



Quality, Environmental, OHSAS & Business Solution Management

Index Template for Business Quality Management Systems

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Introduction

- 0.1 General
- 0.2 Business Process approach
- 0.3 Relationship with harmonised standards
- 0.4 Commitment and Inclusion of other management systems

1 Scope

- 1.1 General
- 1.2 Application

2 Normative references

3 Terms and definitions

4 Context of the Business

- 4.1 Understanding the Business Organization
- 4.2 Understanding the needs and expectations of interested parties
 - 4.2.1 General
 - 4.2.2 Legal and Regulatory Requirements
 - 4.2.3 Identification of Business Stakeholders
 - 4.2.4 Customer Responsibility and Focus
- 4.3 Determining the scope of the Business Management System
- 4.4 Business Management System

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5 Leadership Teamwork and Commitment

- 5.1 General
 - 5.1.1 Leadership and Commitment
 - 5.1.2 Teamwork and Engagement
- 5.2 Management Commitment
- 5.3 Business Management Policy
 - 5.3.1 Business Management Manual
 - 5.3.2 Business Management Procedures
 - 5.3.3 Departments and Practices
- 5.4 Organizational roles, responsibilities and authorities
 - 5.4.1 Responsibility and authority
 - 5.4.2 Business Management Representative

6 Business Planning

- 6.1 Business Risks and Opportunities
 - 6.1.1 Risk identification and management
 - 6.1.2 Make or Buy analysis and planning
 - 6.1.3 Project Management Planning
 - 6.1.4 Process Planning, Management and Control
 - 6.1.5 Outsourcing and subcontract planning
 - 6.1.6 Product Planning Analysis and Reviews
- 6.2 Business objectives and plans to achieve them
 - 6.2.1 Business Objectives
 - 6.2.2 Business Plans
 - 6.2.3 Business Analysis and Planning
 - 6.2.4 Market Analysis and Planning
 - 6.2.5 Sales Forecasting and Realisation
 - 6.2.6 Financial Analysis and Planning
 - 6.2.7 Budget Management and Cost Control
- 6.3 Business Continuity

7 Support

- 7.1 Resources
 - 7.1.1 Resource Requirement Identification
 - 7.1.2 Provision of Resources
 - 7.1.3 Infrastructure and Working Environment
 - 7.1.4 Occupational Health and Safety
 - 7.1.5 Inspection Facilities and Equipment
 - 7.1.6 Human Resources
- 7.2 Competence
- 7.3 Awareness
- 7.4 Training, Communication and Instruction
- 7.5 Documented information
 - 7.5.1 General
 - 7.5.2 Create and update
 - 7.5.3 Control of documented Information
 - 7.5.3.1 Document and data control
 - 7.5.3.2 Control of Business Records

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8 Business Operation

8.1 Business Operational Planning, Management and Control

- 8.1.1 Financial Administration and Accounts
- 8.1.2 Marketing and Public Relations
- 8.1.3 Customer Services and support
- 8.1.4 Technical Services and support
- 8.1.5 Product management and distribution
- 8.1.6 Process Management and Stewardship
- 8.1.7 Product and Process Configuration Management
- 8.1.8 Servicing and After sales Administration

8.2 Customer Related Process

- 8.2.1 Determination of requirements related to the product
- 8.2.2 Review of requirements related to the product
- 8.2.3 Review of product requirement applications and use
- 8.2.4 Customer use lifecycle support and provision.
- 8.2.3 Customer communication

8.3 Design and Development

- 8.3.1 Design and development planning
- 8.3.2 Product safety and environmental impacts
- 8.3.3 Design and development inputs
- 8.3.4 Design and development outputs
- 8.3.5 Design and development review
- 8.3.6 Design and development verification
- 8.3.7 Design and development validation
 - 8.3.7.1 Design and development Verification and Validation Testing
 - 8.3.7.2 Design and development Verification and Validation Documentation
 - 8.3.7.3 Control of design and development changes
 - 8.3.7.4 Sub-tier design change management and configuration

8.4 Purchasing

- 8.4.1 Purchasing process
- 8.4.2 Supplier Instructions and Prescription
- 8.4.3 Sub-contracting and Supplier Processes Management
- 8.4.4 Sub tier Processes Integrity and Change Control,
- 8.4.5 Verification of purchased product

8.5 Manufacturing Process and Production

- 8.5.1 Control of production and service provision
 - 8.5.1.1 Process safety and environmental impacts
 - 8.5.1.2 Production process verification
 - 8.5.1.3 Control of production process changes
 - 8.5.1.4 Control of production process changes
 - 8.5.1.5 Control of production equipment, tools and software programs
 - 8.5.1.6 Post delivery support
- 8.5.2 Validation of processes for production and service provision
- 8.5.3 Identification and traceability
 - 8.5.3.1 Identification and Management of Changes

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8.5 Manufacturing Process and Production (Continued)

- 8.5.3.2 Traceability, integrity and provenance
- 8.5.3.3 Obsolescence and Substitution,
- 8.5.4 Control of Work Transfer
- 8.5.5 Customer property
- 8.5.6 Prevention Against Counterfeit Products
- 8.5.7 Preservation of product

9 Performance Evaluation

- 9.1 Monitoring, measurement, analysis and evaluation
 - 9.1.1 Monitoring and measurement of processes
 - 9.1.2 Monitoring and measurement of product
 - 9.1.3 Shareholder perception evaluation
 - 9.1.4 Customer satisfaction and perception evaluation
 - 9.1.5 Employee perception evaluation
 - 9.1.6 Supplier perception evaluation
 - 9.1.7 Stakeholders perception, expectations and satisfaction
- 9.2 Internal Audit
- 9.3 Management review
 - 9.3.1 General
 - 9.3.2 Review input
 - 9.3.3 Review output

10 Improvement

- 10.1 Nonconformity and corrective action
 - 10.1.1 Non-conformance identification and containment
 - 10.1.2 Root Cause Analysis
 - 10.1.3 Corrective Action
 - 10.1.4 Preventive Action
- 10.2 Continual Improvement.

For examples and samples of the proposed standard, or related policy and procedure documents relative to the above, please contact our offices:

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