

# Quality Management System Manual

## 4.3 QA Manager Lines of Reporting



## 4.4 QA Roles and Responsibilities

- Quality managers are responsible for ensuring that the products and services produced by a company meet the required standards. They work with production staff to ensure that all products are made to specifications, and they also work with customers and suppliers to ensure everyone is happy with the product.
- The quality analyst inspects and tests products to ensure they meet the required standards. This may include examining the product design, reviewing test results, and making suggestions for improvement.
- A quality auditor ensures that the products or services produced by a company meet the required standards. They inspect products and processes to make sure that they comply with regulations and customer requirements.

## 5. Policy

### 5.1 Establishing the Quality Policy.

[Company] QMS policy has been created taking account of the context of the Organization, and in support of the strategic direction we are taking regarding quality. The policy refers to the SMART framework [Company] uses for setting objectives within the context of the Organization's QMS and contains the relevant commitments as set out in ISO 9001.

*Added Quality policy as this has related to organisation scope of work.*

### 5.2 Communicating the Quality Policy.

The QMS policy is held as documented information, and the controlled copy is owned and maintained by the [Management Representative]. An electronic copy is held on the

# Retail Management System Manual

**Albert A Gayle**



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