



**ASQ Pittsburgh
Section**

**QUALITY
SYSTEM
MANUAL**

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INTRODUCTION

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INTRODUCTION

II. PURPOSE

In its search for excellence, the ASQ Pittsburgh Section commissioned the creation of this Quality System Manual to further define its operations, and to demonstrate its commitment to quality service for all stakeholders, including members, ASQ National, and employers.

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III. QUALITY POLICY

ASQ Pittsburgh Section is committed to providing services that meet or exceed our stakeholders' expectations, and to continually improve our organizational effectiveness.

BOARD APPROVAL:

Name	Signature	Date
Brien Palmer Section Chair	_____	_____
XXXX Chair Elect	_____	_____
Teresa Whitacre Treasurer	_____	_____



QUALITY SYSTEM DEFINITION

4.0 QUALITY MANAGEMENT SYSTEM

This section describes the requirements that the quality system satisfies.

4.1 GENERAL REQUIREMENTS

The Section Chair has the ultimate responsibility to implement an effective Quality Management System that enables the ASQ Pittsburgh Section to achieve the expectations set forth by our Quality Policy, ASQ National, Members, and ISO 9001:2000.

The Quality Management System includes:

- A Quality Manual, including a process map, identifying responsibility, processes and their interaction which are needed to satisfy ISO 9001.
- Processes that ensure the effective operation and control of the Quality System, including those outsourced.
- The availability of resources and necessary information that will facilitate the proper operation of the Quality Management System.
- Systems to analyze the performance of the Quality Management System. The results from the process outputs are used to plan for continual improvement.

SCOPE OF SUPPLY/REGISTRATION

ASQ Pittsburgh Section has excluded 7.3 Design and Development in its entirety as no part of the design and development process is performed by its organization and it has not responsibility for this process. Similarly, 7.5.1, 7.5.2, Control of Production Provision, and 7.5.3, 7.5.4, 7.5.5, and 7.6 Control of Monitoring and Measuring Devices have been excluded in their entirety as ASQ is a service organization, and does not manufacture product.



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4.2 GENERAL DOCUMENTATION REQUIREMENTS

The policies and procedures documented the Quality Management System shall be of sufficient detail to ensure the proper operation of the Quality Management System and to satisfy ISO 9001.

Documentation and records are maintained by Process Owners to support the effective operation and control of the Quality Management System.

The following procedures support this Quality Manual:

Management Oriented Processes

MOP – Strategic Planning and Review

MOP – Nonconforming Service and Corrective/Preventive Action

MOP – Internal audits

Customer Oriented Processes

COP – Membership

COP – Education

COP – Programs

COP – Payment

COP – Focus Group

Support Oriented Processes

SOP – Communication

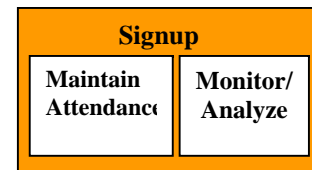
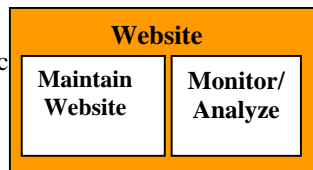
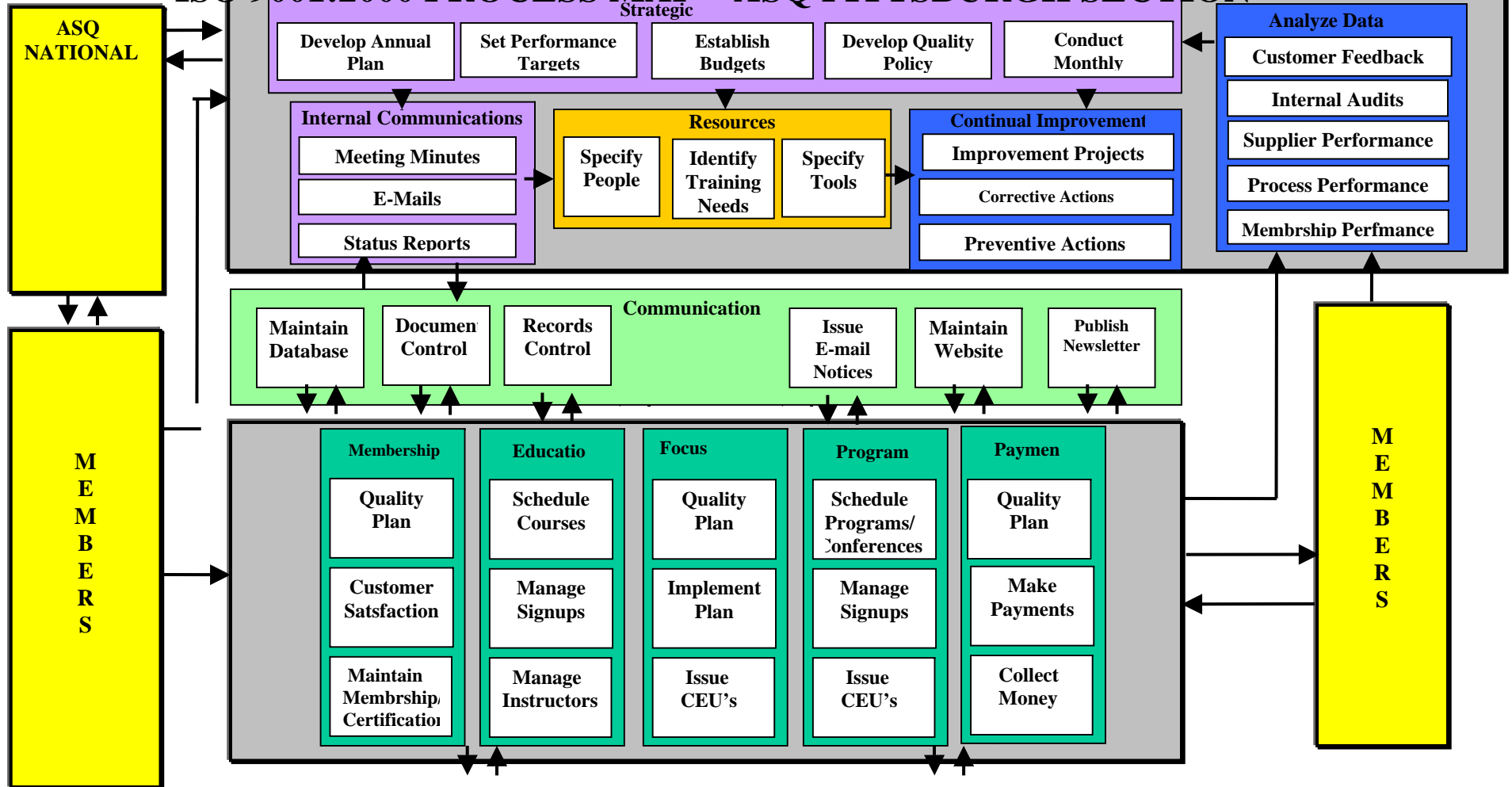
SOP – Training

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QUALITY SYSTEM DEFINITION

ISO 9001:2000 PROCESS MAP - ASQ PITTSBURGH SECTION





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4.2.1 DOCUMENT CONTROL

Quality system documentation is electronically controlled by being posted onto the Section website. Those documents are posted and available to all members. Any document that is printed is considered uncontrolled.

External documents such as industry standards are not officially maintained by the ASQ Pittsburgh Section. However, applicable ASQ National documents are maintained and available through their website.

REVIEW AND APPROVAL

The Quality System Manual and any subsequent changes are approved by the Section Chair and a majority of the current Board Members. Operating Procedures are approved by the Committee Chair and a majority of the current Committee Members. Policy changes are reviewed by the Board Members for approval. Changes and approvals are documented in the attached Revision Log. Revised text may be highlighted.

Documentation is subsequently reviewed for their continuing adequacy during internal audits.

4.2.2 QUALITY RECORDS

Quality records are maintained to demonstrate achievement of the required quality and the effectiveness of the Quality Management System. It is the intent to retain these records by being posted onto the Section website, and be available to all members. Hardcopies will be retained by the Committee Chair and forwarded to the succeeding Chair.

Record	Owner	Minimum Retention Time	Location	Disposition
Strategic Plan	Section Chair	3 years	Website	Delete
Meeting Minutes	Section Chair	3 years	Website	Delete
Committee Meeting Minutes	Committee Chair	3 years	Website	Delete
Documentation	Section Chair Committee Chair	Current	Website	Delete
Annual Financial Statement	Treasurer	7 years	Website	Destroy



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Internal Audits	Committee Chair	3 years	Reports – Website	Delete
Complaint Log	Membership Chair	3 years	Website	Delete
Corrective Actions	Membership Chair	3 years	Website	Delete
Training Records	Section Chair	3 years	Website	Delete
Education Course Surveys	Education Chair	3 years	Available upon request	Destroy



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RESPONSIBILITY AND APPLICABILITY

Process Owner	Clauses																												
	4.1 General Requirements	4.2 General Documentation	4.2.3 Control of Documents	4.2.4 Control of Records	5.1 Management Commitment	5.2 Customer Focus	5.3 Quality Policy	5.4 Planning	5.5 Resp, Authority, Comm	5.6 Management Review	6.1 Provisions of resources	6.2 Human Resources	6.3 Infrastructure	6.4 Work Environment	7.1 Planning Product Realization	7.2 Customer Related Processes	7.3 Design and Development	7.4 Purchasing	7.5 Control of Service	7.6 Monitor & Measurement Dev	8.1 General Requirements	8.2.1 Customer Satisfaction	8.2.2 Internal Audits	8.2.3 Monitoring & Measurement Processes	8.2.4 Monitoring & Measurement	8.3 Nonconforming Service	8.4 Analysis of Data	8.5 Improvement, CA, and PA	
Management Oriented Processes																													
Strategic Planning and Review	Section Chair	X	X	X	X	X	X	X	X	X	X	X	X	X				X			X	X	X	X	X	X	X	X	X
Nonconform/CA/PA	Membership Chair			X	X							X										X		X	X	X	X	X	X
Internal Audits	ISO Focus Chair			X	X							X											X	X					X
Customer Oriented Processes																													
Membership	Committee Chair		X	X	X				X				X	X		X	X				X			X	X	X			X
Education	Committee Chair		X	X	X				X				X	X		X					X			X					
Programs	Committee Chair		X	X	X				X				X	X		X					X			X					
Focus Groups	Each Chair		X	X	X				X				X	X		X					X			X					
Payment	Treasurer		X	X	X				X				X	X		X					X			X					



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