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Quality Management Principles

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## Quality is defined by the Customer

Achievement of Customer satisfaction is paramount - to achieve a higher level of performance, we have adopted the following principles:

### 1. Customer-Focused Organization

We take great pride in meeting Customer requirements.

### 2. Leadership

Our top management provides direction and makes sure all are on course.

### 3. Involvement of People

Our visions, objectives and plans are shared to enable everyone to work together to benefit the organization. Our philosophy is:

### 4. Process Approach

We link activities together to maintain a structure that effectively manages and improves.

### 5. System Approach to Management

Our top management organizes and groups our processes to make a system that meets

### 6. Continual Improvement

We never settle for status quo – we continuously try

### 7. Factual Approach to Decision Making

We know there is a reason for everything and we make decisions

### 8. Mutually Beneficial Supplier Relationships

We treat Suppliers as business partners, not as servants, to work towards a win-win outcome.

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We have adopted the following routine business operations to implement our principles:

<b>General Requirements</b> [REDACTED]	<b>Purchasing</b> [REDACTED]
<b>Documentation Requirements</b> [REDACTED]	<b>Control of Production</b> [REDACTED]
<b>Control of Documents</b> [REDACTED]	<b>Validation of Products</b> [REDACTED]
<b>Responsibility, Authority and Communication</b> [REDACTED]	<b>Identification and Traceability</b> [REDACTED]
<b>Management Review</b> [REDACTED]	<b>Customer Property</b> [REDACTED]
<b>Work Environment</b> [REDACTED]	<b>Preservation of Product</b> [REDACTED]
<b>Planning</b> [REDACTED]	<b>Control of Monitoring and Measurement Devices</b> [REDACTED]
<b>Customer Related Processes</b> [REDACTED]	<b>Measurement, Analysis and Improvement</b> [REDACTED]
<b>Design and Development</b> [REDACTED]	<b>Control of Nonconformances</b> [REDACTED]
<b>Customer Satisfaction</b> [REDACTED]	<b>Continuous Improvement</b> [REDACTED]