CANTERBURY EMPLOYERS' CHAMBER OF COMMERCE

Your First Source For Business Advice

QUALITY MANAGEMENT SYSTEM SAMPLE

This Quality Management System Sample is designed as a guide for use by members of the Employers' Chamber. It is part of a suite of resources to help businesses put in place effective practices and procedures for their organisations.

Please be aware that no generic document can cover all circumstances and that you may need to adapt this to the needs of your business.

If you need further assistance with putting this resource into effect, or with other employment or business issues, please call the Employers' Chamber Advisers on (03) 366 5096

[INSERT COMPANY NAME HERE]

QUALITY MANAGEMENT SYSTEM

[INSERT MONTH YEAR HERE]

1.0 INTRODUCTION

[Insert company name here] was established in:

Company Profile

[INSERT COMPANY NAME HERE]
QUALITY POLICY

The management and staff of [Insert company name here] are dedicated to providing products to their Customers that meet specifications and expectations 100% of the time. [Insert company name here] will

- **develop and maintain a Quality Management System based on the requirements of ISO 9001**
- **be committed to continuous improvement**
- **meet or exceed customer satisfaction and expectation**

Signed _____

Name _____ Date_____
Managing Director

Objectives for Quality

Management set up measurable quality objectives in accordance with the quality policy and relevant to the fulfilment of the product requirements. The objectives are followed up on at management review meetings. The reviewed and updated objectives are included in the management review meeting records.

2.0 SCOPE OF THE QUALITY MANAGEMENT SYSTEM PROGRAMME

The scope of this Quality Management System includes all activities from the purchasing and _____ through to the final dispatch to the Customer.

These activities include receipt, manufacturing, storage, inspection/QC checks, packing and distribution to the Customer.

Products manufactured by [Insert company name here] include:

- X
- X
- X
- X
- X

Address and contact details are as follows:

3.0 DOCUMENT CONTROL

Documentation relating to this quality management system includes:

- Procedures
- Work Instructions
- Specifications
- Forms
- Records

The Director is responsible for ensuring the most current version of documentation is in circulation. This Quality Management system is maintained electronically and if printed becomes an uncontrolled copy. The master copy is write protected and is only able to be updated or changed by the Director. Where a document is updated a new issue number and date shall be placed on the footer of the document. All staff affected by the change will be notified of the change via email. Minor changes that do not have any direct effect on the procedure implementation can be made without issue updates.

4.0 SYSTEM RECORDS

The following Records are retained for a period of seven years and shall be readily identifiable and retrievable.

- Purchase orders
- QC Inspection records
- Specification Information
- Non-conformance/corrective action reports
- Management Review records
- Audit and Inspection records
- Staff Training records

5.0 MANAGEMENT RESPONSIBILITY

The Company **Management** has final responsibility for the quality of the products and services supplied by [Insert company name here]. [Insert company name here] products shall conform to the relevant specification and shall fulfil the requirements of the Customer.

All **employees** at [Insert company name here] are responsible for maintaining good quality in products and services. Everyone shall have full competence in his/her work. This is ensured by:

- Knowing the requirements on their work
- Having know how and tools to make the work fault-free
- Making sure faults get analysed and that corrective action measures are implemented to ensure the fault does not reoccur

Customer Focus
Management and staff are committed to ensuring that customer demands are determined and are met with the aim of enhancing customer satisfaction.

5.1 Management Review

The management team meets annually to study and analyse the adequateness and efficiency of the Quality Management System. The following items are reviewed at this meeting:

- Review of non conformances
- Review of suppliers
- Review of Quality Policy
- Review of Quality Objectives
- Setting of new Quality Objectives
- Review of staff training requirements

Records of management reviews shall be maintained.

6.0 RESOURCE MANAGEMENT

[Insert company name here] will provide the necessary resource to deliver product to Customers in line with our quality policy and objectives. This will include people, know-how and adequate tools and equipment.

Persons performing tasks with special requirements on skill or authority shall be qualified. The qualification shall be based on the necessary training and experience.

All persons having a direct impact on product quality shall be adequately trained and competent to perform the task.

Records of all training shall be maintained.

Work Environment
[Insert company name here] has a good working environment and has work sites to support accomplishing conformity between products and requirements.

7.0 PRODUCT REALISATION

7.1 Planning of Product Realisation
[Insert company name here] endeavour to take all possible steps to realize the product specified. Products sold to Customers are manufactured overseas by supplier companies. [Insert company name here] Product realisation includes requirements for suppliers and product inspection processes.

7.2 Customer Related Processes.
7.2.1 Determination of Requirements
Customer orders are received and documented via the purchase order process. This is a software programme that details the order requirements for Customers as detailed in the [Insert company name here] Catalogue – this includes documenting of product codes and quantities required and any date limitations for delivery.

7.2.2 Contract Reviews

Each Customer order is reviewed prior to acceptance to ensure the requirements can realistically be met. The review includes ensuring the requirements are adequately defined including:

- Products specified
- Quantities ordered
- Resource Requirements
- Delivery address
- Delivery date

7.3 Design and Development

7.4 Purchasing

[Insert company name here] selects suppliers on their ability to meet their quality criteria. All suppliers must have in place recognized quality systems that as a minimum meet the requirements of ISO 9001

All incoming product shall be subject to 100% inspection against quality criteria. This process has been documented on inspection check sheets that are completed for all products supplied. Records are retained and signed on completion.

8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

[Insert company name here] collates all inspection information to monitor and measure the conformity of the product and to ensure continuous improvement is achieved.

8.2 *Monitoring and Measuring*

[Insert company name here] will monitor and measure the effectiveness of the quality management system. This will be done through a process of annual internal audit. An internal audit schedule is detailed overleaf. Internal audit findings shall be recorded and transferred to the non conformance system where necessary

Audits shall include a review of the documented procedure against actual practice and shall include discussions with the persons involved in the process.

Internal Audit Schedule

Quality Management Section		Date Due	Date Audited
1.0	**Introduction**	**Feb**	
2.0	**Scope of the Quality Management System Programme**	**Feb**	
3.0	**Document Control**	**Feb**	
4.0	**System Records**	**Feb**	
5.0	**Management Responsibility**	**June**	
6.0	**Resource Management**	**June**	
7.0	**Product Realisation**	**June**	
8.0	**Measurement, Analysis and Improvement**	**June**	

8.3 Control of Nonconforming Product

Where an issue of non conformance is identified this shall be reported and recorded and actions taken to rectory the situation. The non conformance shall be documented on a non conformance report see overleaf

Non Conformance Report

Date:	**Report completed by:**
Nature of incident:	
Type and Amount of Non-Conforming Product:	
Possible Cause:	
Corrective Action:	
Action to prevent recurrence of incident:	
Method of Disposition of Non-Conforming Product:	
Management Sign: _____ **Date: _____**	

8.4 Analysis of Data

As a basis for continual improvement of the quality system data is collected and analysed and is subjected to an annual management review process.

8.5 Improvement

[Insert company name here] are committed to a process of continuous improvement. Where necessary corrective and preventative actions shall be taken to support the process of continuous improvement.

Corrective Action will be taken in the following areas where necessary:

- Product performance
- Non conforming purchased material
- Deviations detected at internal or external audit

Preventative actions are taken to eliminate the causes of potential nonconformities. The appropriate sources of information to detect, analyse and eliminate such causes are:

- Statistics from internal audits
- Monitoring of customer complaints
- Follow up on errors in processes and production methods
- Monitoring of supplier performance

The data shall be scrutinized by management in order to decide on the appropriate course of action needed and shall be monitored that the actions have the intended results.