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| --- | --- |
|  |  |
| VERZTEC CONSULTING PTE LTDQUALITY MANUAL | DOC. NO. : QM  REV. : A  SHEET : 29 OF 36 |
| **ANNEX I : PROCESS INTERACTION** | |

The following table indicates the sequence and interaction between the processes of the Management System :

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Mgt**  **Process**  **Mgt**  **Level** | PLAN | DO | **CHECK** | ACT |
| **MANAGEMENT PLANNING**  - R&A  - Customer & **Statutory and Regulatory** Requirements  **Specific**  **(job / project)**  **Plans**  **Top Management** | **MANAGEMENT PLANNING**  - R&A  - Policy  Objectives  Targets  **Management Programmes** |  |  | **DATA ANALYSIS**   **PREVENTIVE ACTION**  (RISK ASSESSMENT) |
| **Middle Management** |  | **** **PREPAREDNESS**   COMMUNICATION  **PUR**  **HR**  **CONTRACT**  ****  **PROCESS**  ****  **PRODUCT**  **PRESERVATION**  ****  **CUSTOMER (IP)**  **FEEDBACK**  **CAL*\****  **MTN**  **TECH / LEGAL DOC** |  | **DATA ANALYSIS**   **PREVENTIVE ACTION**  (RISK ASSESSMENT)  **(OUT-OF-CONTROL) COMPLAINT  CLAIM HANDLING**  (OUT-OF-CONTROL) NON-CONFORMING PRODUCT  SITUATION HANDLING |
| **Lower**  **Management** |  |  | **INTERNAL**  **AUDIT**  **INSPECTION**  **SUPERVISION**  **CUSTOMER (IP)**  **SATISFACTION** | **DATA ANALYSIS**   **CORRECTIVE ACTION** |
| **Management Representative(s)** |  | **SYSTEM DOCUMENT**  **RECORD** |  | **DATA ANALYSIS**   **CORRECTIVE ACTION** |
| **Top Management** |  |  | **MANAGEMENT REVIEW**   * **SYSTEM EFFECTIVENESS** * **STATUTORY AND REGULATORY COMPLIANCE** * **PERFORMANCE ACHIEVEMENT** | **DATA ANALYSIS**   **CONTINUAL IMPROVEMENT (PLANNED IMPROVEMENT)** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **IP** | **=** | **INTERESTED PARTIES** | **HR** | **=** | **HUMAN RESOURCE** | **MTN** | **=** | **MAINTENANCE** |
| **R&A** | **=** | **RESPONSIBILITIES & AUTHORITIES** | **PUR** | **=** | **PURCHASING** | **CAL** | **=** | **CALIBRATION** |

***\* If applicable***