

TYPES OF DOCUMENTS USED IN QUALITY MANAGEMENT SYSTEMS

- a) top level documents describing the quality management system of the organisation, both internal and external to the organisation; these documents are called "quality manuals"
- b) documents setting out how the quality management system is applied to a particular product, project or contract; these documents are called "quality plans"
- c) documents that prescribe the requirements to which a product or service must conform; these documents are called "specifications"
- d) documents setting out recommendations or suggested good practice; these documents are called "guides" or "guidelines"
- e) documents containing information about how to consistently develop activities and processes; these documents may include "procedural manuals", "work instructions" and "drawings";
- f) documents which provide objective evidence of activities carried out or results achieved; these documents are called "records"

Each organisation decides on the most appropriate level of documentation, and the supports on which it must be kept. This will depend on factors such as: type and size of the organisation, complexity of processes and their interactions, complexity of the products, customer requirements, applicable constraints, ability of personnel and extent to which it is necessary to demonstrate compliance with the quality management system requirements.

Source: UNI EN ISO 9000:2000

