

4 Quality Management System

4.1 General Requirements

[See Process Flow Chart FC 4.1-1](#)

Alabama Specialty Products, Inc. has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of the ISO 9001:2008 Standard, it is not a stand-alone system, but is integrated within ASPI's operating discipline which encompasses the policies, requirements, and work processes of Environment, Health, Safety, Manufacturing, Human Resources and Quality.

Developed and endorsed by company management the QMS ensures that customers' receive quality, reliability and integrity in the products and services ASPI provides them and that customers' needs and requirements are met. The QMS calls for precise adherence to specifications, as well as legal and quality requirements.

Product quality is maintained through systems of standardization and process control. Service quality covers all aspects of customer transactions and is ensured by the function that is providing the service.

4.2 Documentation Requirements

4.2.1 General

The QMS documentation includes:

- A documented Quality Policy and objectives
- A Quality Manual, (requirements for the quality manual are contained in section 4.2.2)
- Documented procedures required by ISO 9001:2008 (i.e., sections 4.2.3, 4.2.4, 8.2.2, 8.3, 8.5.2 and 8.5.3)
- Documents (information and its supporting medium) needed by the organization to ensure the effective planning, operation and control of its processes
- Records required by ISO 9001:2008, (stating results achieved or providing evidence of activities performed)

4.2.2 Quality Manual

This Quality Manual has been prepared to describe Alabama Specialty Products, Inc. QMS. The scope and permissible exclusions of the QMS are described in section one of this manual. Each section of the manual references documented QMS procedures relating to the requirements outlined in that section. The [Process Flow Chart, FC 4.1-1](#), provides a description of the interaction between the processes of the QMS system.

4.2.3 Control of Documents

All the QMS documents are controlled according to the [Document Control Procedure, QP 4.2-1](#).

4.2.4 Control of Quality Records

Quality Records are maintained to provide evidence of conformity to requirements and the effective operation of the QMS. The records are maintained according to the [Control of Documents and Quality Records, QP 4.2-1](#).

Example Quality Manual For Service

Fraya Wagner



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Guide to Preparing the Corporate Quality Manual Bernard Froman, 2020-11-25 Utilizes advanced concepts guidelines and requirements from the latest ISO 9000 and 10000 series of standards as well as other models including TQM Total Quality Management The text shows how to define a policy and explain it clearly It offers procedures for developing a quality manual to be used by personnel performing quality related functions and for external auditors and customers

Implementing ISO 9000:2000 Matt Seaver, 2001 This text is aimed at the busy manager or proprietor who needs to implement ISO 9001 It consists of a commentary against each clause of ISO 9004 guidelines for performance improvements explaining the practical benefits of implementing the guidance that is given in the standard The AUPHA Manual of Health Services Management Robert J. Taylor, Susan B. Taylor, 1994

A Manual for Evaluating the Quality Performance of Tourist Destinations and Services European Commission, 2005

The Quality Systems Manual Terence J. Hall, 1995-10-16 For the past four years a committee of professional interests representing industry academia consumers and governments has been meeting to develop a definitive standard to take Quality Systems into the 21st century In July 1994 ISO 9000 was announced to the world This is the ISO 9000 Family 9001 2 3 as it tends to be called There is now an even greater demand from companies to gain formal accreditation particularly since the standard has worldwide recognition The Quality Systems Manual is a detailed and definitive guide to the installation and maintenance of an ISO 9001 Quality System within a company It is an intensely practical guide laid out to follow the exact format of the 20 clauses of ISO 9001 It explains in plain English exactly how they should be applied to your business The official ISO 9001 paper provides only a slim seven page statement of the basic requirements that have to be met by a Quality System it supplies none of the required methodology It tells you what but not how The missing link between the rules and successful registration comes from knowing how to take the 20 clauses and apply them to everyday business situations This is where The Quality Systems Manual is so valuable It is relevant for every industry whether manufacturing or service and will be used by Quality Managers and those assigned to implement and maintain this new standard Because it is designed as a practical guide to enable companies to register there is a special section called Preparing for Assessment which covers all the nuances needed to optimise the chance of success when being formally assessed TickIT ISO 9000 3 the equivalent standard for software development is also examined in detail and shows precisely how it integrates with ISO 9001 It has been calculated that a third of the cost a company incurs in achieving registration is spent on fees for consultants to help explain the rules and prepare for assessment For the cover price of The Quality Systems Manual you could buy yourself about one hour of a consultant's time

Instructor's Resource Manual Fraya Wagner, 1994

Standards in the Services Industry Brian Rothery, 1997 The revolution in standards which has swept through manufacturing is now transforming the services sector Already ISO is drawing up standards for a range of service sectors This important book is the first to provide detailed

guidance on how to frame specifications for services of every kind to meet the requirements of customers and of environmental and health and safety regulations On this basis businesses can achieve both high quality customer service and protection against possible charges of negligence As well as a summary of the principles involved the text contains comprehensive codes of practice for the main types of service operation from hotels and restaurants to retailing banks and the professions Additional features include a specimen procedures manual and a checklist for identifying key issues **The ISO 9000 Quality Manual Developer** Janet L. Novack,1995 A practical tool to aid in developing basic ISO 9000 quality policies and write a Quality Manual this book disk set includes detailed worksheets designed to be used as a working plan for meetings and discussions towards the development and writing of the quality policies Disk contains templates for converting the step by step plans developed through the worksheets into the required documentation Quality Improvement Manual ,1990 **Manual of Food Quality Control** Om P. Dhamija,W. C. K. Hammer,1990 **Quality Assessment Manual** ,2002 **Compilation Manual for an Index of Services Production** Organisation for Economic Co-operation and Development,2007 The OECD Compilation Manual for Index of Services Production contains guidelines and methodologies to measure short term production activities of the services sector by national agencies and international organisations The Manual Manual on Contracting for Vehicle Maintenance Services T. H. Maze,1992 Telephony American School of Correspondence, Chicago,William Charles Boyrer,1905 **Telephony** Samuel Groenendyke McMeen,Kempster Blanchard Miller,1922 Cyclopedia of Telephony and Telegraphy ,1911 The Optical Manual Sir Thomas Longmore,1885

Guidelines on the Role, Operation, and Management of National Hydrological Services ,2006 *Quality and Excellence in Human Services* Paul Dickens,1994-05-10 A comprehensive treatment concerned with the topical issue of quality assessment and management psychology Develops the issue of quality by examining work done in industry and services then applies this work to clinical psychology Covers such related topics as outcome measures clinical audit patient satisfaction and the concept of quality of life Examples are drawn from a wide range of clinical psychology situations and health care settings **Gauging Manual, Embracing Instructions and Tables for Determining the Quality of Distilled Spirits by Proof and Weight** United States. Bureau of Alcohol, Tobacco, and Firearms,1913

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