

QMS Clause	Level 1 - Topic	Level 2 Procedure	Procedure Name	Level 3 - Work Instruction	Work Instruction Name	Level 4 Form #	Form Name	Flow Diagram	Flow Diagram Name	Attachment #	Attachment Name
All	Quality Management System - Quality Manual - QM-9120-B										
4	Context of the organization	P-400	Organizational context			F-440-001 F-440-002	QMS-Process identification worksheet Organizational context worksheet	FD-400-001 FD-440-001	Clause 4 - Context of the organization Process interaction flow diagram		
5	Leadership	P-500	Leadership					FD-500-001 FD-510-001 FD-512-001 FD-520-001 FD-530-001	Clause 5 - Leadership Business process map Management functions-Customer focus Operating principles Organization chart	A-520-001 A-530-001	Quality policy Organization chart
6	Planning for the Quality Management System	P-600	Planning for the Quality Management System			F-610-001	Risk and opportunity worksheet	FD-600-001 FD-610-001	Clause 6 - Planning Planning cycle		
		P-612	Risk management process			F-612-001 F-612-002 F-620-001	Risk management plan Risk list Quality objectives planning record	FD-620-001	PDCA Objectives planning	A-600-001	PDCA guidelines
7.1	Resources	P-710	Resource management			F-710-001 F-710-002	Equipment problem report Resource maintenance record	FD-700-001 FD-710-001	Clause 7 - Support Resource management		
7.1.5	Monitoring and measuring resources	P-715	Control of monitoring and measuring equipment			F-715-001	Equipment calibration list				
7.2	Competence	P-720	Competence and awareness			F-720-001 F-720-002 F-720-003 F-720-004	Training action plan Group training record Job description Employee training summary				
7.4	Communication	P-740	Communication			F-740-001	Comment and suggestion report				
7.5	Documented information	P-750	Control of documented information	WI-750-001	Document numbering system	F-750-001 F-750-002 F-750-003 F-750-004 F-750-005 F-750-006 F-750-007	List of documented information Receipts matrix Master documentation lists Quality records table Document change request form Document revision checklist Software inventory spreadsheet	FD-750-001	Control of documented information		
8.1	Operational planning and control	P-810	Operational planning and control			F-810-002	Project planning worksheet	FD-800-001 FD-810-002 FD-810-003 FD-810-004 FD-810-005	Clause 8 - Operation Process flow diagram Service / Quality plan Operational plans and controls Work transfer		
		P-816	Configuration management process			F-816-001 F-816-002	Configuration management plan Configuration change form				
8.2	Determination of requirements for products and services	P-820	Customer related processes			F-820-001 F-820-002	Client assessment report Production order	FD-820-001	Customer processes		
8.3	Design and development of products and services	P-830	Design and development of services			F-830-001 F-830-002 F-830-003	Design plan Design review record Design change form	FD-830-001 FD-830-002	Design and development of services Stage-Gate Idea-to-launch		
8.4	Control of externally provided products and services	P-840	Control of external providers			F-840-001 F-840-002 F-840-003 F-840-004 F-840-005 F-840-006 F-840-007	Provider assessment report List of acceptable sources Provider corrective action request - PCAR Purchase requisition Purchase order Business agreement - contract External provider requirements checklist	FD-840-001	External provider - Purchasing	A-840-001	Provider selection guidelines
		P-851	Control of production			F-851-001 F-851-002 F-851-003 F-851-004 F-851-005 F-851-006 F-851-007	Process routing sheet - summary Process routing sheet - detail Process validation worksheet Packing slip / Invoice Service projects log External property control log Project inspection completion report	FD-850-001 FD-851-001 FD-851-002 FD-851-003	Operations - production and service 5 Ms contributors Process control Process steps - Control points		
8.5.1	Control of service provision										
8.5.2	Identification and traceability	P-852	Identification and traceability			F-852-001 F-852-002 F-852-003 F-852-004	Identification tag Traceability serial number log Traceability label Acceptable authority media log	FD-852-001	Identification and traceability		
8.5.4	Preservation	P-854	Preservation			F-854-001	Storage inspection report	FD-855-001	Post delivery support		
8.7	Control of nonconforming outputs	P-870	Control of nonconforming outputs			F-870-001	Nonconformance report - NCR				
9.1	Monitoring, measurement, analysis and evaluation	P-910	Monitoring, measurement, analysis and evaluation			F-910-001 F-910-002 F-910-004	Production-Monitoring, measuring, and analysis table QMS-Monitoring, measuring, and analysis table Inspection report	FD-900-001	Clause 9 - Performance evaluation		
9.1.2	Customer satisfaction	P-912	Customer satisfaction			F-912-001	Customer survey and analysis				
		P-913	Statistical techniques			n / a	Standard SPC forms				
		P-914	Root cause analysis			F-914-001	Root cause analysis and action plan				
9.2	Internal audit	P-920	Internal audit			F-920-001 F-920-002 F-920-003 F-920-004	Applicable procedure by work area Internal audit checklist Audit plan Audit report				
9.3	Management review	P-930	Management review			F-930-001 F-930-002	Management review agenda Management review output report				
10.1	General	P-1010	Improvement			F-1010-001	Data analysis worksheet	FD-1010-001	Clause 10 - Improvement		
10.2	Nonconformity and corrective action	P-1020	Nonconformity and corrective action			F-1020-001	Corrective action request - CAR	FD-1020-001 FD-1030-001	Corrective action Continual improvement		