



## 1. Purpose

The purpose of this procedure is to establish the method for the operational planning and control of the processes within the Quality Management System based on the requirements of the ISO 9001:2015 Standards.

**Insert Company Name** will plan, implement and control processes within the Quality Management System, and the Organization needed to meet the requirements for the provision of product and services, and to implement the actions determined within the Risk Assessment.

## 2. Scope

This procedure is applicable to the Quality Management System and all relevant policies, procedures and/or processes within the Company.

## 3. Reference

- ISO 9001:2015 Standard, Clause 8.1

## 4. Associated Documents

- QMS-PRO-018 Non-conformance and Corrective Action Procedure
- QMS-PRO-012 Management of Change Procedure

## 5. Responsibility

The Management Quality Representative, along with the Operations Team are responsible for ensuring this procedure is effectively implemented and carried out in accordance to all relevant product and Client requirements.

## 6. Definitions

### QMS

Quality Management System

### Product

“Product” includes:

- Deliverable reports, client drawings or relevant documents

## 7. Client Communication

Communication with Clients shall be conducted to ensure the smoothness of the following process:

- Providing information relating to products and services; during tendering / bidding process
- Handling enquiries, contracts or orders, including changes;
- Obtaining Client feedback relating to products and services, whenever Client complaints are received, the solution process shall follow in accordance to the Non-conformance and Corrective Action Procedure

- Handling or controlling Client property, if applicable
  - Establishing specific requirements for contingency actions, when relevant.
- Client communication generally occurs to establish their order requirements, including drawings, specifications and, when applicable, installation instructions.

This process takes into consideration subsequent changes to their requirements by Clients, as well as any which are initiated by **Insert Company Name**.

When problems arise during the order, the relevant Managers must inform the **Insert Responsible Person** that any anticipated delays in delivering the required services is communicated to the Client as soon as possible.

All the relevant resources are in place to communicate effectively with the Client in relation to:

- Service and product information
- Enquiries, contracts, amendments of contracts
- Client feedback including Client complaints.

## 8. Determining the Requirements of Products and Services

When determining the requirements for the products and services to be offered to the Clients, the designated person shall ensure that:

- the requirements for the products and services as defined in the Contract Document / Purchase Order, including:
  - any applicable statutory and regulatory requirements
  - those considered necessary by the Company
- The Company can meet the claims for the products and services it offers as defined in the Contract Document / Purchase Order.

Enquiries and Orders are recorded and evaluated, generally in discussion with the Clients, to ascertain their complete requirements and ensuring the Company's capability to meet these requirements, before planning and commencing service.

This process includes identification and attention to any statutory and regulatory requirements relating to the products.

Changes to ordering instructions are documented and confirmed with the Clients, before implementation.

**Insert Company Name** ensures that it can meet the requirements for products and services to be offered to Clients. **Insert Company Name** shall conduct a review before committing to supply products and services to a Client, to include:

- Requirements specified by the Client, including the requirements for delivery and post-delivery activities
- Requirements not stated by the Client, but necessary for the specified or intended use, when known
- Requirements specified by the Company

- Statutory and regulatory requirements applicable to the products and services and
- Contracts or Order requirements differing from those previously expressed

**Insert Company Name** reviews the following documents:

- Technical scope of work and terms of reference specified
- Cost estimate; and
- Client specifications.

## 9. Design and Development of Products and Services

### Planning

All inputs required for the design and development are collected from relevant Clients.

**Insert Company Name** plans and schedules the design and development stages as part of the control purposes.

Upon confirmation of scope of work by the Client, the following design criteria are followed:

- Client brief
- Client requirements
- Cost estimates
- Application from Client
- Purchase order and
- Any regulatory and legal requirements.

The above inputs are reviewed for adequacy. Any clarifications from the inputs are discussed with the Clients to avoid ambiguity.

Design and development outputs include:

- Design Drawing
- Invoicing
- Plan
- Budget.

The design and development outputs are verified in accordance with design and development inputs prior to release.

## 10. Design and Development Review

The Design and development reviews form part of the review stage defined by either **Insert Company Name** or Clients based on the requirements of the initial brief. In case of outsourcing, **Insert Company Name** does the follow up with the Supplier to ensure that services are executed in time, these requirements are stipulated within the Supplier Agreement.

## 11. Design and Development Verification and Validation

The verification is performed in accordance with planned arrangement to ensure that the design and development output have met the design and development input requirements.

The design and development validation activities include the inspection and quality assurance of activities such as:

- Obtained approvals, where appropriate
- Process Control
- The quality assurance is carried out per process.

## 12. Design and Development Changes

The design and development changes are established during the design reviews, and actions are taken accordingly. Client approvals are obtained based on the specified requirements. The modifications are not executed without the approval of Management. Changes will be actioned in accordance to the Management of Change Procedure dependent on the nature of change.

## 13. Control of Externally Provided Processes, Products and Services

**Insert Company Name** ensures that externally provided processes, products and services conform to all relevant requirements.

Control of externally provided processes include:

- Determination of purchasing control including selection, evaluation, re-evaluation and monitoring of External Provider (Supplier)
- Type and extent of control of purchasing process and
- Effective communication to the External Provider (Supplier).

Purchase Orders specify the requirements completely and are the criteria for receiving inspection.

All incoming materials are checked for conformance, and records are kept of Supplier Performance to provide feedback information. Regular communications are maintained with Suppliers to ensure good service and to motivate quality improvement.

## 14. Control of Products and Services provided by **Insert Company Name**

The processes employed in the fulfilment of Clients' orders are essentially standard for the types of product manufactured by **Insert Company Name**. Consequently, the Company is unlikely to develop and introduce new processes for each order.

However, if the requirements for an Order are beyond the Company's capability, such work may be sub-contracted to specialist organisations.

The necessary equipment and work instructions have been evaluated and approved by Top Management as being suitable for technical and quality requirements. These include inspection instruments with the relevant instructions and criteria.

Administrative processes which have been established and approved by Management, may be upgraded as and when it is found necessary.

## 15. Identification and Traceability

**Insert Company Name** identifies the service status with respect to monitoring and measurement requirements throughout project realisation. Where traceability is a requirement **Insert Company Name** controls the unique identification of the project and maintain records thereof.

For the methods of identifying nonconforming product, refer to Control of Non-conformance and Corrective Action Procedure.

### Service Deliverables

Service deliverables, such as reports and schedules, shall be identified with a title and, if applicable, reference to the Order under which they are developed.

Client contracts may indicate additional methods for identification of service deliverables. In all cases, the deliverable will be identified in a way that makes it clearly understood for which Order the deliverable is subject to.

As required, service deliverables may be subject to date and revision control, to distinguish earlier versions or submittals.

## 16. Release of Products and Services

**Insert Company Name** implements planned arrangements, at appropriate stages, to verify that the product and/or service requirements have been met. The release of products and/or services to the Client will not proceed until the planned arrangements have been satisfactorily completed in accordance.

If a product and/or service has not been delivered in accordance to the Client's requirements, the Non-conformance and Corrective Action Procedure should be followed. The record of a released product and/or service shall be retained to ensure:

- Evidence of conformity with the acceptance criteria
- Traceability to the person(s) authorising the release