

Excerpted Version: ***Quality management systems— Requirements***

(An abridged document for auditors)



AMERICAN SOCIETY FOR QUALITY
P.O. BOX 3005
MILWAUKEE, WISCONSIN 53201-3005



Documents

Document Sharing Hub

Copyright American Society for Quality
Provided by IHS under license with ASQ

Licensee=Sandia National Lab/5932237100, User=sam, albe

No reproduction or networking permitted without license from IHS sale, 05/03/2014 05:47:13 MDT

Full document details: ASQ Q9001 EXCERPTED 2012

Excerpted Version: ***Quality management systems— Requirements***

(An abridged document for auditors)



Documents

Document Sharing Hub

Copyright American Society for Quality
Provided by IHS under license with ASQ

Licensee=Sandia National Lab/5932237100, User=sam, albe
No reproduction or networking permitted without license from IHS sale, 05/03/2014 05:47:13 MDT

Full document details: ASQ Q9001 EXCERPTED 2012

©2001 by ASQ

Copyright Protection Notice for the ANSI/ISO/ASQ Q9000-2000 Standard.

This standard is subject to copyright claims of ISO, ANSI, and ASQ. Not for resale. No part of this publication may be reproduced in any form, including an electronic retrieval system, without the prior written permission of ASQ. All requests pertaining to the ANSI/ISO/ASQ Q9000-2000 Standard should be submitted to ASQ.

Note: As used in this document, the term "International Standard" refers to the American National Standard adoption of this and other International Standards. ASQ will consider requests for change and information on the submittal of such requests regarding this Standard. All requests should be in writing to the attention of the Standards administrator at the address below.

ASQ Mission: The American Society for Quality advances individual and organizational performance excellence worldwide by providing opportunities for learning, quality improvement, and knowledge exchange.

Published by:

American Society for Quality



Quality Press
P.O. Box 3005
Milwaukee, Wisconsin 53201-3005
800-248-1946
Fax: 414-272-1734
www.asq.org
<http://qualitypress.asq.org>
<http://standardsgroup.asq.org>



Documents

Document Sharing Hub

**Additional resources on the ANSI/ISO/ASQ
Q9000-2000 Standards available from
ASQ Quality Press:**

ISO 9001:2000 Explained, Second Edition
Charles A. Cianfrani, Joseph J. Tsiakals, and John E.
(Jack) West

*The ISO Lesson Guide 2000: Pocket Guide to
Q9001:2000*, Second Edition
Dennis Arter and J. P. Russell

*ISO 9001:2000 – An Audio Workshop and Master
Slide Presentation*
John E. (Jack) West and Charles A. Cianfrani

ISO 9001:2000 Quick Reference
Jeanne Ketola and Kathy Roberts

ISO 9000 at the Front Line
William A. Levinson

*After the Quality Audit: Closing the Loop on the Audit
Process*, Second Edition
J. P. Russell and Terry Regel

Internal Quality Auditing
Denis Pronovost

Quality Press has created an ISO 9000:2000
Resource Materials Web page. This convenient
online resource contains links to all the books,
journals, standards, and courses that are available
through ASQ (as well as general information and
FAQs) on this important revision to the standards.
You can visit this page from our Online Bookstore at
<http://qualitypress.asq.org> .

To request a complimentary catalog of ASQ Quality
Press publications, call 800-248-1946, or visit our
Online Bookstore at <http://qualitypress.asq.org> .



Documents

Document Sharing Hub

Foreword

This document was designed form customer feedback which indicated a desire by some in the auditing community to have a compact version of just the quality management system requirements contained in the ANSI/ISO/ASQ Q9001-2000.

It is not intended to be used as a standard. Those wishing the full content of the standard should use the unabridged ANSI/ISO/ASQ Q9001-2000. Those needing clarification of the concepts and terminology contained in this or the full standard should use the ANSI/ISO/ASQ Q9000-2000.

Copyright American Society for Quality
Provided by IHS under license with ASQ
No reproduction or networking permitted without license from IHS sale, 05/03/2014 05:47:13 MDT

4 Quality management system

4.1 General requirements

The organization shall establish, document, implement and maintain a quality management system and continually improve its effectiveness in accordance with the requirements of this International Standard.

The organization shall

- a) identify the processes needed for the quality management system and their application throughout the organization (see 1.2),
- b) determine the sequence and interaction of these processes,
- c) determine criteria and methods needed to ensure that both the operation and control of these processes are effective,
- d) ensure the availability of resources and information necessary to support the operation and monitoring of these processes,
- e) monitor, measure and analyse these processes, and
- f) implement actions necessary to achieve planned results and continual improvement of these processes.

These processes shall be managed by the organization in accordance with the requirements of this International Standard.

Where an organization chooses to outsource any process that affects product conformity with requirements, the organization shall ensure control over such processes. Control of such outsourced processes shall be identified within the quality management system.

NOTE Processes needed for the quality management system referred to above should include processes for management activities, provision of resources, product realization and measurement.

4.2 Documentation requirements

4.2.1 General

The quality management system documentation shall include

- a) documented statements of a quality policy and quality objectives,
- b) a quality manual,
- c) documented procedures required by this International Standard,
- d) documents needed by the organization to ensure the effective planning, operation and control of its processes, and

e) records required by this International Standard (see 4.2.4).

NOTE 1 Where the term "documented procedure" appears within this International Standard, this means that the procedure is established, documented, implemented and maintained.

NOTE 2 The extent of the quality management system documentation can differ from one organization to another due to

- a) the size of organization and type of activities,
- b) the complexity of processes and their interactions, and
- c) the competence of personnel.

NOTE 3 The documentation can be in any form or type of medium.

4.2.2 Quality manual

The organization shall establish and maintain a quality manual that includes

- a) the scope of the quality management system, including details of and justification for any exclusions (see 1.2),
- b) the documented procedures established for the quality management system, or reference to them, and
- c) a description of the interaction between the processes of the quality management system.

4.2.3 Control of documents

Documents required by the quality management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements given in 4.2.4.

A documented procedure shall be established to define the controls needed

- a) to approve documents for adequacy prior to issue,
- b) to review and update as necessary and re-approve documents,
- c) to ensure that changes and the current revision status of documents are identified,
- d) to ensure that relevant versions of applicable documents are available at points of use,
- e) to ensure that documents remain legible and readily identifiable,