

AMERICAN NATIONAL STANDARD

Guidelines for Developing Quality Manuals



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*Prepared by
American Society for Quality Control Standards Committee
for
American National Standards Committee Z-1 on Quality Assurance

An American National Standard Approved on November 15, 1995*

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ASQC Mission: To facilitate continuous improvement and increase customer satisfaction by identifying, communicating, and promoting the use of quality principles, concepts, and technologies; and thereby be recognized throughout the world as the leading authority on, and champion for, quality.

10 9 8 7 6 5 4 3 2

Printed in the United States of America



Printed on acid-free paper

Published by:

ASQC

611 East Wisconsin Avenue

Milwaukee, Wisconsin 53202



Documents

Document Sharing Hub

ANSI/ISO/ASQC Q10013-1995

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Foreword

(This foreword is not part of American National Standard ANSI/ISO/ASQC Q10013-1995, *Guidelines for Developing Quality Manuals*.)

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and nongovernmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75% of the member bodies casting a vote.

International Standard ISO 10013 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

The United States Technical Advisory Group (TAG) to ISO/TC 176 is active in all activities of this committee. It seeks to ensure that all standards written by ISO/TC 176 are consistent with U.S. interests. This is done by representative membership on the U.S. TAG, by circulating drafts of proposed standards widely in the United States for comment, and by ensuring that these comments are considered by the appropriate ISO/TC 176 working group. By these means, most new or revised International Standards can be adopted readily as American National Standards. Although there are editorial changes to incorporate American language usage and spelling, the American National Standards are equivalent to the corresponding ISO Standards. To demonstrate this equivalence, the numerical designation of the American National Standards is the same numerical designation as the corresponding International Standard with a prefix such as a Q, in this case Q10013.

Annexes A, B, C, and D of this American National Standard are for information only.

Comments concerning this standard are welcome and will be considered in future standards development and revision. They should be sent to the Standards Administrator, American Society for Quality Control, 611 East Wisconsin Avenue, P.O. Box 3005, Milwaukee, WI 53201-3005.

Introduction

The ISO 9000 family of International Standards includes requirements for quality systems which can be used to achieve common interpretation, development, implementation, and application of quality management and quality assurance.

The ISO 9000 family of International Standards requires the development and implementation of documented quality systems, including the preparation of quality manuals.

ANSI/ISO/ASQC A8402-1994, *Quality Management and Quality Assurance—Vocabulary*, defines a quality manual as a document stating the quality policy and describing the quality system of an organization. This may relate to an organization's total activities or to a selected part of those activities; for example, specified requirements depending upon the nature of products or services, processes, contractual requirements, governing regulations, or the organization itself.

It is important that the requirements and content of the quality system and quality manual address the quality standard they are intended to satisfy. This American National Standard provides guidelines for developing such quality manuals.