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	Foreword	

FOREWORD

This Sample Quality Manual provides guidance for quality management and models for quality assurance. Because needs of organizations vary, it is not the purpose of this Sample Quality Manual to enforce uniformity of quality systems. The design and implementation of a quality management system necessarily is influenced by the particular organisation's objectives, products, processes and individual practices.

The selection of appropriate elements and the extent to which these elements are adopted and applied by an organization depends upon several factors such as market being served, nature of product, production processes, clientele, and customer needs.

References in this Sample Quality Manual to a 'product' should be interpreted also as applicable to the generic product categories of service (such as model tests, calculations, etc.), hardware, software or process materials.

Prepared, verified and approved
Quality Systems Group of the 23rd ITTC
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To the Proceedings of the QSG to the 23rd ITTC

ITTC Sample Quality Manual

In order to support the member organisations of the ITTC in introducing a quality control system according to ISO 9000:2000 or in changing from standard ISO 9000:1994 to ISO 9000:2000, the QSG of the 23rd ITTC assembled a updated Sample Quality Manual. This Sample Quality Manual provides guidance for quality management and models for quality assurance.

Compared to ISO 9001/9002:1994 the structure of ISO 9001:2000 was changed completely, including the name from Quality

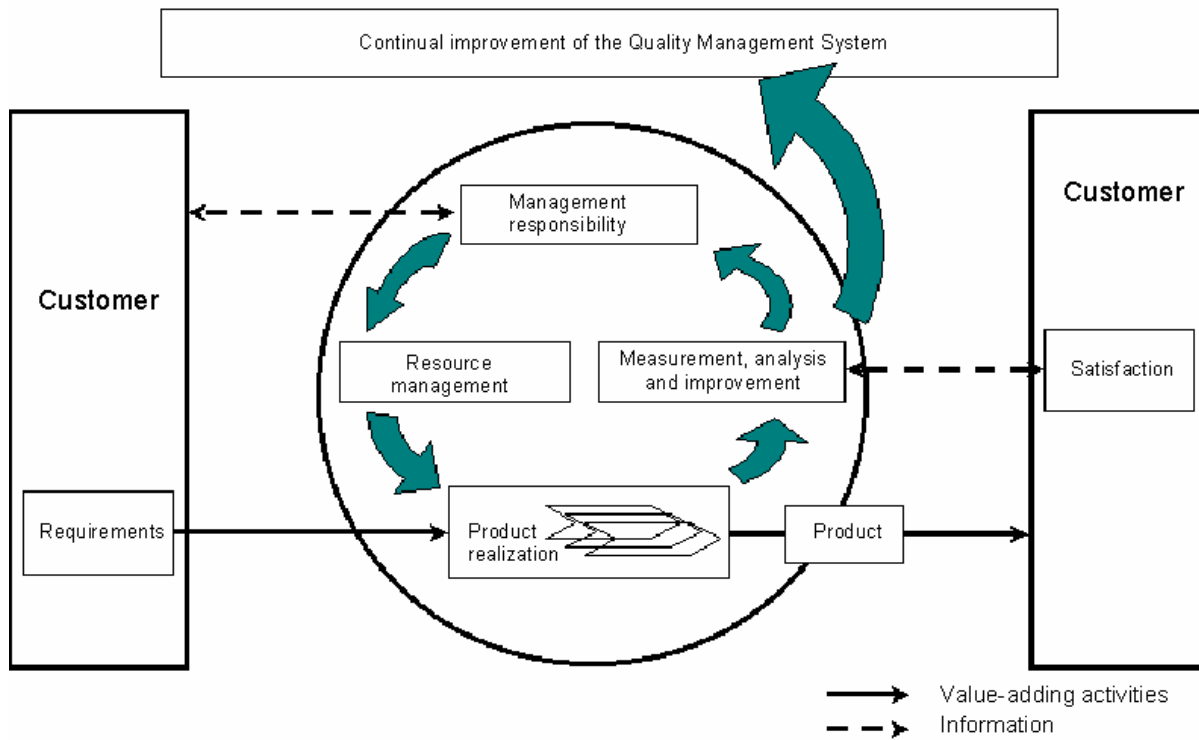
System was changed to Quality Management System. The requirements seem to be more general and provide improved flexibility. ISO 9001:2000 is aimed equally at manufacturing as well as service organizations, with a strong focus on customer satisfaction. The major reasons for the year 2000 revisions of the standard include emphasizing the need to measure customer satisfaction, meeting the need for more user-friendly documents, assuring consistency between quality management system requirements and guidelines, and incorporating generic quality management principles into organizations.

1	Scope
2	Normative reference
3	Terms and definitions
4	Quality management system
5	Management responsibility
6	Resource management
7	Product realization
8	Measurement, analysis and improvement

The 8 sections of the Quality Manual obligatory by the standard ISO 9000:2000

The QSG hopes by submitting this sample to simplify and support the implementation of quality control systems or the adaptation to the

updated standard ISO 9000:2000 in the community of the ITTC.



Model of a process-based quality management system