



4. QUALITY MANAGEMENT SYSTEM

	REQUIREMENTS	CURRENTLY IN PLACE (List documents or evidence)	COMPLIANT Y/N? Estimated % Complete	ITEMS NEEDED
4.1	General Requirements			
<p>This clause asks you to identify how management applies the process approach to achieve the effective and efficient control of processes, resulting in performance improvement. Specifically this section is looking for an overall process evaluation of all quality related processes and their interrelationships. Look to see that your organizational processes are defined and that consideration is given to those items described below.</p>				
	Is there is a Quality Management System in place that has been established and documented to meet the requirements of the AS9120 Standard?			
	Is the system maintained and is there evidence of continual improvement to the effectiveness of the system.			
	Does the QMS address all customer, statutory and regulatory requirements?			
	a) Look for documentation of the processes included in the QMS			
	b) Look for information on the relationship and sequence of the QMS processes.			



	<p>handled?</p> <ul style="list-style-type: none"> • Are documents updated? • Personnel informed? 			
--	---	--	--	--

7.2.3	Customer Communication			
--------------	-------------------------------	--	--	--

If there is no document available regarding customer communication then the questions below should be asked to determine compliance to this clause. Customer requirements are important and usually involve different levels in the organization. Ask different levels to see if the answers are consistent and do they agree with the organizations policy and objectives.

	a) How do you communicate product information to customers?			
	b) What process is used for: <ul style="list-style-type: none"> • Product information • Customer enquiries • Contracts or order handling, including amendments? 			
	c) What mechanism is in place to collect customer feedback, including complaints?			
	What records are maintained?			

7.3	Design Control – Not Applicable	Not used for AS9120		
------------	--	---------------------	--	--

7.4	Purchasing			
------------	-------------------	--	--	--

7.4.1	Purchasing process			
--------------	---------------------------	--	--	--

This clause asks your organization to base the type and extent of control of suppliers on the effect of the purchased material on both the product realization processes and products produced. Assess the records of supplier evaluations and follow up actions.

	<p>Is there a process in place to ensure that purchased product conforms to requirements?</p> <ul style="list-style-type: none"> • Is there clear responsibility 			
--	---	--	--	--