

The following selected excerpts are designed to highlight some of the many features of our ISO 9000 Streamlining Manual. We hope that you will find these samples sufficient to evaluate the high quality of our ISO 9000 Streamlining Manual.

Feature Highlight: Clear and Concise Procedures

- Purpose, Scope and Responsibility sections give quick overview
- Easy-to-follow requirements that make business sense and avoid bureaucracy

3.1 Responsibilities and Authorities

Purpose:

All employees have a clear understanding of their responsibilities and authorities.

Scope:

Companywide between all employees and their supervisors.

Responsibility:

All supervisors.

Procedure

Job descriptions

- 1) Supervisors fill out a job description for each employee (job descriptions for new employees should be filled out prior to hiring).
- 2) Supervisor and employee sign the job description.
- 3) A copy is provided to the employee, another copy is sent to the HR Department for the personnel file.

>> **Tip:** Templates for many positions are available at the HR Department. <<

Organizational charts

- 1) Managers of functional areas maintain an organizational chart that defines all reporting relationships.
- 2) Organizational charts are made available to employees within the functional area.

Management defines and communicates responsibilities and authorities.



Job descriptions



Organizational charts

Feature Highlight: Clear Layout

- Margin comments highlight the most important points
- Icons help spot requirements for records and additional documents



Maintain records of all training!

Feature Highlight: Keep It Simple!

Contrary to common opinion, ISO 9001:2008 does not require a complicated master list of all documents!

When you make the document available to users...

- Keep a **distribution list** of hard copies (e.g., you can handwrite the location of all hard copies on your “master copy”).

Feature Highlight: A good Quality Manual helps reduce corporate liability

Legal Note

The Legal Note (below) should be included in any proposal:

“This proposal is subject to mutual agreement on the terms and conditions of a formal contract prior to there being any binding obligation on the part of either party.”