

4.2.4 Control of Records

My Company controls records to provide evidence of conformity to requirements and of the effective operation of our Quality Management System. All such records are kept legible, readily identifiable and retrievable.

My Company has established, documented, implemented and maintains a Quality Procedure titled "Quality Procedure for Control of Records". This procedure defines the controls needed:

- a) for the identification of records,
- b) for the storage of records,
- c) for the protection of records,
- d) for the retrieval of records,
- e) for the retention of records, and
- f) for the disposition of records.

5 Management Responsibility

5.1 Management Commitment

Top management at My Company is not only committed to the development and implementation of our Quality Management System, but also to continually improving its effectiveness. Top management of My Company clearly demonstrates its commitment by:

- a) communicating to My Company the importance of meeting customer requirements, as well as statutory and regulatory requirements,
- b) establishing our Quality Policy (see detailed requirements in Chapter 5.3),
- c) ensuring the Quality Objectives are established,
- d) conducting management reviews of the Quality Management System, and
- e) ensuring the availability of resources.

5.2 Customer Focus

Top Management at My Company ensures that customer requirements are first determined and then met with the aim of enhancing customer satisfaction (see Chapters 7.2.1 and 8.2.1).