Plan the QMS

type	management process

purpose	• establish:
	  ○ quality objectives
	  ○ processes
	  ○ resources
	• identify risks and constraints

owner	plant manager / quality manager
upstream processes	• develop strategy • define policy
downstream processes	• carry out management review • conduct an audit • establish process ownership • communicate • negotiate contract
inputs	• strategy of the company • requirements and expectations of interested parties • statutory and regulatory requirements • quality policy • management processes • available resources
activities (sub-processes)	• analyse data • create / change the management system • identify and establish the processes • define the basis of the documentary system • define the rules for the control of documents • maintain legal watch
outputs	• implemented objectives • quality plan • quality manual • documentary system • process sheets
resources	top management, department managers, process owners
indicators	not applicable
procedures / documents	control of documents, management review, customer satisfaction, continual improvement, control of processes / top management statement, quality manual, quality plan, process list, process descriptions
customers	all the staff, customers, suppliers

Glossary:

- QMS: quality management system

title / codification
plan the QMS / M 3

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resources	indicators	procedures / documents	customers
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