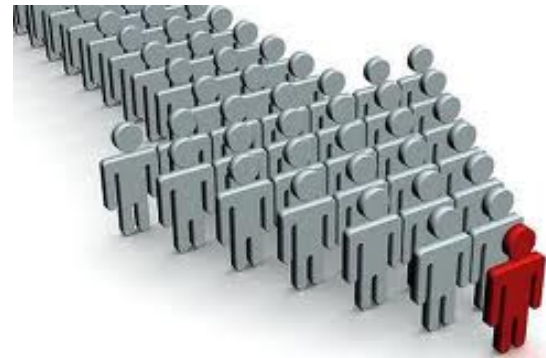


Quality Management Systems For Small Businesses

***Presented By: Gary Lane
Synergistic Systems, Inc.
9572 Mammoth Avenue
Baton Rouge, LA 70814
TEL 225/924-0099 FAX 225/927-2934
www.e-ssy.com***

Small Businesses in USA 2007 Economic Data



ENTERPRISE EMPLOYMENT SIZE	NUMBER OF FIRMS	EMPLOYMENT	ANNUAL PAYROLL (\$1,000)	ESTIMATED RECEIPTS (\$1,000)
00 – 04	3,705,275	6,139,463	234,921,325	1,434,680,823
05 – 09	1,060,250	6,974,591	222,419,546	1,144,930,232
10 – 19	644,842	8,656,182	292,088,277	1,395,498,431
20 – 99	532,391	20,922,960	768,546,555	3,792,920,977
100 – 499	88,586	17,173,728	686,862,018	3,612,050,221
Totals >	6,031,344	59,866,924	2,204,837,721	11,380,080,684

Business Failures

- Business Start And Fail At An Increasingly Staggering Rate.
- Every Year Over 500,000 People Start A Business Of Some Sort.
- Within One Year, At Least 40 Per Cent Of The New Businesses Are Out Of Business.
- Within Five Years, More Than 80 Per Cent Of Them – 400,000 Will Have Failed.

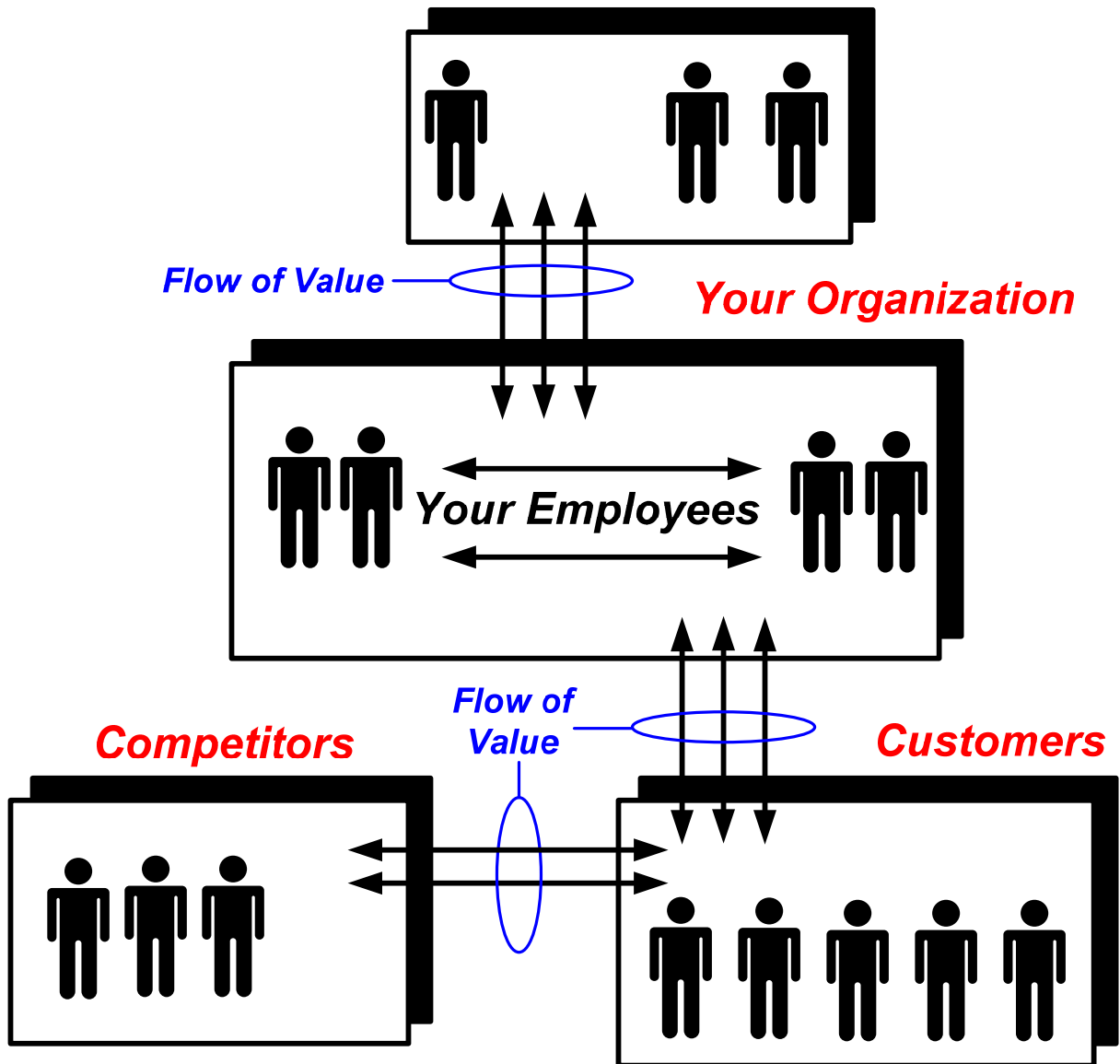


Why Would A Small Business Want To Develop A Quality Management System?

Top Management QMS System Design Specification

- Develop a QMS that Will Help Us **Obtain Profitable Business** and Help Us **Grow Our Business**.
- Ensure It Is **Affordable** At Our Stage of Growth.
- Implement A System That Is **Fully Compliant To ISO 9001:2008** And Can Be Readily Certified To ISO 9001:2008.
- **Use Proven Methodology**. Don't Reinvent the Wheel.
- Select A **Consultant / Facilitator With a Proven Track Record**.
- System Will Be **Very Capable – But Simple**.
- System Will Be Is **Modular and Adaptable and Scalable to Multiple Sites**.
- System Will Include A **Complete Set Of Foundational Documented System Level Procedures** That Can Be Adapted To Meet Our Requirements.
- System Will Allow Future Integration Of Environmental, Safety, Lean, Six Sigma And Other Sub-Systems For An **Integrated Management System**.
- System Will Be A **Secure, Web-Based System That Requires No Purchase Of Hardware Or Software**.
- System Will Be **Installed Quickly and Continually Improved** With Expert Guidance.
- Initially **Use Outsourced Processes** For Document Control, Internal Audits, Management Review Support, etc. With The Option To Bring These Processes Inside In The Future.
- Establish **Objectives That Drive Improvement**.
- Perform **Metric Measurements To Ensure We Are Moving In The Right Direction And Making Progress**.
- Ensure **System Status Reports With Dashboards Are Prepared** On A Monthly Basis To Manage The System And To Ensure Accountability.
- Be A **Learning Organization With Respect For People**.
- Effectively **Engage All Employees** To Help Us **Grow Our Business**.
- Ensure Top Managers And All Employees **Focus On Continual Improvement Of The System**.

Building Relationships Of Trust With People Is Vitally Important



Building Relationships and Improving Processes Is Not Easy. It Takes Much Thinking and Work!!

ISO

***International
Organization for
Standardization***

ISO = "Equal"

Quality Management System

***Foundation for Integrated
Management System
For RESULTS IMPROVEMENT
AND PROFITABLE GROWTH***

CORE QUALITY MANAGEMENT PRINCIPLES

- The Quality Management System (QMS) Is Based On The Following Core Quality Management Principles Patterned After ISO 9001. The QMS Design Is Aimed At Continually Improving Performance Over The Long Term By Focusing On Customers While Addressing The Needs Of All Other Stakeholders.
- Compliance / Certification To The Internationally Recognized Standard, ISO 9001, Provides Clear Demonstration Of Our Commitment To Quality. ISO 9001 Has Become The International Reference For Quality Requirements With Certification, The Preferred Global Solution.

PRINCIPLE 1 — CUSTOMER-FOCUSED ORGANIZATION

We Depend On Our Customers And Therefore Should Understand Current And Future Customer Needs, Meet Customer Requirements And Strive To Exceed Customer Expectations.

PRINCIPLE 2 — LEADERSHIP

Our Leaders Establish Unity Of Purpose And Direction Of The Organization. They Create And Maintain The Internal Environment In Which People Can Become Fully Involved In Achieving The Organization’s Objectives.

PRINCIPLE 3 — INVOLVEMENT OF PEOPLE

People At All Levels Are The Essence Of An Organization And Their Full Involvement Enables Their Abilities To Be Used For The Organization’s Benefit.

PRINCIPLE 4 — PROCESS APPROACH

Desired Results Are Achieved More Efficiently When Related Resources And Activities Are Managed As A Process.

PRINCIPLE 5 — SYSTEM APPROACH TO MANAGEMENT

We Will Identify, Understand And Manage A System Of Interrelated Processes For A Given Objective Of Improving Our Effectiveness And Efficiency.

PRINCIPLE 6 — CONTINUAL IMPROVEMENT

Continual Improvement Will Be A Permanent Objective Of Our Organization.

PRINCIPLE 7 — FACTUAL APPROACH TO DECISION MAKING

Effective Decisions Will Be Based On The Analysis Of Data And Information.

PRINCIPLE 8 — MUTUALLY BENEFICIAL SUPPLIER RELATIONSHIPS

Our Organization And Our Suppliers Are Interdependent, And A Mutually Beneficial Relationship Enhances The Ability Of Both To Create Value.

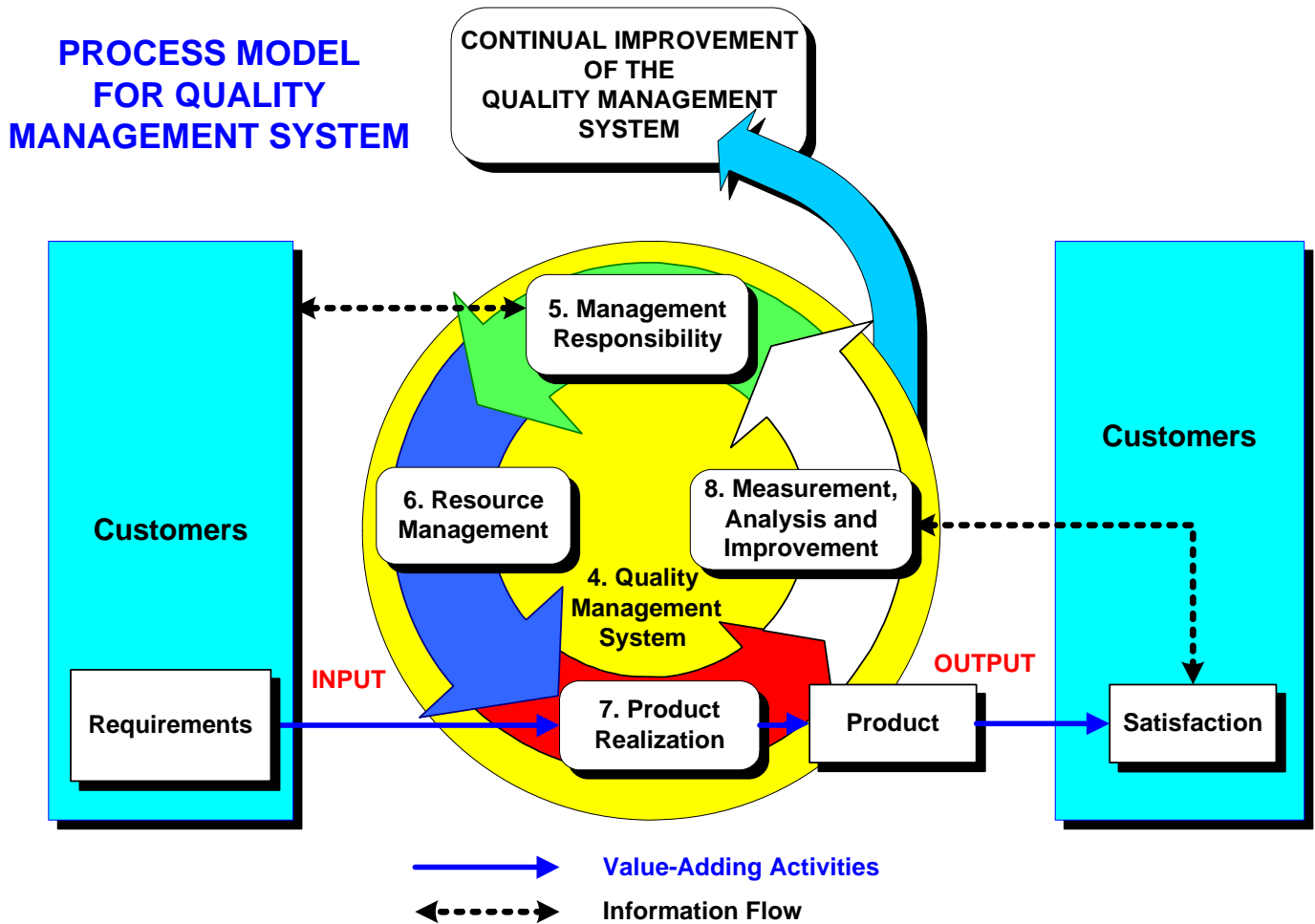
ISO 9001

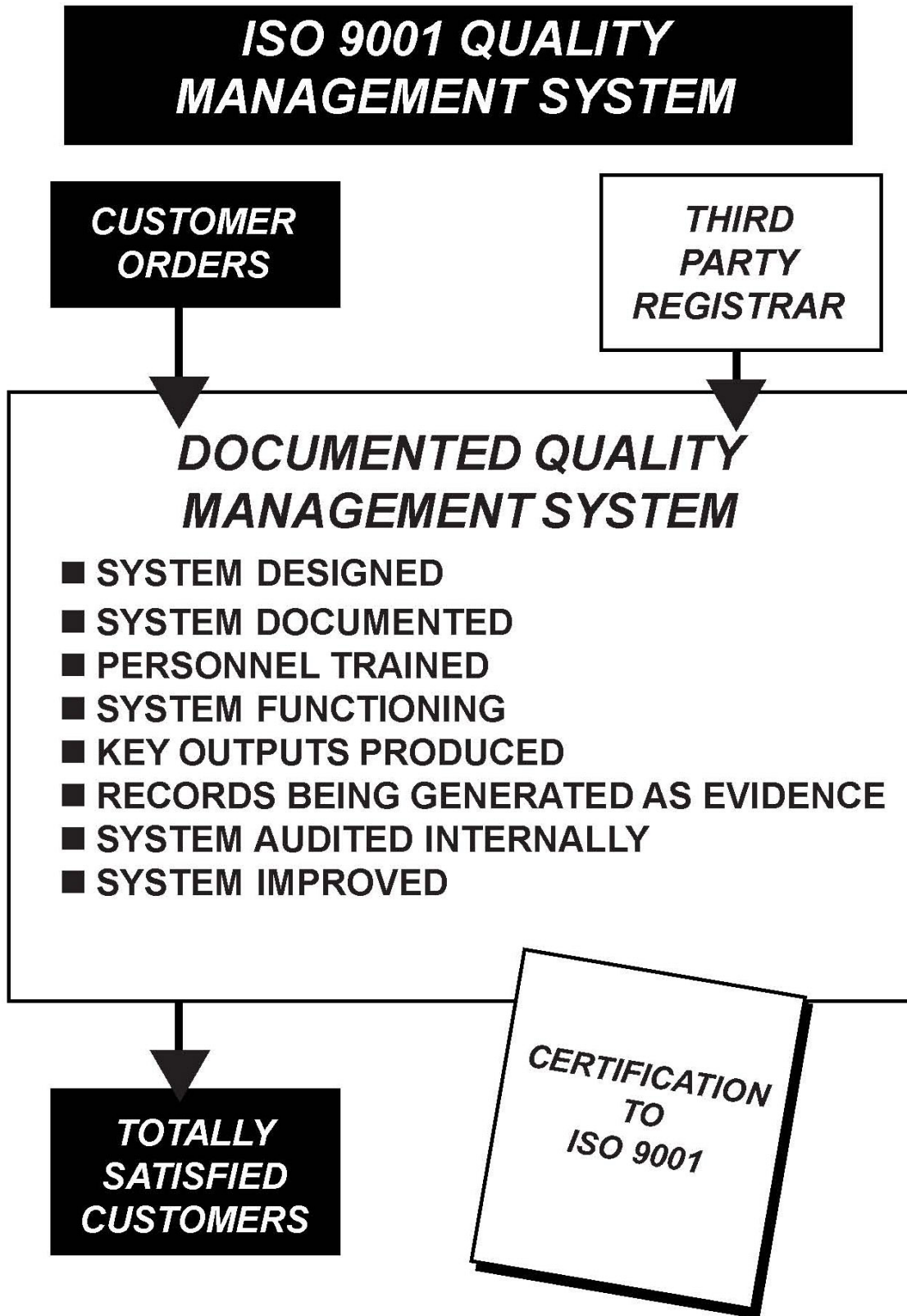
"Say what you do...do what you say."

WRITE IT!
KNOW IT!
DO IT!
CHECK IT!
IMPROVE IT!

**ISO 9001:2008 IS STRUCTURED
IN FIVE (5) MAJOR SECTIONS**

- 4. Quality Management System**
- 5. Management Responsibility**
- 6. Resource Management**
- 7. Product Realization**
- 8. Measurement, Analysis and Improvement**





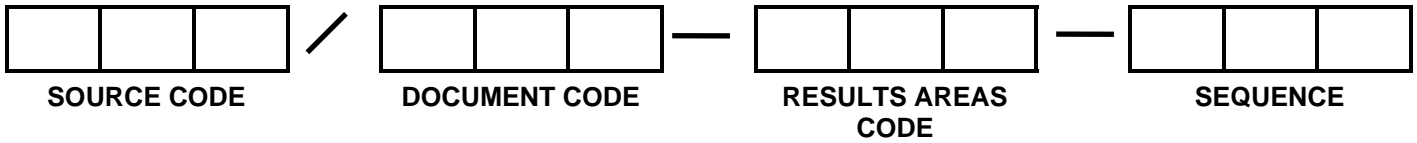
APPROACH 1	APPROACH 2
Identify a Lead Person	Identify a System Facilitation Team
Identify a Facilitation Team	Facilitation Team Learns About System Approach
Learn About ISO 9001	Define System Baseline and Collect Forms / Procedures
Appoint a Document Control Person	Start Using Web-Based QMS
Do Research on ISO 9001 and Determine Best Approach	Select a Third Party Registrar
Purchase Templates and Hope They Will Fit the Business	Review Integrated Procedures As a Key Learning Event
Draft Quality Manual	Review Form Sample Manual As a Learning Event
Draft System Level Procedures	Review Procedures, If Applicable
Draft Forms	Provide Employee Training
Draft Procedures, If Applicable	Start APPLYING the System
Review / Revise Quality Manual	Conduct Internal Audit
Review / Revise System Level Procedures	Conduct Management Review
Review / Revise Forms	Measure and Analyze Performance Via System Status Reports
Review / Revise Procedures, If Applicable	Certification Audit
Appoint Another Document Control Person	Attain Certification to ISO 9001
Approve a Quality Manual	Utilize Outsourced Services to Maintain and Improve System
Approve System Level Procedures	Focus on Processes to Improve
Approve Forms	GROW THE BUSINESS!!
Approve Procedures, If Applicable	
Select a Third Party Registrar	
Provide Employee Training	
Develop a Record Keeping System	
Start Applying the System	
Appoint Another Document Control Person	
Conduct Internal Audit	
Conduct Management Review	
Measure and Analyze Performance	
Pre-Assessment Audit	
Certification Audit	
Attain Certification to ISO 9001	
Get Bugged Down In Maintaining the ISO System	

BENEFITS OF DOCUMENTED SYSTEMS

- Acts As "**Perpetual Communication Devices**".
- **Minimizes Errors** Due to Poor Verbal Communication.
- Captures **Best Practices**.
- Provides a **Vital Training Tool**.
- Allows **Delegation** of Routine Activities to Lowest Possible Level.
- **Reduces Process Variability**.
- Ensures **Consistency and Uniformity** Between Personnel, Shifts, Locations, etc.
- **Increases Customer Satisfaction** (Internal and External).
- **Allows Performance** of Activities in **Absence of Key People**.
- Allows Work to Be Done at **Lowest Cost**.
- Allows Work to Be Done in the **Least Amount of Time**.
- Ensures that Required **Inspection and Testing Is Performed**.
- Ensures **Required Records Are Kept** and Maintained.
- Provides Information to **Facilitate Complex or Difficult Tasks**.
- Provides a Documented **Foundation for Continual Improvement**.



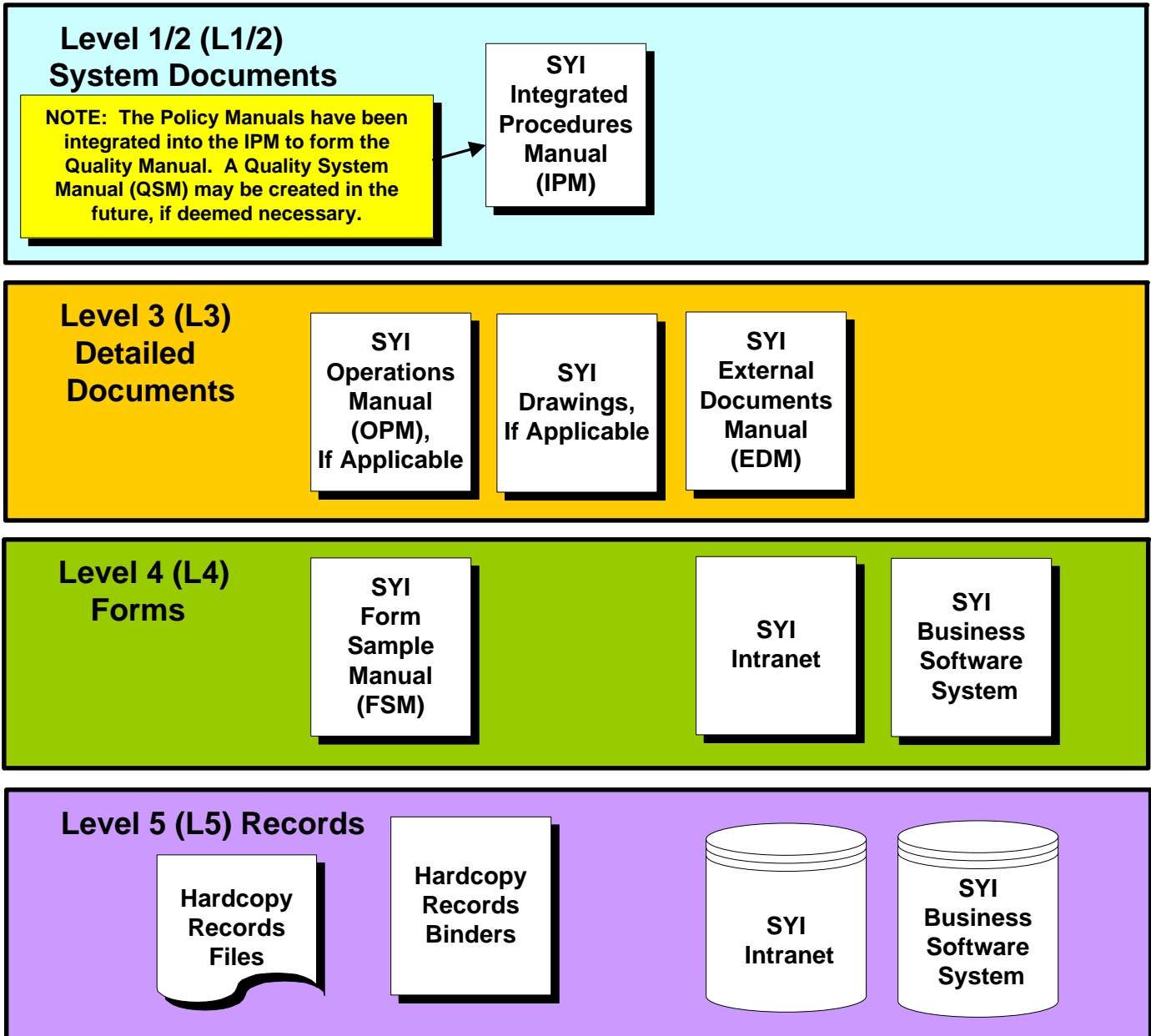
MODULAR DOCUMENT SYSTEM (BEHIND TAB 152 IN IPM)



SOURCE CODE	DOCUMENT CODE	RESULTS AREA (RSA)	SEQUENCE
SYI = SYSTEC, Inc.	ASL = Approved Supplier List	ACC = Accounting	000
	AUC = Audit Checklist	ADM = Administration	001
	AUP = Audit Plan	CSV = Customer Service	.
	AUR = Audit Report	IMS = Integrated Mgmt. System	.
	CHA = Charts	MGT = Management	999
	COA = Certificate of Analysis	MNT = Maintenance	
	DSL = Distribution List	PRD = Production	
	DWG = Drawing	PUR = Purchasing	
	FLC = Flowchart	QMS = Quality Mgmt. System	000A
	FRM = Form	TRG = Training	.
	GLO = Glossary	SAL = Sales	.
	JOB = Job Description	SER = Service	.
	MDL = Master Document List		.
	LBL = Label		.
	OBQ = Objectives for Quality		999Z
	ORG = Organization Chart		
	POL = Policies		
	PRC = Procedure		
	QRL = Quality Records List		
	QUP = Quality Policy		
	RMS = Raw Material Specs.		
	SLP = System Level Procedure		
	SCH = Schedule		
	TAG = Tags		
	TBL = Table of Information		
	TOC = Table of Contents		
	WI = Work Instruction		

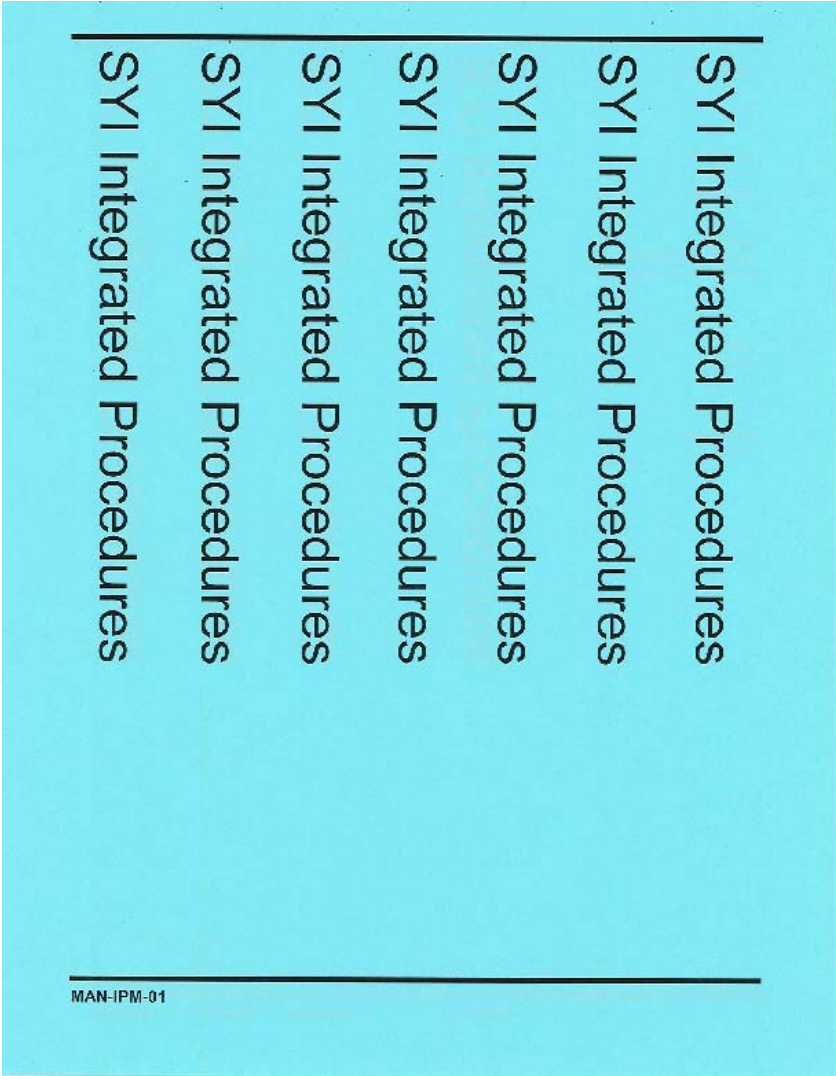
*NOTE: Alternative document numbering systems are permissible at the Site Level.
Such document numbering systems are to be defined at the Site Level.*

Typical Documentation System Design



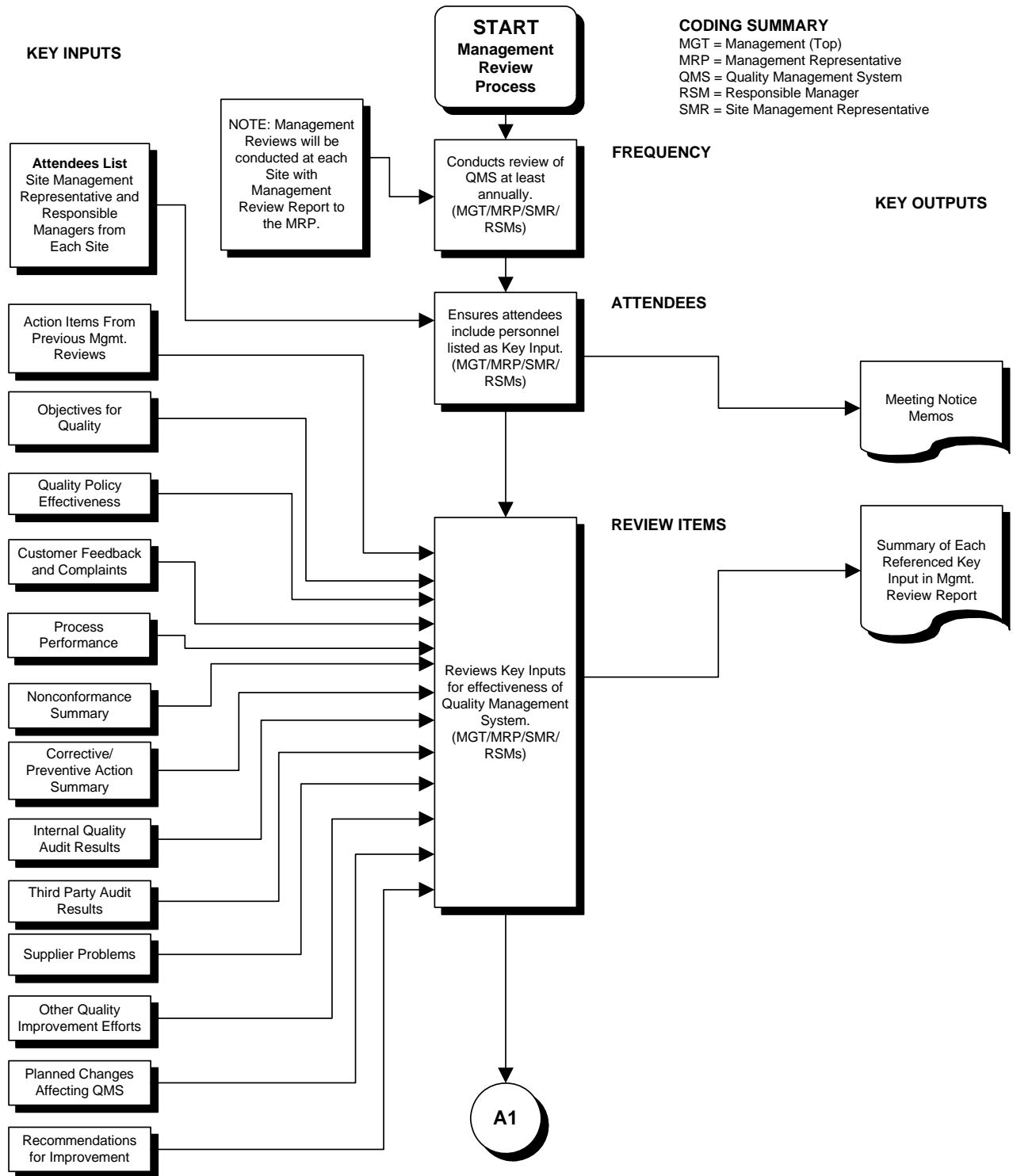
INTEGRATED PROCEDURES MANUAL (IPM)

- The Integrated Procedures Manual (IPM) (Level 1 / 2) Is A Key Set Of Documentation That Defines The Quality Management System At The "System Level".
- The IPM Is The "Road Map" / The "Blueprint" Of the System.
- The IPM Is Primarily A Collection Of System Level Process Flow Charts.
- Tab 001 Is A Table Of Contents **By DOC ID**.
- Tab 002 Is A Table Of Contents **By Topic**.
- Key Inputs Are On The Left Side.
- Key Outputs Are On The Right Side.
- Action Steps Are Shown In The Middle.
- Responsibilities Are Shown In Parenthesis At The Bottom Of The Action Steps.
- Coding Summaries Are Shown On Page 1 Of All Flowcharts At The Top Right.



TYPICAL SYSTEM LEVEL PROCEDURE

030 Management Review



OPERATIONS MANUAL (OPM)

- The Operations Manual (OPM) Contains Detailed Procedures and Tables of Information, Where Required.
- The Initial Operations Manual Will Address Key Processes That Require More Detailed Procedures And Tables of Information.
- Tab 001 Is A Table Of Contents **By DOC ID.**
- Tab 002 Is A Table Of Contents **By Topic.**



LEVEL 3 PROCEDURE EXAMPLE

SYSTEC, Inc.

DOC ID: SYI/PRC-WHS-055
 Effective Date: 02/15/05
 Revision: 00

John Jackson

Approval: Management Rep.

UPS Shipments

KEY INPUTS	
<input type="checkbox"/> Package(s) to Be Shipped.	<input type="checkbox"/> "UPS Shipping Zone Chart".
<input type="checkbox"/> "UPS Pickup Record".	<input type="checkbox"/> UPS Shipper Number Rubber Stamp.
<input type="checkbox"/> Package Scale.	<input type="checkbox"/> "Shipping Label".

PROCESS		
STEP	BY	ACTION
PACKAGE PROCESSING		
1	Warehouser (WHR)	<input type="checkbox"/> Fills in our address at top of "UPS Pickup Record". <input type="checkbox"/> Stamps UPS Shipper Number on top of "UPS Pickup Record". <input type="checkbox"/> Ensures "Shipping Label" is affixed to package(s). <input type="checkbox"/> Stamps package(s) with UPS stamp. <input type="checkbox"/> Weighs package(s) and enters weight in lbs. in LBS. box on "Pickup Record". <input type="checkbox"/> Enters the following on the "Pickup Record" sheet: <ul style="list-style-type: none"> ■ Name/Company ■ Street Address (DO NOT SHIP TO P.O. BOX) ■ City, State and Zip <p>NOTE: Place carbon between WHITE and YELLOW Sheets. Separate all individual documents with a golden rod sheet of paper.</p> <input type="checkbox"/> Looks up UPS zone on "UPS Chart" and enters on "Pickup Record" under TYPE SERVICE. NOTE: For AIR SHIPMENTS enter "12" in AIR ZONE. <input type="checkbox"/> Places package(s) in Shipping Holding Area with "UPS Pickup Record" book on top.
UPS PICKUP		
2	United Parcel Service (UPS)	<input type="checkbox"/> Picks up package(s). <input type="checkbox"/> Signs "UPS Pickup Record".
3		END PROCESS

KEY OUTPUTS	
<input type="checkbox"/> Package(s) properly shipped via UPS.	
<input type="checkbox"/> "UPS Pickup Record" properly completed.	

DOCUMENT HISTORY
REV. 00 02/15/05. To document the UPS Shipments process.

02/01/05

FORM SAMPLE MANUAL (FSM)

- The Form Sample Manual (FSM) Contains Forms Related To The Quality Management System.
- **Forms Are Very Powerful Tools That Can Provide Instructions And Record Data.**
- **Move As Much Of The Details As Possible To The Form Level.**
- The Forms Are Organized By Results Areas / Departments.
- Tab 001 Is A Table Of Contents **By DOC ID.**
- Tab 002 Is A Table Of Contents **By Topic.**
- Forms Are Also Available Electronically In The Documents Area Of The Intranet.



007 RESPONSIBILITIES MATRIX – ISO 9001

- Responsibilities Matrix – ISO 9001 Is Documented Behind Tab 007 In IPM.
- Matrix Shows The Requirements Of ISO 9001:2008 Vs. Departments And Shows Linkage To IMS Processes.

<p>Quality Management System (QMS) Element Vs. Department Responsibility</p> <p>P = Primary Responsibility S = Secondary Responsibility □ = No Responsibility</p> <p>This table describes the responsibilities and authorities for the QMS. The responsible managers and responsible employees within the results areas/departments have responsibility and authority to ensure QMS conformance.</p>	<p style="text-align: center;">Linkage to the Integrated Management System Process</p>	DEPARTMENT				
		Administration/Accounting	Management	Purchasing	Quality Mgmt. Systems	Systems Production

ISO #	DESCRIPTION	INTEGRATED MANAGEMENT SYSTEM #					
4.1	General Requirements	050 Quality Management System		P		P	
		005 Scope / Exclusions – QMS		P		P	
		055 Process Sequences – QMS	S	P	S	P	S
4.2.1	General	050 Quality Management System		P		P	
4.2.2	Quality Manual	050 Quality Management System		P		P	
		055 Process Sequences – QMS		P		P	
4.2.3	Control of Documents	150 Document and Data Control	S	S	S	P	S
		152 Modular Documentation System	S	S	S	P	S
		155 Document System Architecture – QMS	S	S	S	P	S
4.2.4	Control of Records	800 Records Control	P	S	S	P	S
5.1	Management Commitment	010 Management Responsibility	S	P	S	S	S
5.2	Customer Focus	075 Customer Contact	S	S	S	S	P
5.3	Quality Policy	010 Management Responsibility		P		P	
		011 Quality Policy Statement	S	P	S	P	S
5.4.1	Quality Objectives	014 Objectives for Quality	S	P	S	P	S
5.4.2	Quality Management System Planning	050 Quality Management System		P		P	P
5.5.1	Responsibility and Authority	010 Management Responsibility	S	P	S	S	S
5.5.2	Management Representative	013 Management Rep. / Document Coordinator		P		S	
5.5.3	Internal Communication	010 Management Responsibility	S	P	S	S	S
5.6.1	General	030 Management Review		P			
5.6.2	Management Review Input	030 Management Review	S	P	S	P	S
5.6.3	Management Review Output	030 Management Review		P		P	

PROVEN PRACTICE MODELS

010 MANAGEMENT RESPONSIBILITY

011 QUALITY POLICY STATEMENT

013 MANAGEMENT REPRESENTATIVE / DOCUMENT COORDINATORS

014 OBJECTIVES FOR QUALITY

016 ORGANIZATION CHART

020 RESOURCES

030 MANAGEMENT REVIEW

050 QUALITY MANAGEMENT SYSTEM

075 CUSTOMER CONTACT

080 QUOTATIONS

090 ORDER REVIEW

100 CUSTOMER SATISFACTION

120 DESIGN AND DEVELOPMENT

150 DOCUMENT AND DATA CONTROL

220 SUPPLIER ASSESSMENT

250 PURCHASING

300 CUSTOMER SUPPLIED MATERIAL

350 *PROCESS CONTROL*

400 *RECEIVING AND RAW MATERIAL STORAGE*

440 *PRODUCT HANDLING AND STORAGE*

450 *PRODUCT PRODUCTION*

465 *PRODUCT PICKING AND PACKING*

470 *PRODUCT SHIPMENT*

480 *PRODUCT RETURNS*

550 *NONCONFORMANCE CONTROL*

600 *CORRECTIVE AND PREVENTIVE ACTION*

620 *CONTINUAL IMPROVEMENT*

780 *CALIBRATION CONTROL*

790 *MAINTENANCE CONTROL*

800 *RECORDS CONTROL*

850 *INTERNAL AUDITS*

935 *FIELD SERVICE*

970 *STATISTICAL TECHNIQUES*

SYSTEM STATUS REPORT EXAMPLE

SYSTEC, Inc.

System Status Report
10/29/10

OVERVIEW

The following is a summary of key aspects of the ISO 9001 Quality System Management System. This is designed as a tool for use by Responsible Managers to effectively monitor and manage the ISO 9001 Quality Management System. The information should be reviewed by the Responsible Managers and suitable action taken to address the issues.

Action needs to be taken by the Responsible Manager(s) or Delegate(s). All applicable fields should be completed or "N/A" entered, if appropriate. When action has been completed, the Responsible Manager or Delegate should send a Link to the Site Management Representative notifying that the required actions have been completed and verified effective.

SYSTEM STATUS SUMMARY

ALERT = Any open record(s) 60 days or more beyond origination / target date. **CAUTION** = Any open record(s) 30 days beyond origination / target date.

Records Reviewed	Intranet Location	Status	New Since Last Report	Closed Since Last Report	Open / Needed / Due
Action Items Records (AIRs)	View = Open AIRs	OK	0	1	5
Calibrated Device List	View = Overdue or Coming Due	ALERT	N/A	N/A	2
Customer Feedback Records (CFRs)	View = Open CFRs	OK	2	1	3
Continual Improvement Records (CIRs)	View = Open CIRs	OK	0	0	1
Corrective and Preventive Action Records (CPARs)	View = Open CPARs	OK	0	0	1
Customer Satisfaction Records (CSRs)	View = CSR Log	N/A	6	N/A	N/A
External Documents	View = Verification Overdue or Coming Due	ALERT	N/A	N/A	7
Internal Audit Records (IARs)	View = Open IARs	OK	0	0	0
Metric Measurements	View = All	OK	N/A	N/A	0
Nonconformance Records (NCRs)	View = Open NCRs	OK	2	2	2
Supplier Nonconformance Records (SNRs)	View = Open SNRs	CAUTION	2	1	5
Training History – Training Needed	Training Needed	ALERT	N/A	N/A	4

AUDIT CHECKLIST EXAMPLE

SYSTEC, Inc.

Audit Checklist
Production

Auditee(s) _____ Date of Audit ___/___/___

Audit # _____ Lead Auditor _____ Auditor(s) _____

PROCESS #

SYSTEM REQUIREMENT RESULTS AREA OBJECTIVE EVIDENCE, DOC ID, ETC. Y N C N/A E

025 POLICY STATEMENT

Policy Statement

1	Is the Policy Statement [SYI/POS-IMS-025 in IPM 025] understood by all employees and can they state it in their own words? Has it been posted throughout the Site?	ALL							
---	--	-----	--	--	--	--	--	--	--

038 MANAGEMENT REPRESENTATIVES

Management Representative

2	Do all employees know who the Management Representative is [SYI/TBL-IMS-038E, 038Q and 038S in IPM 038E, 038Q and 038S]?	ALL							
---	--	-----	--	--	--	--	--	--	--

Site Document Coordinator

3	Do all employees know who the Site Document Coordinator is [SYI/TBL-IMS-038E, 038Q and 038S in IPM 038E, 038Q and 038S]?	ALL							
---	--	-----	--	--	--	--	--	--	--

Site Facilitators - EMS / QMS / SMS

4	Do all employees know who the Site Facilitators are [SYI/TBL-IMS-038E, 038Q and 038S in IPM 038E, 038Q and 038S]?	ALL							
---	---	-----	--	--	--	--	--	--	--

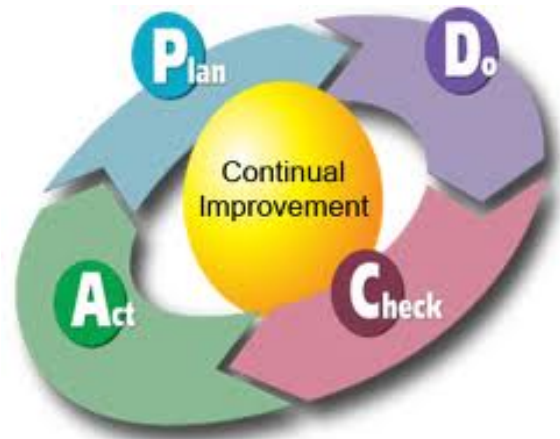
Y = YES (CONFORMING) N = NO (NONCONFORMING) C = CONCERN N/A = NOT APPLICABLE E = EXCELLENCE



NOTES (IF ANY)

CONTINUAL IMPROVEMENT

- 1 Problems Create Opportunities.**
- 2 Identify Opportunities For Improvement.**
- 3 Create Continual Improvement Record (CIR) And Use As A Management Tool.**
- 4 Ask Why Five Times.**
- 5 Seek Ideas From Everyone.**
- 6 Think Of Solutions That Can Address The Problem.**
- 7 Try Solutions And Select The Best, Simple Solution – Not The Perfect One.**
- 8 Use Your Creativity, Not Your Cash.**
- 9 Continual Improvement Is Endless.**



HOMEPAGE OF A TYPICAL WEB-BASED QMS

Objectives | Quality Policy | Glossary

Customize Personalize Send Email Save Link Window

- Home
- Documents
- Form Sample Manual
- Integrated Procedures
- AIRs Action Item Rec
- CDs Calibrated Device
- CFRs Customer Feedb
- CIRs Continual Impro
- CPARs Corr/Prev Acti
- CSRs Customer Satisf
- ECRs Employee Chan
- Employee List
- EQRs Employee Qual
- External Docs List
- Glossary
- IARs Internal Audit Re
- Metric Measurements
- NCRs Nonconformanc
- Outsourced Processes
- Preventive Maint. List
- Project Plan
- Qualified Auditors List
- RADs Ready Access C
- Records Summary - Si
- SNRs Supplier Noncon
- SSRs System Status F
- System Facilitation M
- System Metrics List
- Training History
- Calendar

Announcements

There are no announcements.

Calendar

There are no events scheduled for the next 3 days. To personalize this setting [click here](#).

Today This Week This Month

What's New?

Members

- Art Giesler joined on Nov 4

Group Documents

- MNT-790A Fork Lift Daily Checklist (Edited on Nov 4 by Matt Lane)
- TRG-900G Training Record - General (Created on Nov 1 by Gary Lane)
- TRG-900D Training Record - Documentation (Created on Nov 1 by Gary Lane)
- SAL-075B Customer Satisfaction Record (Created on Nov 1 by Gary Lane)
- QMS-850B Audit Checklist (Created on Nov 1 by Gary Lane)
- QMS-850A Audit Plan (Created on Nov 1 by Gary Lane)
- QMS-780D Calibration Record Sheet - Third Party Calibrators (Created on Nov 1 by Gary Lane)
- QMS-780B Calibration Record Sheet (Created on Nov 1 by Gary Lane)

Databases

• AIRs Action Item Records			
Total:	1	New:	1
Updated:	0		
• CDs Calibrated Devices			
Total:	2	New:	2
Updated:	0		
• CFRs Customer Feedback Records			
Total:	6	New:	6
Updated:	2		
• CPARs Corr/Prev Action Records			
Total:	1	New:	1
Updated:	1		
• CSRs Customer Satisfaction Records			
Total:	0	New:	0
Updated:	0		
• ECRs Employee Change Records			
Total:	4	New:	1
Updated:	1		
• Employee List			
Total:	6	New:	2
Updated:	1		
• EQRs Employee Qualification Records			
Total:	2	New:	2
Updated:	0		
• External Docs List			
Total:	2	New:	0
Updated:	2		
• IARs Internal Audit Records			
Total:	0	New:	0
Updated:	0		
• Metric Measurements			
Total:	1	New:	1
Updated:	0		
• NCRs Nonconformance Records			
Total:	0	New:	0
Updated:	0		
• Outsourced Processes List			
Total:	3	New:	3
Updated:	0		
• Preventive Maint. List			
Total:	2	New:	2
Updated:	0		
• RADs Ready Access Documents			
Total:	2	New:	2
Updated:	0		
• Records Summary - Site Level			
Total:	27	New:	0
Updated:	1		
• SNRs Supplier Nonconf. Records			
Total:	5	New:	5
Updated:	5		
• SQRs Supplier Qualification Records			
Total:	3	New:	0
Updated:	0		
• SSRs System Status Reports			
Total:	1	New:	1
Updated:	0		
• System Facilitation Matrix			
Total:	0	New:	0
Updated:	0		
• Training History			
Total:	16	New:	6
Updated:	3		

Page 26 of 27

SSY/MAN-QMS-050 REV. 00 11/06/10 FOR REFERENCE ONLY

Questions
and
Answers

