

REDACTED

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Quality Management Principles

Mo/Yr

Revisions		Rev:	
Letter	E.O. Number	Description	Date
Used On	Contract#:	Your Company Name	
Prepared By:	Date		
Your Dept:	Date		
Your Dept:	Date	YOUR PROGRAM	
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Your Company Logo

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. [REDACTED]

2. Leadership

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

3. Involvement of People

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

4. Process Approach

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

5. System Approach to Management

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

6. Continual Improvement

We never settle for status quo – we continuously try [REDACTED]

7. Factual Approach to Decision Making

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

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:

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