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# QUALITY SYSTEM DOCUMENTATION

Operational Procedure: QOP-05-01

Rev.: A

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## DISTRIBUTION

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## I PURPOSE

The purpose of this procedure is to:

- Define purpose, contents, and format of the quality system and product-related documentation; and
- Assign responsibilities for establishing and maintaining the documentation.

## II APPLICATION

This procedure applies to all documents defining the quality system, products, and manner of production. It concerns all departments.

## III PROCEDURE

### 1. Quality Manual

1.1 The purpose of the Quality Manual is to:

- State the company's general quality policy as well as the specific policies related to the main activities comprising the quality system,
- Define and describe the quality system,
- Define the authorities and responsibilities of management personnel affected by the quality system, and
- Provide general and specific procedures for various activities comprising the quality system.

1.2 The President formulates the general quality policy and approves the Quality Manual. Quality Assurance is responsible for maintaining the manual. Each page of the quality

Written by:

Original Issue Date:

Approved by:

Date:

Approved by:

Date:

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manual is signed by both the President and the manager of the Quality Assurance department.

## 2. Operational Procedures

- 2.1 The purpose of Operational Procedures is to provide for systems and instructions, and to assign specific authorities and responsibilities for carrying out all the main activities comprising the quality system. Operational Procedure explains for each activity what needs to be done, why it should be done, when it should be done, who is responsible, which other functions interface, how the results should be recorded, who should be informed, and so forth.
- 2.2 Operational Procedures are code numbered DOP-SS-NN. D is the issuing department code, the consecutive two letters stand for Operational Procedure, SS is the number of the quality manual section (and thereby the QS-9000 section) to which a procedure pertains, and NN is the consecutive number of a procedure.
- 2.3 The following departments, with their assigned departmental codes, are authorized to prepare and issue the Operational Procedures:
  - (E) Engineering: Design Engineering
  - (O) Operations: Production Engineering, Production, Service, Materials Control, and Purchasing
  - (M) Marketing/Sales: Marketing, Sales, and Contracts
  - (A) Administration: Management, Human Resources, and Accounting
  - (Q) Quality Assurance: Quality Assurance and Quality Control

## 3. Work Instructions

- 3.1 The purpose of work instructions is to guide personnel in performing specific tasks such as preparing a FMEA, evaluating a measurement system, carrying out and controlling processes (process operator instructions), handling products, calibrating measuring equipment, conducting a test or inspection, and so forth.
- 3.2 Process operator instructions, inspection procedures, and other product-specific instructions identify and draw attention to those process steps or inspections that affect Special Characteristics.
- 3.3 Work instructions may be issued under various formats, such as posted notices, instruction sheets, process procedures, internal standards, etc. Work instructions are normally issued by the department that uses them. However, in matters that concern product specification and product verification, only Design Engineering and QA may prepare and issue the work instructions, regardless of where they are used.

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## 4. Automotive Reference Manuals

- 4.1 Automotive Reference Manuals provide methods and techniques for quality planning, measurement system evaluation, process control, part approval, and internal auditing. The use of PPAP, APQP, FMEA, SPC, and MSA manuals is explained in Procedure QOP-02-01 Quality Planning. Use of the QSA manual is explained in Procedure QOP-17-01 Internal Quality Audits. Revision control of the manuals is explained in the next section.

## 5. Standards and Other Reference Documents

- 5.1 The company maintains a library of standards and other reference materials required to design and manufacture its products and to operate the quality system. The library includes the QS-9000 standard and all automotive reference manuals listed above.
- 5.2 The standards library is controlled and maintained by the Design Engineering department. The library catalog lists titles, publishers, years of issue, and revision levels of all publications that are used to define design and/or manufacturing requirements. The library is inventoried and the catalog updated every three months.
- 5.3 Standards for which there is continuous maintenance service from their publishers are updated when revised portions of the standards are received. Revision status of other standards is checked every three months, normally by contacting their publishers. Standards that are rarely used are not regularly checked for current issue, but have a warning label stating CHECK FOR LATEST ISSUE AND REVISION LEVEL BEFORE USE, and the publisher's telephone number.

## 6. Product Technical Specifications and Drawings (Design Output)

- 6.1 The purpose of technical specifications and drawings is to define the product. They can be drawings and specifications received from customers, standard product specifications for catalog products, or design outputs of special custom design projects responding to specific customer requirements. Customer drawings are reviewed and approved for use by Production Engineering and Production. In-house issued design documents are approved and authorized by Design Engineering.
- 6.2 Technical documentation is identified to the product it defines by a title and a common part number.

## 7. Production and Control Plans

- 7.1 The purpose of production plans is to sequence, coordinate, and schedule production operations; define equipment to be used; and reference the drawings and specifications that are needed for production. Control Plans identify process control scope and methods, define the inspection/testing points and methods, and reference specific process

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control and inspection instructions, and acceptance criteria.

- 7.2 These types of documents are usually issued by Production Engineering, Production, or Quality Assurance.

## IV ASSOCIATED DOCUMENTS

- Document and Data Control — Oper. Proc. QOP-05-02