Get Certi Kit

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5 Leadership

5.1 Leadership and Commitment

Organization Name's Top Management ensures that performance of QMS implementation and provides a commitment to developing an effective system to exhibit its leadership and commitment.

- The quality policy and the objectives of the QMS should be established and matched to the direction of the company;
- To integrate QMS requirements into business processes of the Organization Name;
- To check for resources accessibility for the QMS;
- The effective quality management, compatible QMS requirements, applicable disclosure, regulatory requirements and mutual agreements on customer requirements should be known;
- The QMS audit should be made or conducted to achieve its future result by proper evaluation and maintenance;
- An effectiveness of QMS is attained by direction and support to persons;
- Encouraging continual improvement;
- To establish leadership responsibility, support other relevant management roles in their areas.

5.2 Policy

Top Management is committed to maintaining high-quality quality standards in delivering prompt and cost-effective services or solutions to customers by continual improvement of business processes amongst all employees, and recognizing the integrity, confidentiality, and availability of quality assets to relevant stakeholders including customers.

- A commitment to satisfying applicable requirements;
- It should be suitable to purpose and quality management of the Organization Name;
- Offers a framework to review and set up objectives of the QMS;
- Organization Name provides QMS awareness training to all employees with proper work instruction to maintain and improve the effectiveness of the quality management system;
- Directs communications between external and internal;
- Guarantee continual improvement of the QMS;
- Directs to ensure capabilities needed for quality management.

5.3 Organizational Roles, Responsibilities and Authorities

Top Management provides evidence of its commitment to the establishment, implementation, operation, monitoring, review, maintenance, and improvement of the quality management system as defined in the roles and responsibilities.

8 Operation

8.1 *Operational Planning and Control*

The inspection test plan / process approach documents contain planning for the sequence of processes and sub-processes that is compliant with our QMS requirements. Annexure - III of this handbook contains our activity process flow chart.

Following are the details of how we plan, implement, and control the processes:

- To ensure that controls are in place, functional objectives are identified and monitored on a monthly basis.
- Products and services need to meet predetermined requirements, and documentation for product specifications is prepared. It includes acceptance criteria for both incoming products as well as in-process and finished products in process time cycle sheets.
- The QMS Coordinator provides and ensures that the necessary resources are available to achieve conformity to the product and service criteria.

8.2 *Requirements for Products and Services*

8.2.1 *Customer Communication*

Organization Name has identified and executed customer communication arrangements relating to:

a. We provide information on our products and services by providing a company profile, product brochures, as well as free samples and information on our websites.
b. Inquiries, contracts, or order processing, including modifications / adjustments by e-mail or quote submission.
c. A process has been established to handle customer feedback per our process flow, including customer concerns and complaints.
d. Taking care of and controlling customer property.
e. When appropriate, establishing clear requirements for contingency actions.

8.2.2 *Determining the Requirements for Products and Services*

Organization Name determines consumer requirements for products and services as follows:

a. Products and services must meet certain requirements, including:
    1. Any legal or regulatory obligations that may apply.
    2. Marketing HOD considers them necessary.

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1 Introduction

All the resources required by [Organization Name] are essential to deliver critical business processes.

The Quality Management System (QMS) is meant to provide explicit instructions on how things should be done as well as documentation of completed actions.

The overall idea outlined in ISO 9001 and implemented in this method is that all relevant written information on the following must be kept:

- Internal resources
- External providers
- People
- Infrastructure
- Environment for the operation of processes

2 Procedure for the Maintenance of Assets

2.1 Determining Maintenance and Calibration Requirements of New Assets

Once a kind of asset (including different models of the same asset type) is bought for the first time, its details, as well as its Maintenance and calibration requirements, must be calculated and documented in the Asset Maintenance Register and Schedule's Maintenance Requirements table. Instruction manuals, online videos, and training sessions from the asset provider or other accredited and competent personnel would be useful resources for information regarding calibration requirements.

For each asset type, the following information will be recorded:

- Asset name
- Make and model
- Date added to the table
- How frequently must maintenance operations be performed?
- Details of the maintenance tasks, including, if applicable, how calibration must be conducted
- Who is in charge of carrying out the tasks/activities?

2.3 Scheduling and Carrying Out Maintenance of Assets

All planned maintenance for all assets must be recorded in the Maintenance Schedule, which includes the following data:

- When the maintenance is due
- The asset to be maintained
- The unique reference of the asset
- Its location
- Details of the maintenance and/or calibration to be performed on the date in question

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1 Introduction

It is necessary for employees as well as other interested parties in the delivery of critical business processes to possess the required competences. When there aren't enough skilled workers, resourcing issues may arise, legal compliance is compromised and business risk is increased, for example if inadequate preparation is not done.

It is important for Organization Name to focus on providing employees with training so that they can meet the business' needs and fulfill their duties. It is necessary for technical departments such as IT to develop and maintain specific technology skills within the team, especially since these can rapidly change as technology develops, for example with new software releases or as new systems and controls are introduced.

As part of the Quality Management System (QMS), the following documents should be reviewed to provide further context, scope, objectives, resourcing, and role, responsibilities, and authorities.

2 Competence Development Procedure

2.1 Assess Competence Requirements by Role

It is specified in the document QMS Roles, Responsibilities and Authorities, that specific individuals within the organization are assigned specific roles and duties in order to manage and improve the QMS. Most of the time, and allocated role is part of a larger, more general role that the individual fulfils, i.e. the individual's time is not exclusively dedicated to quality management.

2.2 Assess Existing Competence Levels

A questionnaire approach is utilised to examine the current competency levels of individuals who are to fill specified roles. The persons who will fill each role are initially identified. The documented Quality Management Plan, which outlines the resources required to meet objectives and manage and enhance the QMS, contains information about QMS resources.

2.3 Establish Competence Development Actions

Some alternatives may be considered in recommending development actions:

- Staff with a higher level of expertise, such as mentors, conducts informal training
- Formal training can be obtained through online or in-person courses
- A recruitment of additional staff with the relevant competence(s) is needed
- Utilization of third-party resources ad-hoc, such as consultants or contractors
  Utilization of third-party resources through an agreed-upon support contract that ensures access to the requisite degree of expertise

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1 Introduction

In order to meet its obligations to customers and other stakeholders, Organization Name has established effective plans to deliver quality in key business functions.

As part of this commitment, the organization has implemented a Quality Management System (QMS) that meets the standards of the ISO 9001 international standard for quality management systems and will pursue certification to this level in the near future.

According to the standard, our quality targets must be compatible with our policies, measurable where possible, properly communicated within the company (and outside where necessary), and updated as part of the QMS management review process.

During the financial year 20xx-xx, the organization will set quality objectives and implement plans, including:

- Who will be responsible
- What will be done
- What resources will be required
- When it will be completed
- How the results will be evaluated

2 Quality Objectives

A system of monitoring and measurement, which records progress against targets, is crucial to evaluating whether or not the QMS is working as intended.

The QMS document describes high-level quality objectives. The Quality Policy, which is also an important component of the QMS, defines the QMS Context, Requirements, and Scope, as well as the overarching framework for determining lower-level objectives.

The document Process for Monitoring, Measurement, Analysis, and Evaluation outlines methods for determining the extent to which objectives are met.

3 Plan to Achieve Objectives

To fulfill our goals, we must have a well-defined plan that is appropriately resourced and has the full backing of top management. The success of this plan will decide whether Organization Name delivers products and services to the quality standards demanded by our customers and other stakeholders.

4 Resources to Manage and Improve the QMS

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1 Introduction

O rder to meet the needs of its customers, shareholders, and other stakeholders, Organization Name recognizes at the executive level that it must operate smoothly and guarantee its products and services satisfy market requirements.

Organization Name aims to provide such assurance by implementing a Quality Management System (QMS), which is certified to ISO 9001, the international standard for quality management systems.

There are many benefits to the business from using this QMS, including:

- Profitability and revenue protection
- Customer satisfaction is ensured by meeting customer requirements
- Maintaining and increasing shareholder value
- Observance of legal and regulatory obligations

2 Quality Policy

2.1 Setting Objectives

A document called Quality Management Context, Requirements and Scope outlines the high- level business objectives of Organization Name. The nature of the business determines which of these principles apply and how often they will be adjusted.

Within an annual budget planning cycle coordinated with organizational objectives, these overall objectives will serve as guidelines for setting lower level, more short-term quality planning objectives. Obtaining sufficient funds for identified improvement activities will ensure they are implemented. The objectives will be developed once a clear understanding of the business requirements has been developed and how they may change during the year.

2.2 Commitment to Satisfying Applicable Requirements

The senior management of the organization is committed to providing quality management. This commitment can be demonstrated through the Quality Policy and the availability of appropriate resources for establishing and developing the Quality Management System.

2.3 Continual Improvement of the QMS

It is Organization Name's policy to continually improve its quality management system by:

- The Quality Management System needs to be continuously improved in all its aspects within scope
- Implement good practices as defined in ISO 9001 to improve current processes
- Obtain and retain ISO 9001 certification on an on-going basis

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1 Purpose

The method, which the production department follows when requesting raw materials, is described in this policy.

2 Quality Policy

In our facility, this procedure is applicable to manufacture of different types of automotive parts and equipment's.

3 Responsibility

Materials are requested from the excise department according to the manufacturing schedule by the plant in-charge.

Upon request, the Stores In-Charge / Excise Officer issues all raw materials to the production as well as maintaining the stock account.

Raw materials are collected from the storage area under the direction of the plant in-charge by the plant operators.

4 Description of Activity

All raw materials are stored in a specific location of the factory and are under the control of the Excise Department.

The plant's in-charge examines the production plan and prepares raw material requirements.

The Plant In-Charge notifies the Excise Department of the raw material requirements and generates a Material issue / consumption report.

Under the supervision of the Excise Department, the Plant In-charge collects raw materials from the storage area.

The raw materials are distributed using the first in, first out (FIFO) approach. The plant in- charge ensures that the FIFO approach is used when issuing raw materials.

Raw materials are brought into the facility near the equipment, and a material issue / consumption slip is sent to the Excise Department for stock updates.

The Excise Officer changes the raw material stock records in the excise records, as well as the raw material balance quantity.

MANAGEMENT REVIEW MEETING AGENDA	
Meeting Title:	Meeting Date:
Department / Function:	Meeting Time:
Meeting Room Name:	Location:
Attendees	1.
	2.
	3.
	4.
	5.

PURPOSE:

To review the quality management system to ensure its continuing suitability, adequacy and effectiveness.

S. No	Discussion	By Whom	Time Allocated
1	Follow-up actions from previous management reviews		
2	Changes in external and internal issues that are relevant to the QMS		
3	QMS performance and effectiveness		
4	Adequacy of resources		
5	Review of risk and opportunity action plan		
6	Opportunities for continual improvement		

Prepared By:	Reviewed By:	Approved By:
QMS Manager	QMS Head	QMS Head