

Sticky Bubble Gum

**Sticky Bubble Gum
Documents and Records**



Introduction

Sticky Bubble Gum is a company committed to providing the best quality bubble gum in the world today. We strive to keep the quality of our product high by using quality ingredients, stringent quality control, and highly trained bubble gum makers.

From our facility in the center of Minnesota, we are able to serve the bubble gum market through the expertise of our developers, producers, and distributors. We provide the quality of taste and bubble demanded by today's discerning consumers.

Approved: _____
Ryan Smith, President



Section 4.2 Documentation requirements

The documentation of the quality management systems includes our quality policy, quality objectives, a quality manual, procedures required by this standard, and other documents needed by the organization to ensure the effective planning, operation and control of the processes. Quality records will be maintained as objective evidence of the effective operation of the system.

The quality manual includes the scope of the quality management system, any exclusions, reference documented procedures required to operate the quality system, and a description of the interaction between the processes of the quality management system.

Documents required by the quality management system are controlled. Procedure P 4.2 defined how the requirements of this standard are met, including review and approval prior to issue, proper distribution and control of obsolete documents.

Records are established and maintained to provide evidence of conformity to requirements. They shall be legible, identifiable and retrievable according to the documented procedure for control of quality records.

1.0 Purpose

- 1.1 To define how the quality system documentation will be controlled and to ensure that only the most recent revision of documents are available to appropriate personnel.

2.0 Responsibilities

- 2.1 The QA Manager oversees the control of all documents, keeps a master list of the location of all documents
- 2.2 The QA Manager is responsible for ensuring all ISO 9001 procedures and the Quality Manual are revised and approved as required.
- 2.3 Department managers approve newly released documents and revised documents.
- 2.4 Any employee can request a change to a document.

3.0 Definitions

4.0 Equipment/Software

5.0 Instructions

5.1 Document control is coordinated by the QA Manager.

5.2 The QA Manager maintains the Master List, disposes obsolete documents or identifies them as obsolete.

5.2.1 The master list identifies all current revisions. It lists the name, revision date and the revision number of all documents.

5.3 All current revisions are under document control, and are labeled "Controlled Copy, Do not Duplicate".

5.4 The revision number (001, 002...) and date are indicated on the cover page and document header.

5.5 The location of all controlled documents is given on the master list.

5.5.1 There are four main distribution points in the facility:

- 1 Administrative Office
- 2 Production line A
- 3 Production line B
- 4 Packaging and Shipping.



5.6 All documents are approved by the department manager. Approval is indicated by the signature on the cover page.

5.7 All changes made to documents are made to procedures is italics to clearly indicate the change made.

5.8 Obsolete procedures are collected by the document control manager, and filed in the archives according to the Quality Records Procedure.

5.9 Where necessary, obsolete documents may be retained for legal reasons or for knowledge preservation. These documents are clearly labeled "Obsolete".

6.0 Forms and Records

6.1 Master list

6.2 Archived procedures

7.0 Attachments

7.1 None

8.0 Related Documents

8.1 None

9.0 References

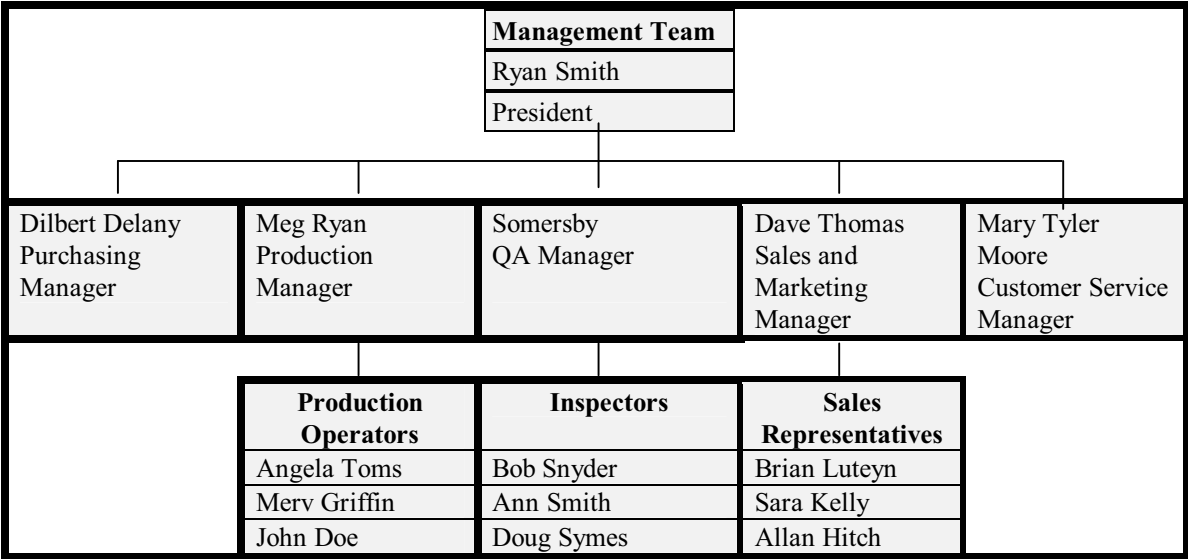
9.1 None

10.0 Revisions

REV.	SECTION	SUB-SEC.	PARA.	CHANGE REQUEST #	DATE	AUTHORIZED BY
009	5.0	5.5	5.5.1	Changed distribution	7/27/08	<i>Somersby</i>

Master Document List

Procedure	Document #	Rev. Date	Rev. #	Distribution
Control of documents	4.2	6/29/08	008	1,2,3,4
Management responsibility	5.0	2/15/08	002	1,2,3,4
Customer-related processes	7.2	6/20/08	005	1
Purchasing	7.4	6/14/08	005	1
Control of nonconforming product	8.3	5/17/08	003	2,3,4
Corrective action	8.5	5/2/08	002	1,2,3,4
Quality manual	QM001	4/18/08	007	
Work instruction Bulk gum batching	750-W-130	04/17/08	C	2,3
Work instruction Texturizing	750-W-140	03/17/08	B	2,3



Approved: _____

Sticky Bubble Gum

Center City, MN 56211
(218) 435-5478

Quotation for Bubble Gum:

Sticky Bubble Gum is a company committed to providing the best quality bubble gum in the world today. We strive to keep the quality of our product high by using quality ingredients, stringent quality control, and highly trained bubble gum makers. We are expected to provide you with this quote for Sticky Bubble Gum Product.

Cases : 500
Flavor : Banana
Package : Individual Packs
Delivery : 4 weeks

SPECIAL REQUESTS: _____

Price: \$ 100.00/case

Approval: Meg Ryan
Sales and Marketing Manager
Sticky Bubble Gum

Sticky Bubble Gum

Sticky Bubble Gum

Center City, MN 56211

(218) 435-5478

Purchase Order Number: 1512

From: Wal-Mart

San Diego, CA

56201

Cases 500

Flavor B

Package I

Delivery 4 wks

SPECIAL REQUESTS: _____

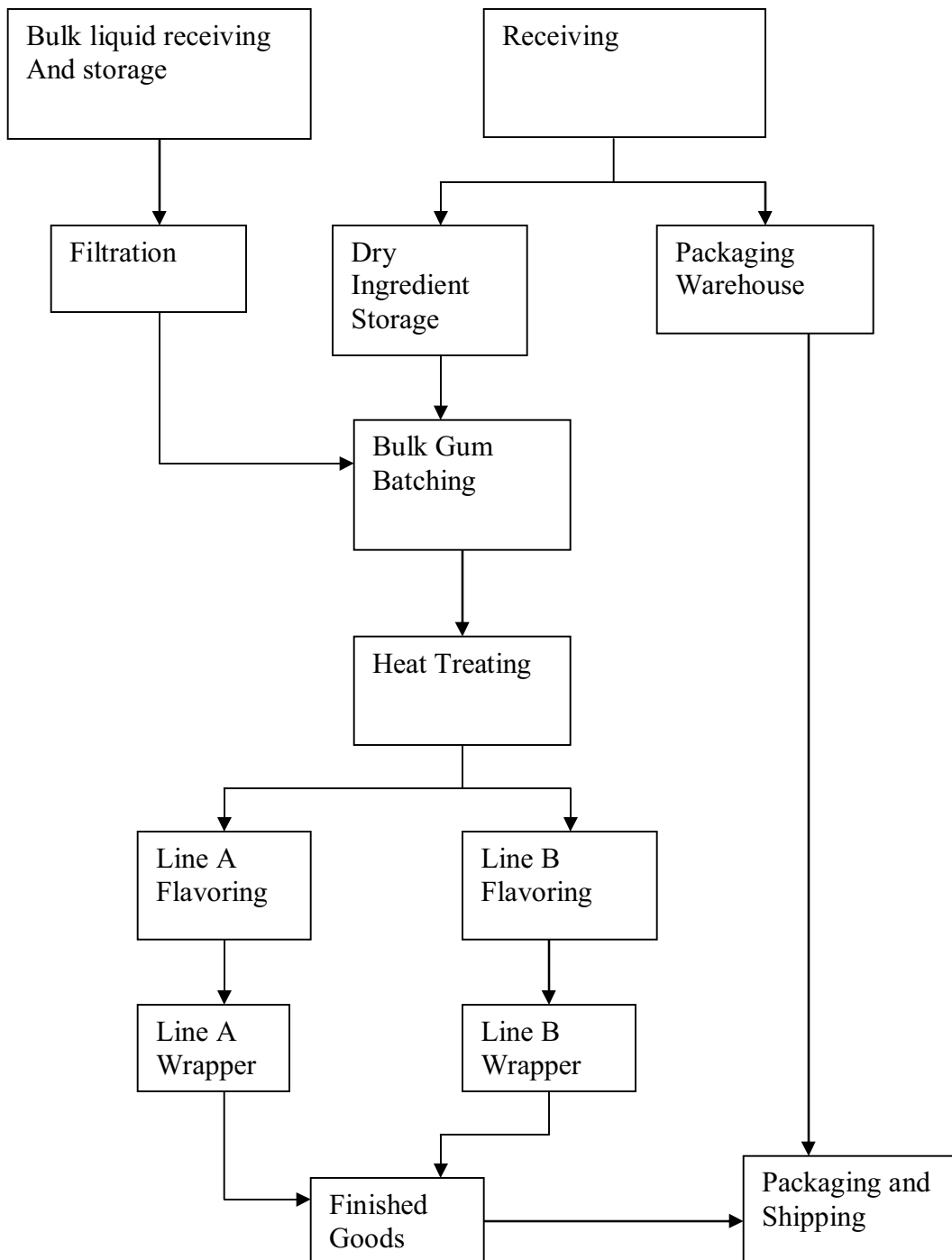
Send by Evans

Requested Delivery Date: 6/13/08

Customer Service Approval: Mary Tyler Moore

Customer Service Manager,
Sticky Bubble Gum

Product Flow Chart





Corrective Action Request

Initiator: Angela Toms

Type of Problem: Equipment

Date: 2/20/08

CAR #: 102

Description of the problem: Balance # 1302 has not been calibrated. Calibration due date was 3/1/07.

Investigative Report: *Toledo missed this balance when they were in. They have been called in to calibrate it next month.*

Corrective Action Closed Date: 4/26/08

Closed By: *Somersby*



Corrective/Preventive Action Request (CPAR)

CA PA

(Check appropriate box to indicate corrective or preventive action)

Corrective Action # 111

or

Preventive Action # _____

Date: 6/4/08

	Date Due	By/Assigned to	Completed Initials & Date
Investigation	6/11/08	Mary Tyler Moore	MTM 6/11/08
Implementation	7/1/08	Mary Tyler Moore	MTM 7/1/08
Audit			
CAR closed	7/1/08		Somersby 7/1/08

Description of Issue

Management did not review the Quality Policy during Management Review.

Investigation Finding / Root Cause

Insufficient time allowed for the meeting. The meeting was ended early.