

Define policy M 2

type	management process
purpose	<ul style="list-style-type: none"> • establish and improve quality policy • communicate strategy • monitor quality objectives and indicators
owner	plant manager / quality manager
upstream processes	<ul style="list-style-type: none"> • develop strategy • carry out management review • acquire resources • communicate
downstream processes	<ul style="list-style-type: none"> • improve • plan QMS • establish process ownership
inputs	<ul style="list-style-type: none"> • customer needs, expectations and requirements • statutory and regulatory requirements • purpose and strategy of the company • resources
activities	<ul style="list-style-type: none"> • define and improve quality policy • update quality objectives and indicators • plan QMS • assess QMS • improve permanently the QMS
outputs	<ul style="list-style-type: none"> • quality policy • quality objectives and indicators • quality plan
resources	top management, department managers, process owners
indicators	<ul style="list-style-type: none"> • customer satisfaction surveys • customer returns • customer claims • audit deviations
procedures / documents	audits, planning, management review, customer satisfaction, control of changes, monitoring and measurement, control of processes, analysis of data, continual improvement / quality policy, objectives, indicators, quality plan
customers	all the staff, customers, suppliers

Glossary:

QMS: quality management system

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