

Table of Contents

0	Introduction.....	4
0.1	What is this ISO 9001:2008 Quality & Procedures Manual?.....	4
0.2	Modifications Tutorial.....	4
1	Approval and Revision.....	14
1.1	Approval.....	14
1.2	Revision History.....	14
2	Company.....	14
2.1	Vision.....	14
2.2	Mission.....	14
2.3	Company Processes.....	15
3	Scope and Exclusions.....	15
3.1	Scope.....	15
3.2	Exclusions.....	16
3.3	References and Inclusions.....	16
4	Quality Management System.....	17
4.1	General Requirements.....	17
4.2	Documentation Requirements.....	17
4.2.1	General.....	17
4.2.2	Quality Manual.....	18
4.2.3	Control of Documents.....	19
4.2.4	Control of Records.....	21
5	Management Responsibility.....	23
5.1	Management Commitment.....	23
5.2	Customer Focus.....	23
5.3	Quality Policy.....	23
5.4	Planning.....	24
5.4.1	Quality Objectives.....	24
5.4.2	Quality Management System Planning.....	24
5.5	Responsibility, Authority and Communication.....	24
5.5.1	Responsibility and Authority.....	24
5.5.2	Management Representative.....	24
5.5.3	Internal Communication.....	25
5.6	Management Review.....	25
5.6.1	General.....	25
5.6.2	Review Input.....	25
5.6.3	Review Output.....	26
6	Resource Management.....	26
6.1	Provision of Resources.....	26
6.2	Human Resources.....	26
6.2.1	General.....	26
6.2.2	Competence, Training, and Awareness.....	26
6.3	Infrastructure.....	27
6.4	Work Environment.....	27
7	Product Realization.....	27
7.1	Planning of Product Realization.....	27
7.2	Customer Related Processes.....	28
7.2.1	Determination of Requirements Related to the Product.....	28
7.2.2	Review of Requirements Related to the Product.....	28

7.2.3	Customer Communication.....	29
7.3	Design and Development	29
7.3.1	Design and Development Planning	29
7.3.2	Design and Development Inputs	30
7.3.3	Design and Development Outputs	30
7.3.4	Design and Development Review	30
7.3.5	Design and Development Verification	31
7.3.6	Design and Development Validation	31
7.3.7	Control of Design and Development Changes	31
7.4	Purchasing.....	31
7.4.1	Purchasing Process	31
7.4.2	Purchasing Information	32
7.4.3	Verification of Purchased Product	32
7.5	Production and Service Provision.....	32
7.5.1	Control of Production and Service Provision.....	32
7.5.2	Validation of Process for Production and Service Provision	33
7.5.3	Identification and Traceability	33
7.5.4	Customer Property	33
7.5.5	Preservation of Product.....	33
7.6	Control of Monitoring and Measuring Equipment	34
8	Measurement, Analysis and Improvement	34
8.1	General.....	34
8.2	Monitoring and Measurement.....	35
8.2.1	Customer Satisfaction	35
8.2.2	Internal Audit	36
8.2.3	Monitoring and Measurement of Processes.....	38
8.2.4	Monitoring and Measurement of Product	38
8.3	Control of Nonconforming Product	39
8.3.1	General.....	39
8.3.2	Purpose	39
8.3.3	Scope	39
8.3.4	Responsibility	39
8.3.5	Procedure.....	39
8.4	Analysis of Data.....	41
8.5	Improvement.....	41
8.5.1	Continual Improvement	41
8.5.2	Corrective Action	42
8.5.3	Preventive Action	45