every industry whether manufacturing or service and will be used by Quality Managers and those assigned to implement and maintain this new standard Because it is designed as a practical guide to enable companies to register there is a special section called Preparing for Assessment which covers all the nuances needed to optimise the chance of success when being formally assessed TickIT ISO 9000 3 the equivalent standard for software development is also examined in detail and shows

precisely how it integrates with ISO 9001 It has been calculated that a third of the cost a company incurs in achieving registration is spent on fees for consultants to help explain the rules and prepare for assessment For the cover price of The Quality Systems Manual you could buy yourself about one hour of a consultant s time **ISO 9000 Guidelines for the Chemical and Process Industries** ,1996 A set of guidelines for developing an effective quality assurance system based on the Q9001 standard This second edition is updated to reflect the 1994 ANSI ISO ASQC Q9000 series revisions and offers a clause by clause analysis of differences between the 1987 and 1994 standard with advice on applying each clause in the chemical and process indu *Achieving ISO 9000 Registration* Bryn Owen,Tom Cothran,Peter Malkovich,1994 **Total Quality Management** Dale H. Besterfield,2003 Presenting sufficient theory to ensure a sound understanding of basic concepts this progressive book provides a fundamental yet comprehensive exploration of total quality management TQM in an all encompassing single volume review that covers not only the principles and practices but also the tools and techniques The volume covers principles and practices of quality management and outlines tools and techniques such as benchmarking information technology quality management systems environmental management systems quality function deployment quality by design products liability process control and Taguchi s quality engineering For quality management professionals and trainers **Handbook for ROV Supervisors** Chris Bell,1997

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