

Template Manual Helps

Thank you for choosing ISO Quality Manuals for your new Quality Control Manual (QCM). We understand our product is one of many choices available and consider it an honor to have been selected to provide your manual.

Manual Contents

Your new manual includes a total of 1 covers page and 11 sections (0-10). Each section is a separate Microsoft Word Document.

*1 QCM Covers Page	QCM Section 5
QCM Section 0	QCM Section 6
QCM Section 1	QCM Section 7
QCM Section 2	QCM Section 8
QCM Section 3	QCM Section 9
QCM Section 4	QCM Section 10

It is very important that each section is reviewed to become familiar with the content of your new manual.

*Note: The Covers Page includes 2 pages for uncontrolled and controlled manuals

File Management

Recommendation: We suggest the first action prior to revising a section be renaming the file. This may be accomplished by adding your company initials to the front of the file name.

Example: Current Name – Template QCM Section 1
 New Name - ABC-QCM Section 1

By making this change it is easy to track which files have been revised.

Printing and Combining

After your modifications are complete you may print each section and combine to create a hard copy for distribution and/or the documents may be compiled using Adobe Acrobat Professional for electronic distribution.

Because each section is revisable and only the manual in its entirety is considered controlled, we recommend you retain your master copy as individual documents as issued.

Making the Revisions

Some knowledge of Microsoft Word is beneficial in performing the modifications; however the changes are not difficult.

This helps document was created to assist the average user. If you have any questions, please do not hesitate to contact support via Email and/or Phone. You have unlimited assistance available. Our phone is manned by a System Development Leader from 9 am to 6 pm central time.

Email address – support@isoqualitymanuals.com

Phone – 409-739-4221

Make This Manual Fit Your Organization

While the content of your new QCM is based on the requirements of ISO 9001:2000 and typical industry expectations, it may be desirable to omit or add content based on what is applicable for your organization, processes and quality goals. Feel free to make the changes necessary to make this manual fit your organization. Support will be happy to answer questions regarding the intent of any section and provide input regarding the importance of a section as it typically applies to the expectations for a documented quality program.

Outline of Revision Activity

Header Changes

1. Select section 0 file and right click to "rename" file prior to opening.
2. Once open select the header by double clicking.
3. Select red text in left column and replace by:
 - a. Inserting picture of your logo from file and resizing to fit within column, or
 - b. Typing in company name and formatting font as desired
 - c. Using previously revised header to cut and paste.
4. Select date in right column and replace with new release date, or
 - a. Cut and paste from previously revised header
5. Reselect new date and change color of font to automatic or white per section header color.
6. Save changes.
7. Repeat for each section.

Body Content Changes

COMPANY NAME

1. Open file and select "Replace" from "Edit" menu (ctrl+H).
2. Enter "Find what" and "Replace with" information.
3. Select "More" menu and check box next to "Match case".
4. Select "Replace All"
5. Confirm number of replacements with the "company name replacement count" listed in the Section-by-Section Modification Notes below.
6. Scroll document to confirm the changes and the use of 's.
7. Save changes.
8. Repeat for each section.

Body Content Changes

SPECIFIC COMPANY INFORMATION

1. Open SECTION 0 file and enter company address and phone number (page 1)
 - a. Change release date and released by information in the QCM History Block (page 2)
 - b. Change QCM Distribution List (page 2)
2. Open SECTION 1 file and revise Company Profile and Quality Policy information.
3. Open SECTION 2 file and review content for approval.
 - a. Change "Approved by" name, position and company name.
 - b. Sign original
4. Open SECTION 7 file and review for "Exception Clause"
 - a. Cut and paste where applicable
5. Open SECTION 9 file and review QSM Record Groups list
 - a. Revise as desired
6. Open SECTION 10 file and insert organizational and operational flow charts.

Cover and Header Changes

All content designated by Red Font must be revised with your information.

Cover: Insert your logo graphics or type your company name on the manual cover as indicated.



Headers: **Double click on the header to open.** Select and delete the red text. Insert your logo and re-size to fit or type your company name. Adjust your font type and size as desired to fit within the column.

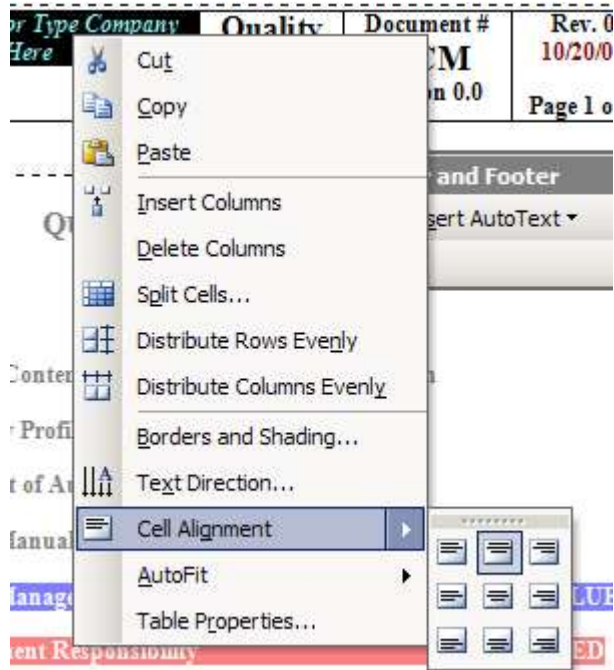
Header

<i>Insert Logo Image or Type Company Name Here</i>	Quality Control Manual	Document # QCM Section 0.0	Rev. 0 10/20/05 Page 1 of 2
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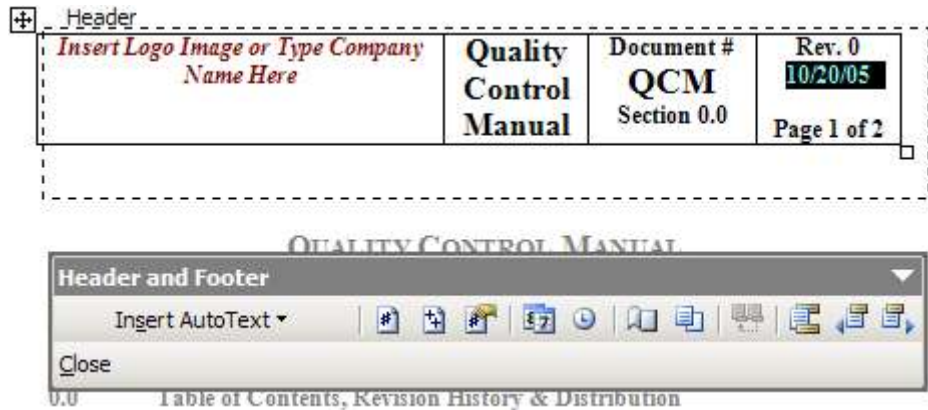


After this is accomplished for section 0 you may cut and paste the re-sized graphics or text into the headers of all sections.

Note: It is not uncommon for text formatting to change to a default from section to section. Remember your font settings and re-apply if this occurs. By clicking (selecting) the top of the column and using your right mouse button to display the menu shown, cell alignment may be selected.



Change the issue date located in the right column as indicated. Please remember to change the color of the font to automatic or black. This change may also be pasted into the headers of the other sections.



Body Content Changes

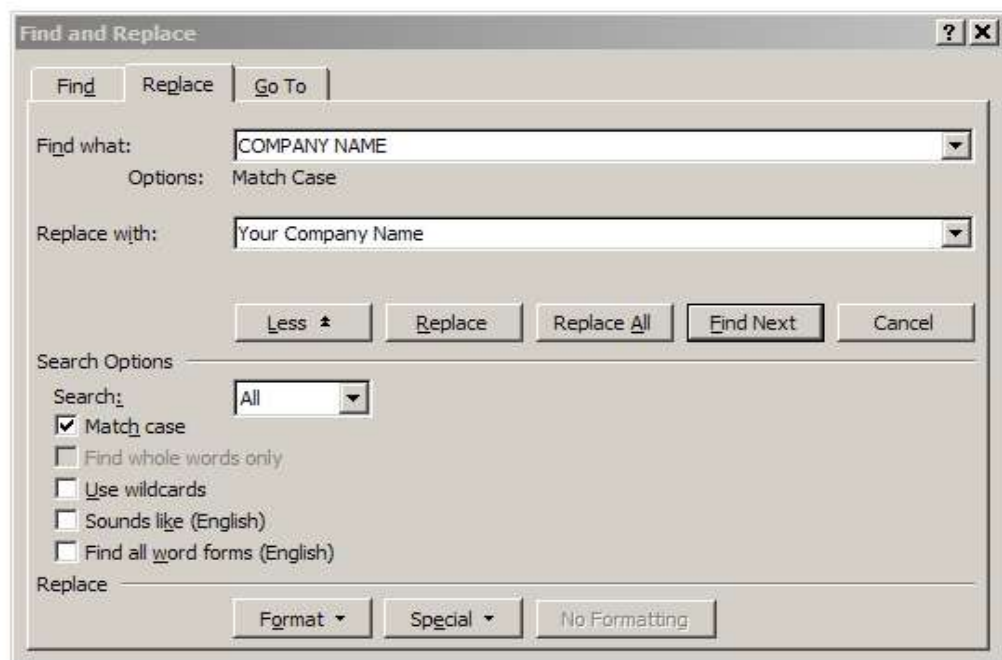
We have used "COMPANY NAME" in the text where your organizations name should be located.

Note: This text is not Red.

Use Replace feature located in the "Edit" menu to insert your organizations name.

Find what: Company Name
Replace with: Your Organizations Name

Note: As shown below under the "More/Less" menu select the "Match Case" option. This option will replace the text exactly as typed in the "Replace with" box.



Select "Replace All" and the program will automatically locate and replace COMPANY NAME with your organizations name as typed. Please note how many replacements were made and compare to the "company name replacement count" listed in the Section-by-Section Modification Notes below.

Important Note: In some locations your organizations name requires ('s) or (s'). This has been included after COMPANY NAME where appropriate and should remain after your revision, however, we recommend your review to ensure the appropriate use of ('s) (s').

Section-by-Section Modification Notes

QCM Covers

You have received 2 covers "Controlled" and "Uncontrolled". Place your company logo on the cover of your manual by inserting a picture on the cover (see Cover and Header Changes above). If you do not have or choose not to use a logo you may simply type your company name on the covers.

0.0 Table of Contents, Revision History & Distribution

Company Name Replacement Count = 2

Additional Changes Required – Company address and phone, revision history information and date, manual distribution list.

1.0 Company Profile & Quality Policy

Company Name Replacement Count = NA

Additional Changes Required – Replace text with your organizations profile information. Sample provided.

2.0 Statement of Authority

Company Name Replacement Count = 3

Additional Changes Required – Review and revise if desired. Change "approved by" information and sign original copy.

3.0 Quality Manual Administration & Distribution

Company Name Replacement Count = 2

Additional Changes Required – NA

4.0 Quality Management System

Company Name Replacement Count = 10

Additional Changes Required – NA

5.0 Management Responsibility

Company Name Replacement Count = 8

Additional Changes Required – NA

6.0 Resource Management

Company Name Replacement Count = 2

Additional Changes Required – NA

7.0 Product Realization

Company Name Replacement Count = 24

Additional Changes Required – See Below

Exception Clause

In section 7 you may find policies described that do not apply to your organizations activities. If compliance with ISO 9001:2000 requirements is not an issue, you may choose to remove any process policy that your organization is not currently involved in.

Examples Include: Design and Development
 Customer Property
 Control of Measuring and Monitoring Devices

If you would like to maintain documentation that is in compliance with ISO requirements you may insert (cut and paste) the exception clause below at the beginning of the applicable section.

COMPANY NAME'S current processes do not involve and/or include *design and development* activities. We have included the policy below to provide the guidelines to comply with ISO 9001:2000 requirements in the event we integrate *design and development* into our regular process activities.

Be sure to change the red text in this clause to the section it is being applied to.

8.0 Measurement, Analysis & Improvement

Company Name Replacement Count = 11
Additional Changes Required – NA

9.0 Index of Quality System Documentation

Company Name Replacement Count = 6
Additional Changes Required – Review and replace with your existing records and/or procedures.

Records and Procedures Note

The QSM Record Groups listed in section 9 represent the minimum record requirements per ISO for each section of your manual. The record requirements listed also represent what is typically expected to be found in a formal quality management system to ensure the controls are in place to manage the program.

The QCM groups all of the required records into a second document called the Quality Systems Manual (QSM). See Section 9, Page 1.

Your QCM does not list the form numbers that are used, only that a record is required. This allows you to locate and identify any existing records you may be using and log them on a master document log L-4.2.3 as specified in Section 9 on page 1.

If this is your organizations first quality manual and it is being purchased to satisfy a customer's vendor survey requirement, we suggest you consider leaving the reference to all records in your new top level QCM and develop a plan of action to publish these records.

As your quality program documentation is newly developed, most quality auditors would expect that you are still in the development stage of supporting documentation including the referenced records.

A formal/documented plan of action should be developed and made available upon request if you are audited.

ISO Quality Manuals has developed the records/procedures included in the QSM Record Groups and make them available on our website. www.isoqualitymanuals.com

10.0 Flow Charts

Company Name Replacement Count = 2

Additional Changes Required – Modify the sample flow charts included in this section or replace with your own.

Your Feedback Wanted

All of our product/service offerings have been developed based on the needs of our clients, and we welcome your input.

Your brief testimonial is appreciated and if allowed we will publish your comments on our website with a link to your web address. This is an excellent method used to increase the search engine ranking for our clients sites.

Please take a moment to drop us an email and give us your opinions and ideas regarding this product.