

266 Index**A**

- Approved supplier register, 36–7
- Auditing techniques, 249
 - Compliance, 249
 - System, 249
- Auditors, 249

C

- Certification, 5, 7
 - Assessors, 92, 252
 - Bodies, 7
 - Fees, 10, 253
 - Process, 252–3
 - Terminology, 7
- Changes ISO 9002-1993/4, 255–64
- Concession
 - Definition, 19
 - Request, 40, 43
- Contract review, 33–4, 65–6, 123–9
- Control of nonconforming product, 43, 79, 193–9
- Controlled conditions, 39
- Corrective action, 43–4, 80, 200–10
 - Request, 80
- Customer complaints, 44

D

- Defect, definition, 20
- Delivery, 45, 81, 215
- Design review, 18
 - Control, 68
- Development schedule, 92
- Deviation permit, 19
- Document control, 34–5, 67, 130–41
 - Approval, 67
 - Copy control, 67

E

- Education and training, 9

G

- Grade, 15

H

- Handling, 44, 81, 214
- Handling, storage, packaging and delivery, 44–5, 81, 211–5

I

- Identification, 38
- In-process and final inspection and testing, 174–9
- Inspection, definition, 18
- Inspection, measuring and test equipment, 42, 76–7, 180–92
 - Calibration, 76–7
 - Control of, 76
- Inspection and test plan, 40
- Inspection and test status, 43, 78
- Inspection and testing, 40–2, 74–5
 - Final, 74
 - In-process, 74
 - Receiving, 74
- Internal quality audit, 223–33

J

- Job description, 32, 96, 98, 99

M

- Management responsibility, 32
 - Organisation, 32
 - Quality policy, 32, 58
 - Representative, 32
 - Review, 32
- Management review, 118–22
 - Agenda, 62
 - Frequency, 27

Management review (*continued*)

Objective, 27

Model quality policy manual, 52–87

N

Nonconforming product, 43

Nonconformity, definition, 20

O

Organisation, 60–2, 96–8

Chart, 63, 96, 97

P

Packaging, 44–5, 81, 215

Preliminary review, 90–2

Procedures

Preparation, 105–9

Purpose, 104–5

Responsibilities, 109

Scope, 105

Process control, 39–40, 73, 162–8

Product identification and traceability,
38–9, 72, 157–61

Manufactured goods, 72

Purchased materials, 72

Product liability, 19–20

Purchaser-supplied product, 37–8, 71,
152–6

Purchasing, 35–7, 69, 142–51

Purchasing data, 37, 69

Q

Qualified procedure, 40

Quality

Customer requirements, 2–3

Definition, 2, 14

Supplier conformance, 2–3

Quality assurance

Definition, 3, 16

Methods, 3

Quality assurance standards, selection, 24

Quality audit, 83

Definition, 17, 248

Internal, 45–6

Planning, 249

Quality awareness, 98

Quality control

Definition, 3, 16

Methods, 3

Quality costs

Direct, 7–9

Indirect, 7–9

Quality loop, 15

Quality management, definition, 4, 15–6

Quality plans, 49

Definition, 17, 49

Quality policy

Definition, 15

Statement, 25, 48, 58

Quality policy manual

Contents, 48

Preparation, 48–9

Purpose, 47–8

Quality records, 45, 82

Quality representative

Authority, 32

Choice, 26

Reporting, 26

Responsibility, 32

Quality surveillance, 17–8

Quality system

Certification, 4, 17, 252–3

Definition, 4, 17

Elements, 30–1

Planning, development and implemen-
tation, 33

Procedures, 31, 104–9

Reviews, 18

R

Receiving, inspection and testing, 169–73

Reliability, 19

Resources and personnel, 61
Responsibility and authority, 60–1, 96–8

S

Servicing, 85
Special processes, 39–40, 73
Specification, 20
Standards, 5–6
Statistical process monitoring, 86, 240–5
Statistical techniques, 46–7, 86
Steering committee
 Establishment, 25
 Function, 25
 Membership, 25–6
Storage, 44, 81, 214–5
Subcontractor assessment, 36–7, 69
System procedures
 Preparation and format, 105–8
 Responsibility, 109
 Scope, 105
System procedures modules
 Contract review, 123–9
 Control of nonconforming products,
 193–9
 Corrective action, 200–10
 Document control, 130–41
 Handling, storage, packaging and
 delivery, 211–5
 In-process and final inspection and
 testing, 174–9
 Inspection, measuring and test
 equipment, 180–92
 Internal quality audits, 223–33

Management review, 118–22
Process control, 162–8
Product identification and traceability,
 157–61
Purchaser-supplied product, 152–6
Purchasing, 141–51
Quality records, 216–22
Receiving inspection and testing, 169–73
Statistical process monitoring, 240–5
Training, 234–9
Writing quality system and work
 procedures, 110–7

T

Tender review, 65
Traceability
 Achievement, 38–9
 Definition, 18–9
Training, 46, 84, 98, 101, 234–9

V

Verification
 Personnel, 32
 Purchased product, 37, 70
 Resources, 32

W

Work procedures, 73, 104
 Preparation, 108–9