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1. SCOPE

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.

A quality-management system brings together people, processes, methods and tools with the aim of constantly improving both the system and the company's products. All of these efforts are geared to the customer and customer satisfaction.

This Sample Quality Manual of ITTC, on the basis of the Standard EN ISO 9001:2000, provide guidance on quality management and quality system elements. The quality system elements are suitable for use in the development and implementation of a comprehensive and effective in-house quality system, with a view to ensuring customer satisfaction.

A primary concern of any organisation should be the quality of its products and services. In order to be successful, an organisation should offer products and services that:

- Meet a well defined need, use, or purpose
- Satisfy customer's expectations
- Comply with applicable standards and specifications
- Comply with requirements of society
- Have an awareness of environmental needs
- Are made available at competitive prices
- Are provided economically

In order to meet its objectives, the organisation should ensure that the technical, administrative and human factors affecting the quality of its products or services will be under control, whether hardware, software or processed materials. All such control should be oriented towards the reduction, elimination and, most importantly, prevention of quality nonconformities.

A quality system should be developed and implemented for the purpose of accomplishing the objectives set out in the organisation's quality policy.

Each element (or requirement) in a quality system varies in importance from one type of

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activity to another and from one product to another. In order to achieve maximum effectiveness and to satisfy customer expectations, it is essential that the quality system be appropriate to the type of activity and to the product being offered.

A quality management system has two interrelated aspects:

1. The customer's needs and expectations
For the customer, there is a need for confidence in the ability of the organisation to deliver the desired quality as well as the consistent maintenance of that quality.
2. The organisation's needs and interests.
For the organisation, there is a business need to attain and to maintain the desired quality at an optimum cost;

the fulfilment of this aspect is related to the planned and efficient utilization of the technological, human and material resources available to the organisation.

Benefit, cost and risk considerations have great importance for both organisation and customer.

An effective quality management system should be designed to satisfy customer needs and expectations while serving to protect the organisation's interests. A well-structured quality management system is a valuable management resource in the optimisation and control of quality in relation to benefit, cost and risk considerations.