1. SCOPE
1.1 General

2. NORMATIVE REFERENCES
ISO 9000:2005

3. TERMS AND DEFINITIONS
3.1 Risk
3.2 Special Requirements
3.3 Critical Items
3.4 Key Characteristic

4. QUALITY MANAGEMENT SYSTEM
4.1 General Requirements
4.2 Documentation Requirements
4.2.1 General
4.2.2 Quality Manual
4.2.3 Control of Documents
4.2.4 Control of Records

5. MANAGEMENT RESPONSIBILITY
5.1 Management Commitment
5.2 Customer Focus
5.3 Quality Policy
5.4 Planning
5.4.1 Quality Objectives
5.5 Responsibility, Authority and Communication
5.5.1 Responsibility and Authority
5.5.2 Management Representative
5.5.3 Internal Communication
5.5.4 Management Review
5.6 Review Input
5.6.1 General
5.6.2 Review Output

6. RESOURCE MANAGEMENT
6.1 Provision of Resources
6.2 Human Resources
6.2.1 General
6.2.2 Competence, Training and Awareness
6.2.3 Infrastructure
6.3 Work Environment

7. PRODUCT REALIZATION
7.1 Planning of Product Realization
7.1.1 Project Management
7.1.2 Risk Management
7.1.3 Configuration Management
7.2 Customer-Related Processes
7.2.1 Determination of Requirements Related to the Product
7.2.2 Review of Requirements Related to the Product
7.2.3 Customer Communication
7.3 Design and Development
7.3.1 Design and Development Planning
7.3.2 Design and Development Inputs
7.3.3 Design and Development Outputs
7.3.4 Design and Development Review
7.3.5 Design and Development Verification
7.3.6 Design and Development Validation
7.3.6.1 Design and Development Verification and Validation Testing
7.3.6.2 Design and Development Verification and Validation Documentation
7.4 Purchasing
7.4.1 Purchasing Process
7.4.2 Purchasing Information
7.4.3 Verification of Purchased Product
7.5 Production and Service Provision
7.5.1 Control of Production and Service Provision
7.5.2 Validation of Processes for Production and Service Provision
7.5.3 Identification and Traceability
7.5.4 Customer Property
7.5.5 Preservation of Product
7.6 Control of Monitoring and Measuring Equipment
7.6.1 General
7.6.2 Monitoring and Measurement
7.6.3 Internal Audit
7.6.4 Monitoring and Measurement of Processes
7.6.5 Control of Nonconforming Product
7.6.6 Analysis of Data
7.6.7 Improvement
7.6.8 Corrective Action
7.6.9 Preventive Action

8. MEASUREMENT, ANALYSIS AND IMPROVEMENT
8.1 General
8.2 Monitoring and Measurement
8.2.1 Customer Satisfaction
8.2.2 Internal Audit
8.2.3 Monitoring and Measurement of Processes
8.2.4 Monitoring and Measurement of Product
8.3 Control of Nonconforming Product
8.4 Analysis of Data
8.5 Improvement
8.5.1 Continual Improvement
8.5.2 Corrective Action
8.5.3 Preventive Action

www.as9100store.com