

ISO 9001: 2015 QUALITY MANUAL TEMPLATE FOR SERVICE INDUSTRY

MAHMOUD MOSTAFA & KAMBIZ FARAHDIAZ

North Dakota State University, Fargo, North Dakota, United States

ABSTRACT

This paper describes a blue print for the Quality Management System (QMS) for a company that is pursuing ISO 9001: 2015 certification. The Quality Manual (QM) proposed in this study could be used as a template to demonstrate an example to follow. The presented example was implemented in a high profile administrative work such as tax administration or medical claim administration. The significant changes in the new ISO 9001 are: risk-based thinking, top management commitment, establishing the context of the organization. Quality procedures are the activities and processes that are the building blocks of the QMS. These activities and processes are intended to fulfil the requirements of the QMS. A medical claim administration, organization will be presented here as an example for a blueprint for QM. This template will ensure that relevant documented quality procedures are available, utilized and adhered to by all its employees in all processes and activities that are relevant to the Quality System.

KEYWORDS : ISO 9001, Quality Management System & Administrative Process

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INTRODUCTION

QSM Template for ISO 9001: 2015

Header Example for the QSM Document

NAME OF COMPANY	Rev X	Effective Date
DOCUMENT TYPE	QUALITY SYSTEM MANUAL DOCUMENT	DD Mmm YY
CONTROL NUMBER, DOCUMENT TITLE	Chg X	Page X of X

Change Control

The first page of the document should indicate the page number and the current change number for that page. The example below demonstrates two sets of Pg# and Change (Chg) lines.

PG#	1	2	3	4	5	6	7	8	9	10	11
CHG	0	1	0	0	1	0	0	0	0	0	0

PG#	12	13	14	15	16	17	18	19	20	21	22
CHG	0	0	2	0	0	0	0	0	0	0	0

Summary of Changes

A summary of all previous changes is kept for historical records. Example of this, summary is shown below.

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