

ISO 9001:2008: Introduction to the Requirements

Introduction to the Requirements of ISO 9001:2008

The ISO 9001 Standard is organized in five sections or 'Clauses'

Section 4: Quality Management System

Section 5: Management Responsibility

Section 6: Resource Management

Section 7: Product Realization

Section 8: Measurement Analysis and Improvement

Section 7: Product Realization

Product Realization refers to all of the work that goes into making our product. We plan all of these processes to make sure that customer, product and quality requirements are met.

Customer Related Processes

Product Realization begins with understanding the customer. We determine customer requirements and make sure that we can meet those requirements before agreeing to the contract.



Purchasing

Producing quality products is impossible without quality materials. Our company evaluates suppliers to make sure that they meet our quality requirements. When you order materials or supplies, our purchasing department ensures that they are coming from qualified suppliers.

Control of Production and Service Provision

To consistently produce quality product, we have to build our product in the same way, the correct way every time we build it. This means we need to control our processes. We control our processes by having documented procedures and work instructions to follow, by controlling our equipment and conditions, and by identifying and meeting criteria for "good" product.

You must follow the documented work instructions or procedures for the processes that you perform. This applies to everyone from sales, through production, testing, packaging, shipping and delivery. We plan and document these processes to ensure that they are done correctly. It is up to each and every one of us to follow these planned documented procedures.

For more information read these related procedures:

Customer Related Processes	P-720
Design and Development	P-730
Purchasing	P-740
Control of Production and Service Provision	P-750
Identification and Traceability	P-753
Customer Property	P-754
Preservation of Product	P-755
Control of Monitoring and Measuring Equipment	P-760