Quality Management System (QMS) Policy

# Purpose

The purpose of this policy is to establish a Quality Management System (QMS) at {company}. The QMS requires the design, implementation and maintenance of a coherent set of policies, processes and systems to establish key corporate level performance measures, as well as related objectives and targets. Executive management ensures that corporate policies are established and documented, and that the policies are available to all interested parties via our website**.**

# Scope

The policy applies to all company software and hardware infrastructure, devices, systems, and data, covers all company products and services, and must be adhered to by all employees and contractors.

# Ownership

{owner} is responsible for implementing and maintaining this policy.

# Policy Statement and Objectives

This policy is based on ISO 9001:2015, a recognized international standard for quality management.

# Quality Management System

*The company designs, implements, and maintains a Quality Management System consisting of a coherent set of policies, procedures, and processes to establish key corporate level performance measures and objectives.*

The Quality Management System ensures that the {company} complies with the following quality principles:

* Engagement of People: everyone within the organization understands their role and contributes towards its success
* Customers focus: the organization considers the interest of its customers and other stakeholders
* Leadership: there is a clear vision that is communicated effectively to all employees and gives a sense of purpose
* Process approach: the Plan Do Check Act (PDCA) is adopted to ensures that operations are aligned for greater efficiency
* Improvement: continual improvements and measuring of efforts are in place to improve business operations
* Evidence-based decision making: accurate and reliable data are used for making informed decisions
* Relationship management: relationships with suppliers and other interested parties are nurtured for long term, mutually beneficial gains.

{company} is committed to achieving competitive excellence and providing customers with products and services designed, produced and maintained to meet or exceed their expectations. {company} will ensure that the quality management system and processes are effective through a comprehensive compliance monitoring program.

Executive management ensures that corporate policies are established and documented, and that the policies are available to all interested parties**.** Compliance with the QMS policies is mandatory for all personnel.

## QMS Strategy

{company} leverages the Plan-Do-Check (PDCA) methodology to develop the Quality policy and Quality objectives. The methodology included the following:

* Defining the strategic direction and operational direction
* Defining the internal and external factors relevant to and/or support the strategic direction
* Identifying and defining the relevant requirements of interested parties
* Continual review of the quality policy and objectives

## QMS Leadership

Involvement from top management is critical to the design and effectiveness of any quality management program. Top management sets the direction for the business, determines the structure or framework in which the business processes operate, and ensures those processes have the resources needed to generate their outputs and meet customer requirements - on an ongoing basis. Top management responsibilities include:

* Establishing the quality program
* Ensuring that quality objectives fit the strategic direction
* Ensuring that the QMS requirements are integrated into the organization's business processes
* Ensuring that the resources needed for the QMS are available
* Communicating the importance of the QMS requirements
* Engaging, directing and supporting people to participate in the QMS
* Ensuring that customer and legal requirements are met
* Ensuring that risks and opportunities are identified and addressed
* Ensuring continual improvement of the QMS program

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## QMS Scope

The quality policy is communicated to all employees at all levels throughout {company} via training, regular internal communications and reinforcement during annual employee performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

The scope of this policy is limited to {company} located in [location] and produces [type of services /product] within [geographical location] and is governed by the policies and procedures in this document.

## QMS Objectives

The objective of {company} Executive Management is to continually strengthen and improve the overall capabilities of the QMS, to assure quality in {company} product and services and identify problems to help improve output quality.

{company} has defined the specific and measurable objectives in order to give clear direction as to what is required and the expected outcome in the QMS Objective Program.

## QMS Measuring and Monitoring Resources

{company} has established a process to measure the quality characteristics of the product/or service by engaging with a third-party service provider to perform quality review periodically.

In addition, customer complaints are analyzed and quality internal assessments/audits are performed and results are shared and discussed during the Management Review Meeting.

## QMS Organizational Knowledge

The security and quality protocols for handling the product/service in scope have been documented and made available to all employees. The QMS manager monitors customers needs and industry trends by subscribing to a quality compliance newsletter.

## QMS Training and Competence

{company} evaluate the competence through a combination of education, training, skills and experiences that are needed in order to adequately do an assigned job. {company} identifies the skills and knowledge necessary for each position in a job description. Additionally, any competencies backed up by certifications are confirmed through background checks.

A Training program is in place to fill in the required areas of competence that an employee newly hired to a position might lack. Training can come in the form of a video, or peer on-the-job support, which allows the employee new to the job to acquire the missing skills in a way that is easiest for them to learn. The training of the company, either done internally or through an external training course, is used to fill in the competencies that are required for the job, but are currently lacking in the applicant.

Quality manuals that customer needs, service goals and standards to meet for customer satisfaction are distributed to employees and trained on the standard on a periodic basis.

## QMS Communication

{company} ensures that information security is “front of mind” to all employees, and is not considered a “side issue”. Internal communication relevant to QMS such as, quality manual, plan, objectives, knowledge center, quality updates, internal audit results, non-conformance remediation activities, and continual effort updates are shared internally with the Board of Directors and senior management as part of internal controls oversight meetings. This information is also shared with all employees as part of company “all-hands” and team update meetings.

In addition, external communications relevant to the state of the QMS and {company}’s continual efforts to maintain and comply with it are shared on the company’s website.

{company} has defined the specific and measurable communication structures in the QMS Communication Procedure.

## QMS Documentation

{company} has identified a set of mandatory documented information relating to its QMS, and has established a process to share, communicate, update, and retain this documentation. All documented information pertaining to the QMS is maintained in the company’s compliance management tool, as well as in internally-shared storage. The documentation is updated and approved annually, and the most recent version is made available to all employees. A historical approval log is used to track any changes made to the documentation. All documentation is retained for a period of at least six years after its creation.

## QMS Performance Evaluation

{company}‘s objectives and process for conducting internal audits is documented in its Internal Audit Policy.

The mission of Internal Audit is to assist company management in effectively carrying out their responsibilities, by providing management with evaluations on the effectiveness of internal compliance and governance processes, and making recommendations for improvements.

## QMS Management Review Program

{company} management is committed to the continuous improvement of the QMS. To govern this process, the management team meets periodically to review the state of the program, determine the company’s response to any related issues, and set a long-term improvement plan. The meetings occur after completion of the QMS Internal Audit, and on a regular basis afterwards. During meetings, the management review team meets to meeting discusses and determines action items such as:

* The status of actions from previous management reviews.
* Changes in external and internal factors that are relevant to the QMS.
* Feedback on the company’s information security performance, including trends in:
  + Nonconformities and corrective actions.
  + Monitoring and measurement results.
  + Audit results.
  + Fulfillment of information security objectives.
* Feedback from interested parties.
* Results of risk assessments and status of risk treatment plans.
* Opportunities for continuous improvement.

## Knowledge Center

*Management has established a knowledge center to ensure conformity of products/services*

{company} ensures that all its employees are fully aware of their responsibilities. This awareness could occur through various means such as documented policies and procedures, training sessions, quality meetings, knowledge center, internal and external assessments.

# Related Controls

* Quality Management System
* Knowledge Center