# Implementation Summary

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| **Activity** | **Description** | **Responsibilities** | **Deliverables/Outputs** |
| Implement the supporting processes and procedures | Top Management and the Management Representative to meet and discuss the requirements for ISO 9001 Clause 7.1 – Resources.  Developing and documenting processes and procedures that are currently being followed is a critical component of a QMS.  Focus on developing and implementing processes and procedures that capture the following core QMS activities:    · Customer feedback/satisfaction;  · Manufacturing and service provision;  · Design and development;  · Performance evaluation;  · External providers’ performance, etc.;  · Nonconformity and corrective action;  · Internal auditing and programme;  · Purchasing and procurement;  · Competence and awareness;  · Documented information. | Top Management  Management Representative  Process Owners  QMS Implementation Team | * Budgets, forecasts, etc. * Provide/maintain work environment * Determine and provide the man-power * Machines and equipment * Hardware and software * Facilities, buildings and utilities * Monitoring and measuring resources |

# Implementation Checklist

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| **Description** | **Evidence** |
| Check that Top management have discussed the support process requirements of ISO 9001 Clause 7.1 and the quality management system, and considered the capabilities of existing internal resources. |  |
| Check that Top management have discussed the support process requirements of ISO 9001 Clause 7.1 and the quality management system, and considered the constraints on existing internal resources. |  |
| Check that Top management have discussed the support process requirements of ISO 9001 Clause 7.1 and the quality management system, and considered what needs to be obtained from external providers. |  |
| Using the Requirement Process Matrix from Step 2, check that the required processes and procedures are being developed for the correct functions and departments. |  |
| Check that the processes and procedures are developed in close consultation with the staff who follow them as part of their duties. |  |
| **NOTES:**  **APPROVAL FOR NEXT STEP:** | |