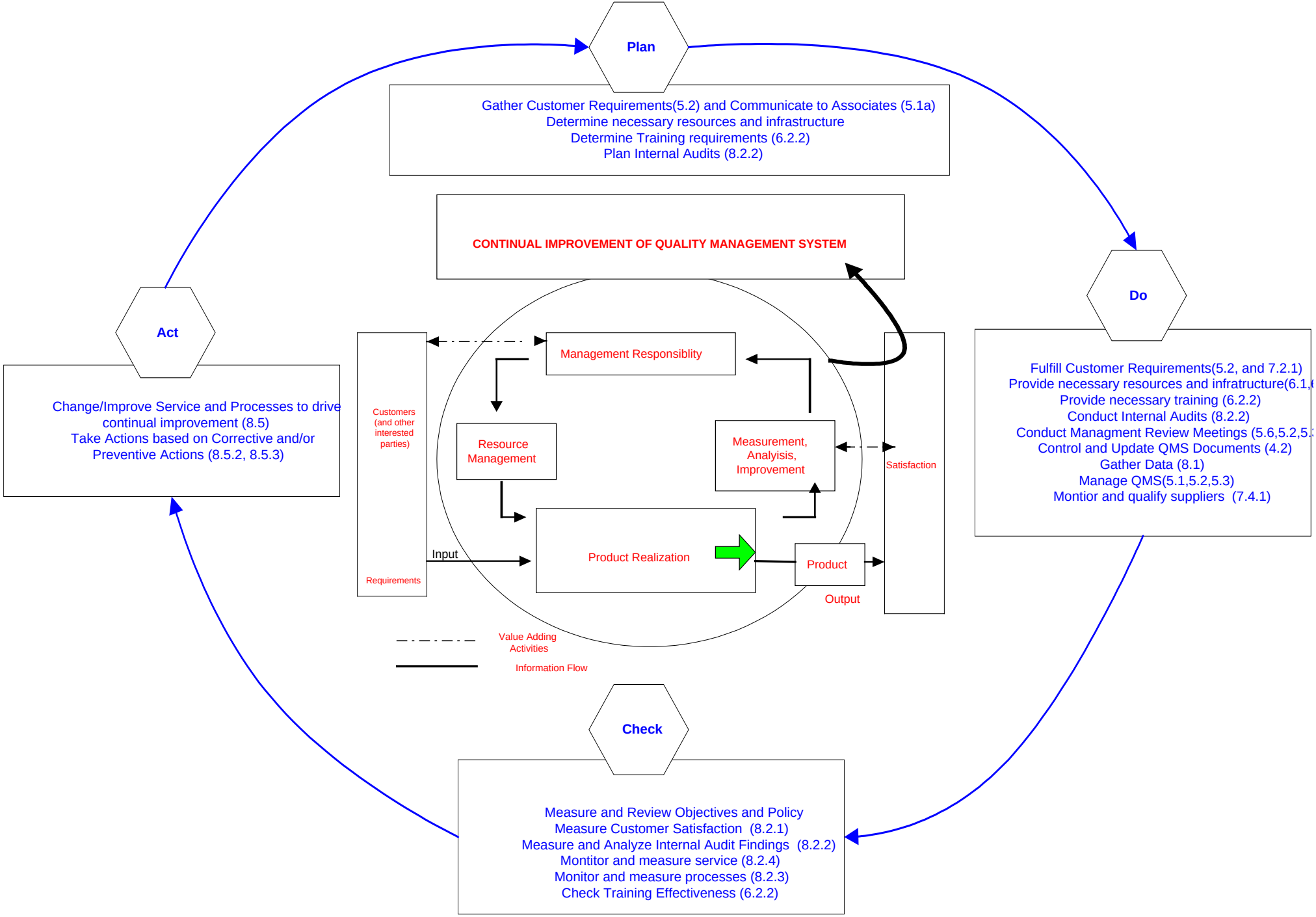
Plan
Gather Customer Requirements(5.2) and Communicate to Associates (5.1a)
Determine necessary resources and infrastructure
Determine Training requirements (6.2.2)
Plan Internal Audits (8.2.2)
CONTINUAL IMPROVEMENT OF QUALITY MANAGEMENT SYSTEM
Do
Fulfill Customer Requirements(5.2, and 7.2.1)
Provide necessary resources and infratructure(6.1,
Provide necessary training (6.2.2)
Conduct Internal Audits (8.2.2)
Conduct Managment Review Meetings (5.6,5.2,5.
Control and Update QMS Documents (4.2)
Gather Data (8.1)
Manage QMS(5.1,5.2,5.3)
Montior and qualify suppliers (7.4.1)
Act
Change/Improve Service and Processes to drive continual improvement (8.5)
Take Actions based on Corrective and/or Preventive Actions (8.5.2, 8.5.3)
Customers (and other interested parties)
Requirements
Management Responsiblity
Resource Management
Measurement, Analyisis, Improvement
Product Realization
Product
Output
Satisfaction
Input
Value Adding Activities
Information Flow
Check
Measure and Review Objectives and Policy
Measure Customer Satisfaction (8.2.1)
Measure and Analyze Internal Audit Findings (8.2.2)
Montitor and measure service (8.2.4)
Monitor and measure processes (8.2.3)
Check Training Effectiveness (6.2.2)