BOOK SECTION FOUR

FORMS MANUAL

OVERVIEW TO THE FORMS MANUAL

The forms in this manual represent actual and typical forms used in manufacturing shops to record work results. Without work results demonstration, there is no way to convince anybody that there is a controlled quality system in operation. The application of these forms has been linked to the specific work assignments elaborated in the Quality Operating Procedures. In a sense they are part of the operating procedures, but for the purpose of maintenance and control, they have been split off from the operating procedures. The experienced quality practitioner will immediately recognize that a number of these forms are typically used in metal cutting shops and, therefore, need no additional customizing. Other shops may want to customize them according to their product lines. Remember though that when you do need to customize a form, the product quality requirement, customer satisfaction, continuous improvement objectives, how minimal they are, will not change. Only the way you want to record the work results to prove accomplishment will change.

Because the forms have a controlled structure insofar as their title, form number, and revision control are concerned, any change in the body of the forms will not alter this controlled structure. But, if you add or remove a form, the controlled structure will be impacted. You will have to align any form addition or removal, first in the Master List, second in the applicable operating procedure and third in the form itself. Each form has a note on the left bottom of the page, indicating where the application of it is described. Also, QOP 002, Section Three, gives you details on the application of forms in addition to retention requirements. The form number is the control number and that is how each form should be remembered and referenced in communication.

There is a strict retention requirement for most forms because they demonstrate product quality enforcement and work results documentation. For this reason, clear instruction has been defined in QOP 002, Section Three, as to where the forms should be filed. This becomes a very important aid in filing control as you need to refer back to the records when traceability or audit is carried out.

Please refer to the “Guidance” section in front of the book should you need information on how to carry out changes to the forms.

Remember, ISO 9001/2000 requires a documented procedure to control records (forms). You may follow the controls I have already implemented.