Quality Assurance Manual Sample Company

This document was prepared for

Sample Client, on behalf

of Sample Company

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Quality Management System

Description

Sample Company has guidelines for all employees regarding Quality Management System test

Purpose & Scope

The purpose of this policy is to explain the general procedures relating to Quality Management System

The following guidelines are to be adhered to by all managers, supervisors and employees.

Policy & Procedure

General Requirements

This Quality Manual has been developed to provide an overview of the Quality Management system developed by Sample Company. It will be implemented and maintained throughout all the processes employed by the company to consistently meet their customer's needs and expectations and to continually improve the system's effectiveness in delivering a high level of customer service.

The process map at Figure 1 shows how processes interact and are documented and controlled. It ensures resources are allocated where required and that processes are monitored, measured and outcomes analysed to show where improvements are needed.

(example process map – modify to suit Sample Company as required)

Improvement

Description

Sample Company has guidelines for all employees regarding Improvement.

Purpose & Scope

The purpose of this policy is to explain the general procedures relating to Corrective and Preventive Action

The following guidelines are to be adhered to by all managers, supervisors and employees.

Policy & Procedure

Continual Improvement
Sample Company will continually improve the effectiveness of the quality management system through the use of the Quality Policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

In the event of a non-conformance, Sample Company will implement our procedure to take corrective and preventive action which is designed to eliminate the chance of a similar event in the future.

Corrective Action
We will:
- ensure that reports from our customers of non-conforming product or service are dealt with promptly and effectively to the satisfaction of ourselves and the customer;
- investigate the causes of the non-conforming product;
- decide how to correct the causes of non-conformance;
- follow-up to ensure that corrective action is effective;
- keep records of the corrective action process;
- refer corrective action for management review.

Preventive Action
We will:
- analyse all information available to detect possible future non-conformances;
- decide how to prevent the problem occurring;
- take action to prevent the problem occurring and follow-up to ensure the action was effective;
- identify possible improvements to the quality system which will avert potential problems;
- keep records of the preventive action process;

- refer preventive action for management review.

Corrective and preventive action investigations will be conducted by authorised personnel.

Refer Procedure: QP22 Corrective and Preventive Action

Procedure QP2 - Document & Data Control

Description

Sample Company has guidelines for all employees regarding Document &Data Control

Purpose & Scope

The aim of this procedure is to ensure that only current revisions of quality documents and data are available for reference and that they are suitably authorised and issued.

This procedure applies to controlled documents (including data) in the quality system, including:

- Quality Manual;
- Quality Procedures;
- Quality Work Instructions and forms;
- Quality Plans;
- International and local standards;
- Government regulations;
- Equipment operating manuals;
- Design drawings, layout plans and manufacturing drawings;
- (Specify others as appropriate).

References
ISO 9001:2015
Quality Manual –Document and Data Control
Form F5.6 – Document Control Master List

Responsibility

Quality Representative/Quality Manager	Issuing documentation, maintaining master list.
All staff	Updating their documents with new issues.

Policy & Procedure

Internal Quality Documents
The internal quality documents listed above will be marked with a title, issuing authority, revision number and date of issue.

Quality Procedures will each be given the Prefix of "QP" and a policy reference number (for example this procedure is number PN0019).

Specific Safety Procedures will be numbered, as per Sample Company Safety, Health and Environment Manual Procedures.

Specific Environment Procedures will each be numbered as per Sample Company Safety, Environment Manual Procedures.

In addition:

- Work instructions will be similarly numbered using "WI" as the prefix.
- Forms will be similarly numbered using "F" as the prefix.
- Quality Plans will be numbered using "P" as the prefix.
- Schedules will be similarly numbered using "SCH" as the prefix.

External Quality Documents

The external quality documents listed in the scope above will be identified by Sample Company with a title, revision number (or some other means of determining revision status) and date of issue.

Issuing Quality Documents

All quality documents will be issued by the Quality Representative/Quality Manager after checking that they have the appropriate authorisation. They will be issued to appropriate persons according to the need for relevant instructions to be available where they will assist the effectiveness of the quality system.

A master copy of quality documents will be kept by the Quality Representative/Quality Manager and will be available as a reference to all staff. Each copy of the document will be stamped with a "controlled" stamp and given a "copy number'' so that they can be identified later.

Superseded or obsolete documents will normally be destroyed by the original holder, but where there is a need to retain these documents for legal reasons or retention of knowledge, they will be marked "Superseded" and only used for reference and not as part of normal quality processes.

Copies of quality documents may be issued to persons outside the company with the Quality Representative/Quality Manager's approval but they will be stamped "uncontrolled" and will not be included in the master list described below.

Documents will only be changed and updated by the original authoriser (or person holding that position).

Control of Quality Records

The Quality Representative/Quality Manager will maintain a master list of documents (Form F5.6) indicating the holder of each document, the copy number, the revision number and the date issued.

Procedure QP16 - Control of Customer Property

Description

Sample Company has guidelines for all employees regarding Control of Customer Property

Purpose & Scope

The aim of this procedure is to ensure that any product/information deemed to belong to customer to be included in the product supplied to this customer is handled and protected in such a way that it is not lost, damaged or deemed unsuitable for use due to our actions.

This procedure relates to any product or information that is supplied by our customers for incorporation into our processes.

References

- ISO 9001
- QP17 - Preservation and Handling
- QP14 - Monitoring and Measurement

Responsibilities

Stores staff	Identification and inspections on receipt of goods and correct handling and storage. Communication with customer of any damage lost items, etc.
Operations staff	Correct handling during production

Policy & Procedure

Handling

On arrival at our store any product supplied by our customers will be identified with a label 'Customer Supplied Product' and the name of the customer and will be stored in a designated area of the store according to *QP17 - Preservation and Handling*. Stores staff will check the goods on receipt according to *QP14 - Monitoring and Measurement* to ensure that the delivery docket matches the description of the goods, that quantities are correct and that the condition of the goods when received is noted.

Form No. F5.19 - Internal Audit Report

Description

Sample Company has guidelines for all employees regarding Internal Audit Report

Purpose & Scope

The purpose of this policy is to explain the general procedures relating to Internal Audit Report

The following guidelines are to be adhered to by all managers, supervisors and employees.

Policy & Procedure

Form No. 5.19 - Internal Audit Report

Audit Report Number:	Date Of Audit:
Auditor's Name:	Auditor's Signature:
Scope Of The Audit	

Department/Area Audited: _____ _____
 	
Procedures Audited:
  1.
  2.
  3.
  4.	

Persons Assisting Audit: *Names Of People Interviewed In The Department/Area Being Audited*	

Summary of Results: _____ _____ _____ _____

REF NO.	Details of Non-Conformance	NCR NO.	Proposed Corrective / Preventive Action

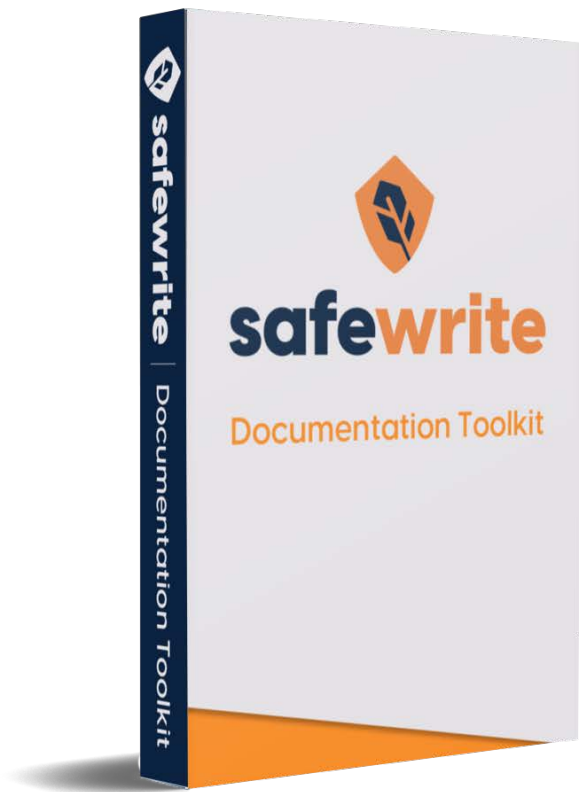| Internal Audit Report	
Form F.101 Authorised By:	**Revision A** Date: Page 1 of 2

KEY to Results Column	
C = Complies with the Standard	**NC** = Does not Comply (non-conformance)
O+ = Positive observation (good system)	**O-** = Negative observation (system could be improved)

Ref	Check	Outcome	Result
	Prepare a list of sample questions and areas you wish to review (or reference to procedures to audit)	*Record answers to questions or results of observations.*	

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