

**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 those that do not apply to your company. Reference paragraph 1.2 of the ISO 9001:2008 standard if you make an exclusion. Next delete the text of the excluded sections and replace it with a statement saying that you excluded the section; also include your justification.

**Step 8:**

Modify Chapter 4.2.3 – the procedure on control of documents: You may modify this procedure but it is crucial that your modifications still meet ISO 9001:2008 requirements; we advise you to consult the ISO 9001:2008 standard and a good interpretation of the standard if you make any substantial modifications. The requirements in this procedure are minimal, efficient and non-bureaucratic; they represent an excellent document control system, and we highly recommend adopting this simple system.

However, your company may already have a different system that meets ISO 9001:2008 requirements, or your company’s culture may require a more bureaucratic system. In either case, feel free to make your modifications but...

per ISO 9001:2008 the modified procedure must still define the controls needed:

- to approve documents for adequacy prior to issue,
- to review, update (as necessary) and re-approve documents,
- to ensure that changes and the current revision status of documents are identified,
- to ensure that relevant versions of applicable documents are available at points of use,
- to ensure that documents remain legible and readily identifiable,