

0 Introduction

0.1 What is this ISO 9001:2008 Quality Manual?

This ISO 9001:2008 Quality Manual is a complete quality manual that meets the requirements of ISO 9001:2008; it includes references to the required quality procedures but does not include the procedures themselves (the procedures are available for sale as separate products).

This ISO 9001:2008 Quality Manual is designed to serve as a template for your own quality manual. It is very easy to modify this manual to make it your own. Once you complete the modification of this manual, you will have achieved the first step towards your ISO 9001:2008 certification: your own ISO 9001:2008 Quality Manual!

0.2 Modifications Tutorial

The requirements of ISO 9001:2008 for a quality manual allow for a very generic document, therefore, it is not necessary to make very many company-specific changes to this ISO 9001:2008 Quality Manual. These are the steps to successful modification:

Step 1: Use the “Replace” function in Microsoft Word to replace “My Company” with your company name. Be sure that your replacements include the header text.

Step 2: Use the “Replace” function in Microsoft Word to replace first “The ISO 9001:2008 Quality Manual” with “Quality Manual”, then replace “ISO 9001:2008 Quality Manual” with “Quality Manual”. Be sure that your replacements include the header text. This step is not mandatory.

Step 3: Change the revision date to today’s date (do not use the automatic date function but manually type the date). These changes need to be made in the footer, in Chapter 1 “Approval and Revision History”, and on the first page.

Step 4: Modify the first page to fit your company.

Step 5: Modify the mission and vision of your company in Chapter 2 “Company”. If your company does not have vision and mission statements, you can write a brief company overview, introduction of management, and/or company history. Note that a vision, mission, company overview, management introduction, or company history are not required by ISO 9001:2008 but it could be used as a marketing feature when showing this manual to existing and potential customers.

Step 6: Modify Chapter 2.3 “Company Processes” to fit your company. We included a very generic process flowchart. If necessary, replace it with one that better fits your company. If you don’t want to use a flowchart, you may use another pictorial means, or you could simply describe the key processes in words. Note that the process description is not optional.

Step 7: Modify Chapter 3.2 “Exclusions”: ISO 9001:2008 allows you to exclude certain sections if they do not apply to your company (for example, your company may not do any design). The only sections that you may exclude are those in Chapter 7 “Product Realization” – but, again, only