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	purpose	owner

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	    o quality objectives
	    o processes
	    o resources
	• identify risks and constraints
		plant manager / quality manager

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