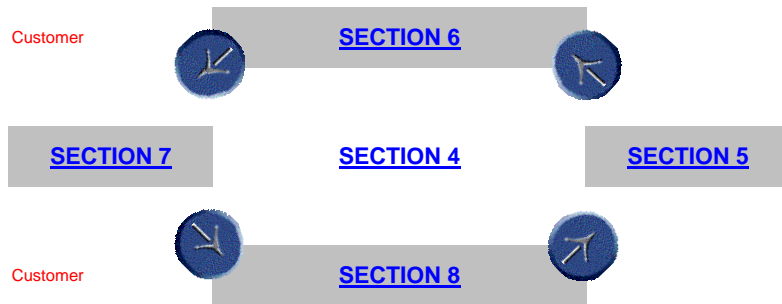


# ISO 9001:2008 - Quality Management System (QMS) - "Bluesheet"

From the ISO Core (C<sup>4</sup>) Four Pocket Guide , Initial Issue - IMR / IAC / CAC / TIC / DCC

The ISO 9001:2008 standard for quality contains proactive business practices and is based on eight quality management principles. Below is the logical process flow of an effective and efficient QMS.(1:6:21)



SECTION	SUB-HEADING	ACTION ITEMS	EMS
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7  Product realization	7.1 Planning of product realization	- IAC - record requirement	4.4.6
	7.2 Customer-related processes	- record requirement - beginning/middle/end	4.3.1 4.3.2 4.4.6
	7.3 Design and development	- record requirement (5) - plan/input/output/review	4.4.6
	7.4 Purchasing	- record requirement - PO's & Vendors	4.4.6
	7.5 Production and service provision	- record requirement	4.4.6
	7.5.1 Control of production and service provision		4.4.6
	7.5.2 Validation of processes for production and service provision		4.4.6
	7.5.3 Identification and traceability	- record requirement	4.4.6
	7.5.4 Customer property	- record requirement	4.4.6
	7.5.5 Preservation of product	- handling / packaging	4.4.6
	7.6 Control of monitoring and measuring devices	- record requirement (3) - calibration program	4.5.1

SECTION	SUB-HEADING	ACTION ITEMS	EMS
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4  Quality management system	4.1 General requirements	- DCC	4.1
	4.2 Documentation requirements		4.4.4
	4.2.1 General	- manual (QMSM)	4.4.4
	4.2.2 Quality manual		4.4.4
	4.2.3 Control of documents	- documented procedure	4.4.5
	4.2.4 Control of records	- documented procedure	4.5.3

5  Management responsibility	5.1 Management commitment	- IMR	4.4.1
	5.2 Customer Focus		4.3.1
			4.3.2
	5.3 Quality policy	- statement of intent	4.2
	5.4 Planning	- objectives of measure	4.3.3
			4.3.4
	5.5 Responsibility, authority, and communication	- org. chart / JD's	4.4.1
	5.6 Management review	- record requirement	4.4.3
			4.6

6  Resource management	6.1 Provision of resources	- TIC	4.4.1
	6.2 Human resources	- record requirement	4.4.1
	6.3 Infrastructure	- the stuff you use at work	4.4.1
	6.4 Work environment	- your work surroundings	4.4.2

8  Measurement, analysis and improvement	8.1 General	- CAC	4.5.1
	8.2 Monitoring and measurement		4.5.1
	8.2.1 Customer satisfaction	- documented procedure	4.5.4
	8.2.2 Internal audit	- record requirement	4.5.4
	8.2.3 Monitoring and measurement of processes		4.5.1
	8.2.4 Monitoring and measurement of product-	- record requirement	4.5.1
	8.3 Control of nonconforming product	- documented procedure - record requirement	4.5.2 4.4.7
	8.4 Analysis of data	- check the results - Res Ipsa Loquitur	4.5.1
	8.5 Improvement	- The "SPRING" Theory	4.2
	8.5.1 Continual improvement	- documented procedure	4.3.4
	8.5.2 Corrective action	- record requirement	4.3.4
	8.5.3 Preventive action	- documented procedure - record requirement	4.5.2



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