

1 Purpose

2 Scope

2.1 Exclusions

3 Relation to ISO 9001:2000

4 Our Company Quality Management System

4.1 General Requirements

4.2 Documentation requirements

4.2.1 General

4.2.2 Quality Manual

4.2.3 Control of Documents

4.2.4 Control of Records

4.2.5 Referenced Procedures:

5 Management Responsibility

5.1 Management Commitment

5.2 Customer Focus

5.3 Quality Policy

5.4 Planning

5.4.1 Quality Objectives

5.4.2 Quality Management System Planning

5.5 Responsibility, Authority, and Communication

5.5.1 Responsibility and Authority

5.5.2 Management Representative

5.5.3 Internal communication

5.5.4 Referenced Procedures:

5.6 Management Review

5.6.1 General

5.6.2 Review Input

5.6.3 Review Output

5.6.4 Referenced Procedures:

6 Resource Management

6.1 Provision of Resources

6.2 Human Resources

6.2.1 General

- 6.2.2 Competence, Awareness, and Training
- 6.2.3 Referenced Procedures:
- 6.3 Infrastructure
- 6.4 Work Environment

7 Product Realization

- 7.1 Planning of Product Realization
- 7.2. Customer Related Processes
 - 7.2.1 Determination of Requirements Related to the Product
 - 7.2.2 Review of Requirements Related to the Product
 - 7.2.3 Customer Communication
 - 7.2.4 Referenced Procedures:
- 7.3 Design and Development
 - 7.3.1 Design and Development Planning
 - 7.3.2 Design and Development Inputs
 - 7.3.3 Design and Development Output
 - 7.3.4 Design and Development Review
 - 7.3.5 Design and Development Verification
 - 7.3.6 Design Validation
 - 7.3.7 Design Changes
 - 7.3.8 Referenced Procedures:
- 7.4 Purchasing
 - 7.4.1 Purchasing process
 - 7.4.2 Purchasing information
 - 7.4.3 Verification of purchased product
 - 7.4.4 Referenced Procedures:
- 7.5 Production and Service Provision
 - 7.5.1 Control of Production and Service Provision
 - 7.5.2 Validation of Processes for Production and Service Provision
 - 7.5.3 Identification and Traceability
 - 7.5.4 Customer Property
 - 7.5.5 Preservation of Product
 - 7.5.6 Referenced Procedures:
- 7.6 Control of Monitoring and Measuring Devices
 - 7.6.1 Calibration Activities
 - 7.6.2 Referenced Procedures:

8 Measurement, Analysis, and Improvement

- 8.1 General
- 8.2 Monitoring and Measurement
 - 8.2.1 Customer Satisfaction
 - 8.2.2 Internal Audit
 - 8.2.3 Monitoring and Measurement of Processes

8.2.4 Monitoring and Measurement of Product

8.2.5 Referenced Procedures:

8.3 Control of Nonconforming Product

8.3.1 Nonconforming Product Actions

8.3.2 Referenced Procedures:

8.4 Analysis of Data

8.4.1 Quality Management System Evaluation

8.4.2 Referenced Procedures:

8.5 Improvement

8.5.1 Continual Improvement

8.5.2 Corrective Action

8.5.3 Preventive Action

8.5.4 Referenced Procedures: