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| FUNCTION | **ISO 9001 QUALITY RESPONSIBILITY** | **AUTHORITY (PIC)** | **QP REF.** |
| **MANAGEMENT RESPONSIBILITY** |  |  |  |
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| **TOP MANAGEMENT** | o to provide commitment evidence to QMS and effectiveness improvement : | * CEO | (Quality Manual) |
|  | - Organization Communication : importance of meeting customer & **statutory and regulatory** requirements | * Management |  |
|  | - Establishment : Quality Policy | Representative |  |
|  | - Ensure establishment : measurable Quality Objectives at relevant functions & levels |  |  |
|  | - Conduct Management Review  - Ensure Resource Availability |  |  |
|  | o to ensure customer requirements are determined & met for enhancing customer satisfaction |  |  |
|  | o to ensure QMS Planning and Integrity - despite changes |  |  |
|  | o to ensure Responsibility & Authority defined & communicated within organization |  |  |
|  | o to appoint Management Representative |  |  |
|  | o to ensure establishment of internal communication processes, including QMS & its effectiveness |  |  |
|  | o to review QMS at planned intervals for effectiveness, continual improvement & changes    To be accountable for the effectiveness of the quality management system |  | QP-SMQ-03 |
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| **RESOURCE MANAGEMENT**  **(STAFF FUNCTIONS)** |  |  |  |
| **HUMAN RESOURCE** |  |  |  |
| o to use competent personnel on works  o to determine quality competence needs  o to provide training or other actions  o to evaluate action effectiveness  o to ensure personnel aware of relevance & importance of their activities and how they can contribute to Quality Objectives achievement  o to maintain records of education, training, skill & experience | * COO | QP-HRD-01 |
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| FUNCTION | **ISO 9001 QUALITY RESPONSIBILITY** | **AUTHORITY (PIC)** | **QP REF.** |
| **RESOURCE MANAGEMENT**  **(STAFF FUNCTIONS)** |  |  |  |
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| **PURCHASING** | o to ensure purchased product conforms to specified requirements  o to evaluate & select suppliers based on their ability to meet requirements - with selection, evaluation & re-evaluation criteria established; to maintain evaluation-result records  o to include (where appropriate) info and ensure purchase-requirement adequacy :  - requirements for approval of products, procedures, processes, equipment; personnel qualification; QMS  o to establish & implement inspection or other activities  - to ensure purchased product meets specified requirements  o to state intended verification of organization or customer and product release method in purchasing info | * CEO * COO * Manager * Consultant | QP-PSC-01 |
| o to identify & control all outsourced process for product conformity |  |  |
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| **MAINTENANCE**  **(INFRASTRUCTURE)** | o to determine, provide and maintain infrastructure  - buildings, workspace & associated utilities  - process equipment (hardware & software)  - supporting services (e.g., transport, communication **or information systems**) | * COO | QP-MTN-01 |
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| **TECHNICAL / LEGAL DOCUMENT CONTROL** | o to control QMS-required and external-origin documents **determined to be necessary for planning and operation of the QMS**/ drawings / codes / standards / regulations for:  approval • review & update • changes • identification • access • availability • use of obsolete docs | * Consultant * Management Representative * Design Team | QP-SMQ-04  QP-SMQ-03 |
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| **PRODUCT REALIZATION**  **(LINE FUNCTIONS)** |  |  |  |
| **SALES CONTRACTS**  **(CUSTOMER-RELATED PROCESS)** | o to determine **statutory and regulatory requirements applicable to** product requirements  o to review product requirements and variations, and maintain review & action records  o to determine and implement effective customer communication  - including changes & complaints  o to handle complaints for customer satisfaction | * CEO * COO * Manager * Consultant * Design Team | QP-SAL-01 |
| QP-SMQ-02  QP-SMQ-03 |
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| FUNCTION | **ISO 9001 QUALITY RESPONSIBILITY** | **AUTHORITY (PIC)** | **QP REF.** |
| **PRODUCT REALIZATION**  **(LINE FUNCTIONS)** |  |  |  |
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| **PROCESS & SERVICE**  **(OPERATIONS CONTROL)** | o to plan & carry out production or service under controlled conditions - including product characteristics, suitable equipment, MM **equipment**, Monitoring & Measurement (MM), **product** release, delivery & post-delivery activities | * CEO * COO * Manager * Consultant * Design Team | QP-OPS-01 |
| o to ensure supplier control for outsourcing work |
| o to validate 'special' processes |
| o to provide positive product identification & traceability **throughout product realization**  o **to control the unique identification of a product and maintain record, where traceability is a requirement** |
| * to preserve the product by backing up data in the server for storage, and protect them from virus using anti-virus software |
| o to identify, verify, protect and safeguard customer property, including Intellectual Property, **to report to customer if customer property is lost, damaged or unsuitable for use and maintain record** |
| o to train, brief & supervise work and to control process to Process Plans  o to implement product release, delivery & post-delivery activities |
| o to determine & manage work environment for product **requirements** conformity |
| o to plan & implement Work Supervision or Process Control (Process Monitoring & Measurement) • Vendor Control • Customer Satisfaction • Data Analysis • Improvement process for product & QMS conformity and QMS effectiveness improvement - methods shall include statistical technique applicability  o to determine, collect & analyze data for informed management decision  o to command for effective actions to prevent recurrence (corrective action) and prevent occurrence (preventive action)  - while continually improve QMS effectiveness |  | QP-SMQ-02  QP-SMQ-03 |
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| **PRODUCT QUALITY**  **(MONITORING & MEASUREMENT CONTROL)** | o to inspect & test products to Inspection & Test Plan | * CEO * COO * Manager * Consultant * Design Team | QP-MMP-01 |
| o **to maintain evidence of conformity with the acceptance criteria, to keep record of person(s) authorizing release of product for delivery to the customer** |
| o to identify the product status concerning monitoring & measurement **throughout product realization** |
| o to control **nonconforming** product; also to record action or concession and to re-verify |
| o to ensure necessary product recall to procedures |
| o to plan & implement Inspection & Test Plan (Product or Service Monitoring & Measurement) • Customer Satisfaction • Data Analysis • Improvement process for product & QMS conformity and QMS effectiveness improvement - methods shall include statistical technique applicability  o to determine, collect & analyze data for informed management decision  o to command for effective actions to prevent recurrence (corrective action) and prevent occurrence (preventive action)  - while continually improve QMS effectiveness |  | QP-SMQ-02  QP-SMQ-03 |
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| **CUSTOMER SATISFACTION** | o to monitor information relating to customer perception as to meeting customer requirements  o to determine method for Info-Collection & Use | * CEO * COO * Manager * Consultant | QP-CS-01 |
| o to plan & implement Customer-Satisfaction Monitoring • Data Analysis • Improvement process for product & QMS conformity and QMS effectiveness improvement  - methods shall include statistical technique applicability  o to determine, collect & analyze data for informed management decision  o to command for effective actions to prevent recurrence (corrective action) and prevent occurrence (preventive action)  - while continually improve QMS effectiveness |  |
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| FUNCTION | **ISO 9001 QUALITY RESPONSIBILITY** | **AUTHORITY (PIC)** | **QP REF.** |
| **SYSTEM CONTROL** |  |  |  |
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| **MANAGEMENT REPRESENTATIVE** | o to ensure establishment, implementation & maintenance of QMS process  o to report to top management on QMS performance and improvement needs  o to ensure promotion of awareness of customer requirements throughout organization  o to liaise with external parties on QMS matters | * Management Representative | (Quality Manual) |
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| **INTERNAL AUDIT** | o to conduct internal yet independent audit at planned intervals - to ensure ISO & QMS effectiveness, leading to close-out of NCR's | * Management Representative * Internal Auditors | QP-SMQ-01  QP-SMQ-02 |
| o to plan & implement Internal Audit (Management System Monitoring & Measurement) • Data Analysis • Improvement process for product & QMS conformity and QMS effectiveness improvement  - methods shall include statistical technique applicability  o to determine, collect & analyze data for informed management decision  o to command for effective actions to prevent recurrence (corrective action) and prevent occurrence (preventive action)  - while continually improve QMS effectiveness |
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| **MANAGEMENT REVIEW** | o (top management) to review QMS at planned intervals for effectiveness, improvement and necessary changes  o to document such review | * CEO * Management Representative | QP-SMQ-03 |
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| **QMS DOCUMENT CONTROL** | o to be kept to a minimum (for effectiveness & efficiency)  o to control QMS-required & external origin documents **determined to be necessary for planning and operation of the QMS** for:  approval • review & update • changes • identification • access • availability • use of obsolete docs  o to revise documents – basing on lessons learned from corrective action, emergency & management review | * Management Representative * Document Controller | QP-SMQ-04 |
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| **RECORD CONTROL** | o to establish & maintain records as evidence for conformity; to ensure legibility, ready identification, activity traceability and retrievability  o to control for identification, storage, protection, retrieval, **retention** and disposition of records | * Management Representative * Document Controller | QP-SMQ-05 |
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