

4 Quality Management System

4.1 General Requirements

[See Process Flow Chart FC 4.1-1](#)

Alabama Specialty Products, Inc. has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of the ISO 9001:2008 Standard, it is not a stand-alone system, but is integrated within ASPI's operating discipline which encompasses the policies, requirements, and work processes of Environment, Health, Safety, Manufacturing, Human Resources and Quality.

Developed and endorsed by company management the QMS ensures that customers' receive quality, reliability and integrity in the products and services ASPI provides them and that customers' needs and requirements are met. The QMS calls for precise adherence to specifications, as well as legal and quality requirements.

Product quality is maintained through systems of standardization and process control. Service quality covers all aspects of customer transactions and is ensured by the function that is providing the service.

4.2 Documentation Requirements

4.2.1 General

The QMS documentation includes:

- A documented Quality Policy and objectives
- A Quality Manual, (requirements for the quality manual are contained in section 4.2.2)
- Documented procedures required by ISO 9001:2008 (i.e., sections 4.2.3, 4.2.4, 8.2.2, 8.3, 8.5.2 and 8.5.3)
- Documents (information and its supporting medium) needed by the organization to ensure the effective planning, operation and control of its processes
- Records required by ISO 9001:2008, (stating results achieved or providing evidence of activities performed)

4.2.2 Quality Manual

This Quality Manual has been prepared to describe Alabama Specialty Products, Inc. QMS. The scope and permissible exclusions of the QMS are described in section one of this manual. Each section of the manual references documented QMS procedures relating to the requirements outlined in that section. The [Process Flow Chart, FC 4.1-1](#), provides a description of the interaction between the processes of the QMS system.

4.2.3 Control of Documents

All the QMS documents are controlled according to the [Document Control Procedure, QP 4.2-1](#).

4.2.4 Control of Quality Records

Quality Records are maintained to provide evidence of conformity to requirements and the effective operation of the QMS. The records are maintained according to the [Control of Documents and Quality Records, QP 4.2-1](#).

Sample Quality Manual Network Services

Antony Oodan



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