

**Insert Company
logo here**

Quality Management System Manual

(MAN001)

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1.0 PURPOSE

The purpose of this document is to outline the processes used by (insert company name) for the effective management of the organisation, in accordance with all applicable legislation and internationally recognised management system standards. This manual will aid the organisation to provide high quality products and services to our customers in a manner that safeguards our people and any person affected by our operations. The organisation shall also use this manual as a means of interpreting the requirements of the applicable management system standards to ensure our operations align with the spirit of the standards.

1.1 Conformance

This manual has been written in conformance with international management system standards:

- ISO 9001:2015

1.2 Subordinate Documentation

This manual provides an outline of our interpretations of the requirements of the international standards as well as an outline of the actions we take to ensure conformance to those requirements. This may include referring to relevant subordinate management system documentation. Where referring to subordinate documentation exists, this will be highlighted in **Bold & Italic**.

2.0 ABOUT OUR ORGANISATION

Use this section to give an overview of the organisation.

Adding photos of the premises and personnel will show the care and attention taken by the organisation regarding its Quality Management System.

If your intention is to release copies of this manual to external stakeholders (e.g. Customers, prospective employees) you may wish to include language to market your organisation.

3.0 TERMS & DEFINITIONS

The organisation shall use the terminology and definitions provided in **ISO 9000 Quality Management – Fundamentals and Vocabulary**, unless otherwise indicated within **3.1 Terms and Definitions Table below**.

The organisation does, however, recognise that should the need arise, specific terms and definitions may be used in subordinate documentation to ensure the effective operation of the management system. Where this is the case the terms and definitions will be clearly identified within that specific document. The term and definition will be limited to use in relation to the operation of that process or document only.

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ANNEX B INTERACTION OF PROCESSES

