



6 RESOURCE MANAGEMENT

	REQUIREMENTS	CURRENTLY IN PLACE (List documents or evidence)	COMPLIANT Y/N? Estimated % Complete	ITEMS NEEDED
	Resource Management			
Verify that resources are available for the QMS. Assess resources for addressing customer satisfaction, implementing and improving the QMS processes. Are resources available in a timely manner? Resources can be people, information, supplies, equipment, facility, work environment, or financial resources.				
	a) Is there evidence to show that resources are being provided as needed to develop, maintain and improve the QMS?			
	b) Are resources sufficient to meet customer requirements?			
	Human Resources			
	General			
Verify the training records of personnel, especially as related to sections 4.0, 5.0, 6.0, 7.0, & 8.0 of the standard. If you have a training document, assess the document for compliance to the standard.				
	Evaluate the competence of personnel. Is it meeting the requirements of the standard for:			
	a. Competence			
	b. Training			
	c. Effectiveness of training			



	d. Awareness of their responsibilities for quality, and effect of activities on quality			
	e. Records			

Competence, Awareness and Training

If there is a training document, verify conformance to the requirements below. If there is no document, determine how personnel know their activities. The AS 9100 standard places greater emphasis on competency. Assess how your organization evaluates the effectiveness of training and how personnel know the importance of their activities. This clause applies to all personnel at all levels.

	a) How is the necessary competence of personnel required?			
	b) Has the required training been provided?			
	c) Has training been effective?			
	d) Are personnel aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives?			
	e) Review records			

Infrastructure

This clause addresses how your organization ensures that the infrastructure is appropriate for the achievement of your objectives. Verify the facilities are maintained to achieve the conformity of the product. Safety, maintenance, management review, and meeting minutes are some of the records to review. Different processes within the organization may have different requirements.

	What is your infrastructure?			
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	Does product or service meet requirements when produced or delivered using this infrastructure?			
	Work Environment			
Examples to look at for compliance would be work methods, safety, ergonomics, humidity, lighting, cleanliness, electrostatic issues and temperature and humidity controls. Elements that may also be included in work environment are information, suppliers and partnerships, natural and financial resources.				
	What work environment is needed to meet product or service requirements?			
	Has this work environment been provided?			



7 PRODUCT REALIZATION

	REQUIREMENTS	CURRENTLY IN PLACE (List documents or evidence)	COMPLIANT Y/N? Estimated % Complete	ITEMS NEEDED
	Planning or Product Realization			
<p>This section may be addressed in a documented procedure or in the quality manual. Does your organization understand the processes needed to meet product requirements? The planning activity for the processes related to product realization must address the requirements in section 4.1.</p>				
	How is planning initiated?			
	a) Where are quality objectives and requirements of the product documented?			
	b) How does planning determine documentation needs for the process? Resources for the process?			
	c) Does planning address validation requirements? Where are the monitoring, inspection and test and criteria for the product documented?			
	d) Does planning identify what records are required for the process?			
	e) Are resources for support of			



	operation and maintenance of the product addressed during planning?			
	What is the output of your planning process?			
	Customer-Related Processes			
	Determination of Requirements Related to the Product			
If customer requirements are not understood there is the possibility of not meeting the customer needs. A review of customer complaints, surveys, reports will denote any problems. Also look at any contract, logs, or orders to see if any amendments have been made. If so, is the reason for the amendment documented?				
	a) How are customer requirements determined?			
	b) How do you determine if there are requirements that apply in addition to what the customer has specified?			
	c) How are statutory and regulatory requirements identified?			
	d) Are there additional requirements that your organization identifies?			
	Review of Requirements Related to the Product			
When looking at the documents (records, procedure, work instructions) consider required delivery dates, applicable standards, and any organizational requirements.				
	a) Are product requirements defined?			
	b) Is there a process to make sure that differences from contracts or orders are resolved?			