

## Develop strategy M 1

type	management process
purpose	<ul style="list-style-type: none"> <li>• meet requirements of the interested parties</li> <li>• commit to continual improvement</li> <li>• accomplish vision</li> </ul>
owner	plant manager
upstream process	maintain legal watch
downstream processes	<ul style="list-style-type: none"> <li>• define policy</li> <li>• plan the QMS</li> <li>• acquire resources</li> <li>• carry out management review</li> <li>• improve</li> <li>• communicate</li> </ul>
inputs	<ul style="list-style-type: none"> <li>• requirements and expectations of the interested parties</li> <li>• market research</li> <li>• statutory and regulatory requirements</li> <li>• vision, purpose, mission of the organization</li> </ul>
activities (subprocesses)	<ul style="list-style-type: none"> <li>• analyse: <ul style="list-style-type: none"> <li>○ mission of the organization for the next decade</li> <li>○ identified requirements and constraints</li> </ul> </li> <li>• establish business plan</li> <li>• harmonize hierarchical organization</li> <li>• define management commitments</li> <li>• define management processes</li> </ul>
outputs	basis to determine and plan: <ul style="list-style-type: none"> <li>• QMS, responsibilities and authorities</li> <li>• quality policy, objectives</li> <li>• continual improvement</li> <li>• communication</li> <li>• acquirement of resources</li> </ul>
resources	the heritage of the company
indicators	not applicable
procedures / documents	management review, customer satisfaction, continual improvement / top management statement, business plan, quality policy, organization chart
customers	all the staff, customers, suppliers

### Glossary:

- QMS: quality management system

