Contact "Library Services" : info@dss.go.th

## CONTENTS

PREFACE	vii
INTRODUCTION	1
<ol> <li>Understanding "Quality"</li> <li>Standards and Certification</li> <li>The Cost of Quality</li> <li>The "Do-It-Yourself" Package</li> <li>Contents of the 7-Step Package</li> <li>Appendix ISO 8402-1986 (Extracts)</li> </ol>	2 4 7 10 11 13
STEP 1 MANAGEMENT COMMITMENT	23
<ul> <li>1.1 Identify Client Requirements</li> <li>1.2 Select the Most Appropriate Quality Standard</li> <li>1.3 Prepare the Company Quality Policy Statement</li> <li>1.4 Establish a Steering Committee</li> <li>1.5 Choose a "Quality Representative"</li> <li>1.6 Communicate Commitment to the Workforce</li> <li>1.7 Set up the Management Review System</li> </ul>	24 24 25 25 26 26 27
STEP 2 QUALITY SYSTEM REQUIREMENTS AND THE QUALITY POLICY MANUAL	29
<ul> <li>2.1 General Introduction</li> <li>2.2 Quality System Elements/Requirements</li> <li>2.3 Purpose of the Quality Policy Manual</li> <li>2.4 Contents of the Quality Policy Manual</li> <li>2.5 Preparation of the Quality Policy Manual</li> <li>2.6 Quality Plans</li> <li>Appendix Model Quality Policy Manual</li> </ul>	30 30 47 48 48 49 51
STEP 3 PLANNING	89
<ul><li>3.1 Preliminary Review</li><li>3.2 Quality System Development Schedule</li><li>3.3 Certification</li></ul>	90 92 92
STEP 4 TRAINING, EDUCATION AND QUALITY AWARENESS	95
<ul> <li>4.1 Organisation and Responsibilities</li> <li>4.2 Quality Awareness</li> <li>4.3 Job-oriented Training</li> <li>4.4 Training Courses</li> </ul>	96 98 98 101

STEP 5 QUALITY SYSTEM AND WORK PROCEDURES	103
5.1 Purpose of Procedures	104
5.2 Scope of Procedures	105
5.3 Preparation and Format of System Procedures	105
5.4 Preparation of Work Procedures	108
5.5 Responsibilities	109
QP.01 Writing Quality System and Work Procedures	110
QP.02 Management Review	118
QP.03 Contract Review	123
QP.04 Document Control	130
QP.05 Purchasing	142
QP.06 Purchaser-supplied Product	152
QP.07 Product Identification and Traceability	157
QP.08 Process Control	162
QP.09A Receiving Inspection and Testing	169
QP.09B In-process and Final Inspection and Testing	174
QP.10 Inspection, Measuring and Test Equipment	180
QP.11 Control of Nonconforming Product	193
QP.12 Corrective Action	200
QP.13 Handling, Storage, Packaging and Delivery	211
QP.14 Quality Records	216
QP.15 Internal Quality Audits	223
QP.16 Training	234
QP.17 Statistical Process Monitoring	240
STEP 6 AUDITING	<b>24</b> 7
6.1 Planning	248
6.2 Auditing Techniques	249
6.3 Auditors	249
STEP 7 CERTIFICATION	251
7.1 Arguments For and Against	252
7.2 Assessors	252
7.3 Certification Process	252
7.4 Costs	252
ISO 9002-1993/94 THE CHANGES	255
INDEX	265