

Table of Contents

1	Foreword.....	5
2	Our Company	6
2.1	Our Vision	6
2.2	Our Mission.....	6
2.3	Organizational Chart	7
3	Our ISO 9001 Quality Management System	8
3.1	Documentation Structure.....	8
3.2	Scope of our ISO 9001 Quality Management System.....	10
3.3	Process Flowchart	11
3.4	Our Quality Policy	12
4	Context of the Organization.....	13
4.1	Understanding the Organization and its Context	13
4.2	Understanding the Needs and Expectations of Interested Parties	14
4.3	Determining the Scope of the Quality Management System.....	15
4.4	Quality Management System and its Processes	16
4.4.1	Establishing the Quality Management System and its Processes.....	16
4.4.2	Documentation Requirements	17
5	Leadership	18
5.1	Leadership and Commitment	18
5.1.1	General	18
5.1.2	Customer Focus	19
5.2	Policy	20
5.2.1	Establishing the Quality Policy.....	20
5.2.2	Communicating the Quality Policy.....	21
5.3	Organizational Roles, Responsibilities and Authorities	21
6	Planning	23
6.1	Actions to address Risks and Opportunities	23
6.2	Quality Objectives and Planning to achieve Them	24
6.3	Planning of Changes.....	25
7	Support	26
7.1	Resources	26
7.1.1	General	26
7.1.2	People.....	26
7.1.3	Infrastructure.....	27
7.1.4	Environment for the Operation of Processes.....	27
7.1.5	Monitoring and Measuring Resources.....	28

7.1.5.1	General	28
7.1.5.2	Measurement Traceability	28
7.1.6	Organizational Knowledge	29
7.2	Competence	30
7.3	Awareness	31
7.4	Communication.....	31
7.5	Documented information	32
7.5.1	General	32
7.5.2	Creating and Updating	32
7.5.3	Control of documented Information	32
8	Operation	34
8.1	Operational Planning and Control.....	34
8.2	Requirements for Products and Services	35
8.2.1	Customer Communication.....	35
8.2.2	Determining the Requirements for Products and Services	35
8.2.3	Review of the Requirements for Products and Services	36
8.2.4	Changes to Requirements for Products and Services	37
8.3	Design and Development of Products and Services	37
8.3.1	General	37
8.3.2	Design and Development Planning.....	37
8.3.3	Design and Development Inputs	38
8.3.4	Design and Development Controls.....	39
8.3.5	Design and Development Outputs.....	39
8.3.6	Design and Development Changes	40
8.4	Control of externally provided Processes, Products and Services	40
8.5	Production and Service Provision.....	41
8.5.1	Control of Production and Service Provision.....	41
8.5.2	Identification and Traceability.....	42
8.5.3	Property belonging to Customers or External Providers	42
8.5.4	Preservation	42
8.5.5	Post-Delivery Activities	43
8.5.6	Control of Changes.....	43
8.6	Release of Products and Services.....	44
8.7	Control of nonconforming Outputs.....	44
9	Performance Evaluation.....	46
9.1	Monitoring, Measurement, Analysis and Evaluation.....	46
9.1.1	General	46
9.1.2	Customer Satisfaction	47
9.1.3	Analysis and Evaluation	47
9.2	Internal Audit.....	48
9.3	Management Review	49
10	Improvement	51

10.1	General	51
10.2	Nonconformity and Corrective Action	51
10.3	Continual Improvement	52
11	Appendix	53
11.1	Appendix A: Exclusions	53
11.2	Appendix B: Revision and Approval	53