InTechProject LLC

QUALITY MANAGEMENT SYSTEM

QUALITY MANUAL

APPROVED

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Title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name and Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

INTRODUCTION

PREPARED BY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Issued: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Based on: ISO 9001:2015.

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# Organization Details

#### Address

InTechProject LLC

Zoner str. 2, 80333 Munich

Quality Representative: Quality Director Brian King.

#### Description of Organization and Its Products

All stages of product life cycle are covered by the Organization.

The Organization has necessary industrial buildings and structures, technological equipment and qualified personnel to perform all the necessary activities.

#### Organization Structure

Organization structure of InTechProject LLC is presented below.

|  |
| --- |
| title |

Figure 1 – Org Structure of InTechProject

MISSION, VISION, OBJECTIVES OF InTechProject LLC

#### Mission

To offer quality products at affordable price, and thus, to maintain leading marketing position.

#### Vision

The organization considers quality of products, services, and its activity as a key advantage. Only continuous improvement of quality, increase of productivity, and elimination of all types of losses can lead to the increase in sales.

The organization uses international experience to achieve these goals, it improves Quality Management System which leads to improvement of business in general.

To realize the mission, the organization develops its Quality Management System based on world experience, contemporary management technologies, and international standards.

#### Objectives

Objectives of InTechProject LLC are based on the specified Mission and Vision. Objectives are set by the senior management and are measured.

Achievement of goals and objectives in InTechProject LLC is ensured within the framework of a unified management system, by setting goals and objectives for each of its subsystems, including quality management system.

Strategic goals and objectives of InTechProject LLC, including quality objectives, are presented below.

title

Figure 2 – Organizational strategy map

Quality policy

**Main Activities**

* + Design engineering systems;
  + Install engineering systems.

**Main Goal**

Provide services that meet and exceed customer expectations, and generate sustainable profit for future development of the organization.

**Policy Basics**

* + Reduce production cost by reducing customer claims, analyzing technical and economic indicators, and applying preventive and corrective actions;
  + Conduct marketing research of suppliers, customers, competitors;
  + Use scientific and technical innovations, focus on new technologies;
  + Organize trainings for managers, specialists, and production employees regularly;
  + Improve quality management methods.

The Policy is communicated to all employees and serves as the basis for setting quality goals and objectives. It is under personal control of Director.

InTechProject undertakes obligations to implement the Quality Policy and update it in accordance with the changing requirements of consumers and external environment.

|  |  |  |
| --- | --- | --- |
| Date of Issue: | *12/20/2018* | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ John Thomas |
| Approved: | *12/23/2018* | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Brian King |

# 1. Scope

Quality management system of the organization implements quality management of products manufactured and services provided, in accordance with ISO 9001:2015 requirements. The aim of this Manual is to coordinate quality-related activities across organizational units. This Manual describes requirements to establishing quality management activities within the managing company and business units to control quality of products manufactured and services provided.

# 2. Normative references

This Manual references current QMS documents as follows:

− external documents, including international, state, industry requirements (including statutory ones) for product manufacturing (service delivery), QMS, management techniques, etc.;

− internal documents, which indicate internal requirements established within the organization, process execution responsibilities, operating procedures, etc.

# 3. Terms and definitions

The Manual uses ISO 9000 terms.

# 4. Context of the organization

Requirements given in 4. Context of the organization are met when performing the following processes:

|  |
| --- |
| * A0 Design and install engineering systems |

Process Owners:

|  |
| --- |
| * Director |

Requirements are fulfilled in accordance with:

|  |
| --- |
| * Mission |
| * Vision |

## 4.1. Understanding the organization and its context

Organization’s employees regularly monitor customer needs, competitors’ activities, supplier and labor market. They use SWOT analysis to assess organization’s capabilities to fulfill emerging customer needs, to improve efficiency and quality of project execution.

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director |

## 4.2. Understanding the needs and expectations of interested parties

Organization determines key interested parties and their needs in the Development strategy approved by Director.

Requirements given in 4.2. Understanding the needs and expectations of interested parties are met when performing the following processes:

|  |
| --- |
| * A1 Develop business concept and strategy |

Process Owners:

|  |
| --- |
| * Director |

## 4.3. Determining the scope of the quality management system

The scope of the Quality Management System is the entirety of organization’s activities and business units.

Requirements given in 4.3. Determining the scope of the quality management system are met when performing the following processes:

|  |
| --- |
| * A1.4 Develop regulatory and methodological documentation |

Process Owners:

|  |
| --- |
| * Quality Director |

## 4.4. Quality management system and its processes

Quality management in organization’s QMS is performed by management of the corresponding activities. Organization activity is represented via hierarchical activity model. A complete electronic version of this model is published on the portal of the organization.

Requirements given in 4.4. Quality management system and its processes are met when performing the following processes:

|  |
| --- |
| * A1.4 Develop regulatory and methodological documentation |

Process Owners:

|  |
| --- |
| * Quality Director |

# 5. Leadership

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director |

## 5.1. Leadership and commitment

#### 5.1.1. General

Director is responsible for effectiveness of the Quality Management System. Director determines and approves Quality Policy, bears responsibility for ensuring its understanding and adoption throughout all levels of organization, performs overall management and control of the Policy execution.

#### 5.1.2. Customer focus

Organization’s activity is focused on customer satisfaction and improving its level.

## 5.2. Policy

Requirements are fulfilled in accordance with:

|  |
| --- |
| * Quality policy |

#### 5.2.1. Establishing the quality policy

The Policy describes the main strategic objective, top management responsibilities in terms of quality management and liabilities to customers. The Policy is approved by Director and is provided in this Manual.

#### 5.2.2. Communicating the quality policy

The Quality Policy is published on the portal and website of the organization.

## 5.3. Organizational roles, responsibilities and authorities

Responsibility of management and departments for organization's activities, as well as their authority, responsibilities and interactions are specified in the following materials:

− activity descriptions;

− the corresponding sections of this Manual;

− regulatory documents, department descriptions, job descriptions.

Top management representative responsible for quality:

− ensures development, implementation and maintenance of QMS activities;

− controls development, deployment and adoption of QMS documentation;

− reports to management on QMS performance and improvement requirements;

− facilitates understanding of customer requirements throughout organization;

− facilitates interactions with external interested parties regarding all quality-related issues.

Requirements given in 5.3. Organizational roles, responsibilities and authorities are met when performing the following processes:

|  |
| --- |
| * A1 Develop business concept and strategy |

Process Owners:

|  |
| --- |
| * Director |

Requirements are fulfilled in accordance with:

|  |
| --- |
| * Mission |
| * Vision |

# 6. Planning

Requirements given in 6. Planning are met when performing the following processes:

|  |
| --- |
| * A1 Develop business concept and strategy |

Process Owners:

|  |
| --- |
| * Director |

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Quality Director |

## 6.1. Actions to address risks and opportunities

QMS of the organization is based on requirements of ISO 9001. Organization's risk preventive actions are implemented in the following areas:

− planning of project execution life cycle processes and requirements review, assessment and confirmation of project feasibility are performed to prevent any breach of obligations to customers;

− implementation of actions, which are initiated with management decisions based on risk analysis. The introduced measures and their results are assessed as part of review by management.

Requirements given in 6.1. Actions to address risks and opportunities are met when performing the following processes:

|  |
| --- |
| * A1.3 Create long-term development plan |

Process Owners:

|  |
| --- |
| * Director |

## 6.2. Quality objectives and planning to achieve them

Organization's main quality objectives are reflected in the Policy.

Requirements given in 6.2. Quality objectives and planning to achieve them are met when performing the following processes:

|  |
| --- |
| * A1.3 Create long-term development plan |

Process Owners:

|  |
| --- |
| * Director |

## 6.3. Planning of changes

QMS of the organization is based on requirements of ISO 9001.

Requirements given in 6.3. Planning of changes are met when performing the following processes:

|  |
| --- |
| * A1.3 Create long-term development plan |

Process Owners:

|  |
| --- |
| * Director |

# 7. Support

Requirements given in 7. Support are met when performing the following processes:

|  |
| --- |
| * A3 Manage human resourses |
| * A4.1 Plan projects |
| * A5 Manage instrument |
| * A6 Manage procurement |

Process Owners:

|  |
| --- |
| * Head of HR Department |
| * Director of Operations |
| * Head of Engineering Department |
| * Head of Procurement Department |

## 7.1.1. Resources

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director |

#### 7.1.1. General

Organization’s QMS specifies the following main activities of the resource management:

− human resource management;

− infrastructure and work environment provisioning;

− control of monitoring and measurement instruments.

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director of Operations |

#### 7.1.2. People

Organization’s QMS specifies human resource management activity. This activity is aimed at fulfillment of all personnel requirements of all activities run within organization (with employees who received specialist training, if needed). Activity execution and effectiveness is controlled by assessing satisfaction score and documenting the corresponding records. Personnel training takes place at onboarding, in case of changes in working conditions, transfer to another workplace, competence development in accordance with qualification requirements.

Requirements given in 7.1.2. People are met when performing the following processes:

|  |
| --- |
| * A3 Manage human resourses |

Process Owners:

|  |
| --- |
| * Head of HR Department |

#### 7.1.3. Infrastructure

Organization’s infrastructure is designed as a part of manufacturing preparation activity. Selection of technological equipment, tooling and instrumentation is based on the needs of manufacturing activities.

Requirements given in 7.1.3. Infrastructure are met when performing the following processes:

|  |
| --- |
| * A5 Manage instrument |

Process Owners:

|  |
| --- |
| * Head of Engineering Department |

#### 7.1.4. Environment for the operation of processes

Organization ensures compliance of the work environment with statutory requirements, including occupational safety and health, fire protection, sanitary and hygiene norms.

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director |

#### 7.1.5. Monitoring and measuring resources

Requirements given in 7.1.5. Monitoring and measuring resources are met when performing the following processes:

|  |
| --- |
| * A5 Manage instrument |
| * A4.2.5 Perform start-up works |

Process Owners:

|  |
| --- |
| * Head of Engineering Department |
| * Project Manager |

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director of Operations |

#### 7.1.5.1. General

Control of measurement processes, inspection and testing equipment (hereinafter Measurement instruments, MI) is performed within the organization.

Requirements given in 7.1.5.1. General are met when performing the following processes:

|  |
| --- |
| * A5.1 Plan instrument purchase |

Process Owners:

|  |
| --- |
| * Director of Operations |

#### 7.1.5.2. Measurement traceability

Control of measurement, inspection and testing equipment is performed in accordance with the statutory State System for Ensuring Uniform Measurement, state and organization’s regulations.

Requirements given in 7.1.5.2. Measurement traceability are met when performing the following processes:

|  |
| --- |
| * A5.3 Verify and calibrate instrument |

Process Owners:

|  |
| --- |
| * Head of Engineering Department |

#### 7.1.6. Organizational knowledge

Documentation of the organization is stored in electronic format on the organization’s portal. Each employee has access to activity model, their job description, and regulatory and guidance documentation according to their access permissions. Portal data is regularly updated. Information on such updates is distributed to all interested employees by email. Backup is performed in accordance with the schedule.

Requirements given in 7.1.6. Organizational knowledge are met when performing the following processes:

|  |
| --- |
| * A3.3 Organize personnel training |
| * A1.4 Develop regulatory and methodological documentation |

Process Owners:

|  |
| --- |
| * Head of HR Department |
| * Quality Director |

## 7.2. Competence

Personnel training takes place at onboarding, in case of changes in working conditions, transfer to another workplace, competence development in accordance with qualification requirements.

Requirements given in 7.2. Competence are met when performing the following processes:

|  |
| --- |
| * A3.2 Select personnel |
| * A3.3 Organize personnel training |

Process Owners:

|  |
| --- |
| * Head of HR Department |

## 7.3. Awareness

QMS documentation of the organization is stored in electronic format at free access on the organization’s portal.

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Quality Director |

## 7.4. Communication

Within organization's QMS, information interactions are performed by means of quality records.

Requirements given in 7.4. Communication are met when performing the following processes:

|  |
| --- |
| * A1.4 Develop regulatory and methodological documentation |

Process Owners:

|  |
| --- |
| * Quality Director |

## 7.5. Documented information

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Quality Director |

#### 7.5.1. General

QMS documentation of the organization includes the following:

− Quality Policy provided in this Manual;

− this Quality Manual;

− activity model;

− documents required for efficient planning, execution and control of activities (regulatory, technical, informational and reference, organizational and administrative documentation, human resources, planning & accounting and reporting documentation);

− quality records.

#### 7.5.2. Creating and updating

Document management procedure is described and implemented in the organization.

#### 7.5.3. Control of documented information

QMS of the organization requires control of all types of documentation, both external and internal. Document management is an activity, executed in accordance with general procedures, common for all departments, which are described in regulations of the organization. Record documentation and control is performed to ensure confidence and confirm compliance to product, activity, QMS requirements, as well as to provide decision-making processes with complete, accurate and reliable information on actual state and dynamics of quality in the following areas:

− product;

− life cycle processes;

− activities;

− QMS effectiveness and efficiency.

# 8. Operation

Requirements given in 8. Operation are met when performing the following processes:

|  |
| --- |
| * A4 Schedule and perform project |

Process Owners:

|  |
| --- |
| * Director of Operations |

## 8.1. Operational planning and control

Planning of life cycle processes is performed in case of changes in product requirements or preparation to new product releases. Life cycle process planning determines the following:

− process and documentation development needs, as well as resource and equipment requirements;

− required activities of product control, inspection and testing, as well as acceptance criteria;

− records allowing to reliably identify if the manufactured product meets requirements.

Requirements given in 8.1. Operational planning and control are met when performing the following processes:

|  |
| --- |
| * A4.1 Plan projects |

Process Owners:

|  |
| --- |
| * Director of Operations |

## 8.2. Requirements for products and services

Requirements given in 8.2. Requirements for products and services are met when performing the following processes:

|  |
| --- |
| * A1.1 Market research |

Process Owners:

|  |
| --- |
| * Director |

#### 8.2.1. Customer communication

Information interactions with customers are performed by means of information system.

Requirements given in 8.2.1. Customer communication are met when performing the following processes:

|  |
| --- |
| * A2.1 Attract customers |

Process Owners:

|  |
| --- |
| * Head of Sales Department |

#### 8.2.2. Determining the requirements for products and services

The aim of meeting this requirement is to get information on current and expected customer needs and to provide the corresponding input to planning and design activities.

Requirements given in 8.2.2. Determining the requirements for products and services are met when performing the following processes:

|  |
| --- |
| * A2.2 Define customer needs |

Process Owners:

|  |
| --- |
| * Head of Sales Department |

#### 8.2.3. Review of the requirements for products and services

A requirements specification and preliminary design are generated for each project of the organization, considering customer feedback and regulations, as well as project plan.

Requirements given in 8.2.3. Review of the requirements for products and services are met when performing the following processes:

|  |
| --- |
| * A1.1 Market research |

Process Owners:

|  |
| --- |
| * Director |

Requirements are fulfilled in accordance with:

|  |
| --- |
| * Methods for analyzing product requirements |
| * Product requirements analysis report |

#### 8.2.4. Changes to requirements for products and services

If customer needs change, a review is performed and followed by issuing draft amendments to production program.

Requirements given in 8.2.4. Changes to requirements for products and services are met when performing the following processes:

|  |
| --- |
| * A1.2 Select market segments and define product portfolio |

Process Owners:

|  |
| --- |
| * Head of Sales Department |

## 8.3. Design and development of products and services

#### 8.3.1. General

This requirement includes analysis of trends on construction market and competitiveness forecasting.

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Head of Installation Site |
| * Installer |
| * Leading Engineer |
| * Project Manager |
| * Technician |

#### 8.3.2. Design and development planning

The activity model of organization features a separate project planning process.

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director of Operations |
| * Head of Engineering Department |
| * Head of Installation Site |
| * Head of Procurement Department |
| * Installer |
| * Leading Engineer |
| * Project Manager |
| * Technician |

#### 8.3.3. Design and development inputs

Requirements specification is the document, which defines inputs for design and development.

#### 8.3.4. Design and development controls

Upon completion of development stages, according to the design plan, project output is reviewed to assess its compliance with the input requirements. Upon completion of development stages, according to the project implementation plan, project output is subject to audit in terms of compliance with the input requirements. According to the work plan, upon completion of certain stages, the projects are approved on the corresponding management levels. The successful project audit is followed by approval.

Requirements given in 8.3.4. Design and development controls are met when performing the following processes:

|  |
| --- |
| * A4.1 Plan projects |

Process Owners:

|  |
| --- |
| * Director of Operations |

#### 8.3.5. Design and development outputs

Output data for design and development is the project documentation.

#### 8.3.6. Design and development changes

A nonconformity correction program is established based on the audit results.

Requirements given in 8.3.6. Design and development changes are met when performing the following processes:

|  |
| --- |
| * A4.3 Complete project and analyze project results |

Process Owners:

|  |
| --- |
| * Director of Operations |

## 8.4. Control of externally provided processes, products and services

Requirements given in 8.4. Control of externally provided processes, products and services are met when performing the following processes:

|  |
| --- |
| * A6 Manage procurement |

Process Owners:

|  |
| --- |
| * Head of Procurement Department |

#### 8.4.1. General

The organization uses a procurement system to assure quality and required volumes of the purchased items.

Requirements given in 8.4.1. General are met when performing the following processes:

|  |
| --- |
| * A6.1 Develop procurement plan |

Process Owners:

|  |
| --- |
| * Director of Operations |

#### 8.4.2. Type and extent of control

The following measures are adopted to ensure compliance of the purchased products:

− assessment, sourcing and supplier management, monitoring of the corresponding metrics;

− inspection and testing of purchased items.

Requirements given in 8.4.2. Type and extent of control are met when performing the following processes:

|  |
| --- |
| * A6.2 Find and select suppliers |

Process Owners:

|  |
| --- |
| * Head of Procurement Department |

#### 8.4.3. Information for external providers

Quality requirements to purchased items, including specifications, acceptance criteria, inspection and testing procedures, individual (for single items) and group (for batches) quality indicators are determined during design stage.

Requirements given in 8.4.3. Information for external providers are met when performing the following processes:

|  |
| --- |
| * A6.2 Find and select suppliers |

Process Owners:

|  |
| --- |
| * Head of Procurement Department |

## 8.5. Production and service provision

Requirements given in 8.5. Production and service provision are met when performing the following processes:

|  |
| --- |
| * A4 Schedule and perform project |

Process Owners:

|  |
| --- |
| * Director of Operations |

#### 8.5.1. Control of production and service provision

Controlled manufacturing conditions are established by means of:

− availability of the required technology documentation at the workplace;

− availability of the corresponding equipment;

− conducting the required monitoring and measurements.

Requirements given in 8.5.1. Control of production and service provision are met when performing the following processes:

|  |
| --- |
| * A4 Schedule and perform project |

Process Owners:

|  |
| --- |
| * Director of Operations |

#### 8.5.2. Identification and traceability

Procedure for product identification and traceability is described in the corresponding documentation.

Requirements given in 8.5.2. Identification and traceability are met when performing the following processes:

|  |
| --- |
| * A4.3.2 Draw up list of comments on project |

Process Owners:

|  |
| --- |
| * Project Manager |

#### 8.5.3. Property belonging to customers or external providers

At the moment, the organization does not use materials temporarily provided by external suppliers and customers.

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director of Operations |

#### 8.5.4. Preservation

Finished goods’ transportation and supply is performed under the contract conditions.

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director of Operations |

#### 8.5.5. Post-delivery activities

Warranty activities of the organization following the project completion are regulated by the contract terms and applicable law.

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director of Operations |

#### 8.5.6. Control of changes

Introduction of changes into manufacturing activities or into QMS of the organization is preceded by issuing the corresponding organizational and administrative documentation, which specifies employees responsible for implementation of these changes.

Requirements given in 8.5.6. Control of changes are met when performing the following processes:

|  |
| --- |
| * A1 Develop business concept and strategy |
| * A4.3 Complete project and analyze project results |

Process Owners:

|  |
| --- |
| * Director |
| * Director of Operations |

## 8.6. Release of products and services

The QMS of the organization assumes the following types of product quality monitoring and measurement:

− incoming inspection and tests;

− inspection and tests during manufacturing;

− final (acceptance) control of the finished products;

− periodic product tests.

Requirements given in 8.6. Release of products and services are met when performing the following processes:

|  |
| --- |
| * A4.2 Implement project |

Process Owners:

|  |
| --- |
| * Director of Operations |

## 8.7. Control of nonconforming outputs

Nonconforming product management includes the following activities:

− evaluation of the total amount of nonconforming products;

− identification;

− documenting and registration;

− isolation;

− review and assessment of nonconforming products;

− making a decision on activities with nonconforming products;

− further activities in accordance with the decision made.

Requirements given in 8.7. Control of nonconforming outputs are met when performing the following processes:

|  |
| --- |
| * A4.2.3 Organize and perform construction and installation works |
| * A4.2.5 Perform start-up works |

Process Owners:

|  |
| --- |
| * Project Manager |

# 9. Performance evaluation

Requirements given in 9. Performance evaluation are met when performing the following processes:

|  |
| --- |
| * A4.3.2 Draw up list of comments on project |

Process Owners:

|  |
| --- |
| * Project Manager |

## 9.1. Monitoring, measurement, analysis and evaluation

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director of Operations |
| * Project Manager |

#### 9.1.1. General

Management of the organization considers monitoring, measurement and review of the product activity and QMS quality data as the required condition for making informed managerial decisions.

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Quality Director |

#### 9.1.2. Customer satisfaction

The degree of customer satisfaction is assessed by reviewing the following metrics:

− number of claims and product defect rate faced by customer;

− number of breaches of contract obligations (including the terms, scope of supply, compliance with the support documentation).

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Quality Director |

Requirements are fulfilled in accordance with:

|  |
| --- |
| * Customer satisfaction report |

#### 9.1.3. Analysis and evaluation

Data is reviewed by the responsible personnel using the documented techniques, information systems (in automatic mode) and statistical methods (if required).

Requirements given in 9.1.3. Analysis and evaluation are met when performing the following processes:

|  |
| --- |
| * A4.3.2 Draw up list of comments on project |

Process Owners:

|  |
| --- |
| * Project Manager |

## 9.2. Internal audit

The system of audits provides organization and management with objective information on compliance of its activities and the associated results with the scheduled activities and shows QMS efficiency.

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Quality Director |

## 9.3. Management review

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Director |

#### 9.3.1. General

Results of the organization’s QMS review by top management are documented as a summary record, which is kept and used for establishment and implementation of the corrective and preventive actions.

Requirements given in 9.3.1. General are met when performing the following processes:

|  |
| --- |
| * A1 Develop business concept and strategy |

Process Owners:

|  |
| --- |
| * Director |

#### 9.3.2. Management review inputs

The following data are used for the review:

− QMS structure and adoption;

− QMS activities functionality;

− results of internal quality checks of the system, activities, product, as well as the results of the third party checks;

− reports based on customer satisfaction review;

− corrective and preventive action plans and results of their implementation;

− outcomes of actions implemented based on decisions of the previous review;

− resources required for QMS adoption and achieving the quality objectives;

− factors which determine the need for QMS updates and changes in quality objectives.

Requirements given in 9.3.2. Management review inputs are met when performing the following processes:

|  |
| --- |
| * A1.3 Create long-term development plan |

Process Owners:

|  |
| --- |
| * Director |

#### 9.3.3. Management review outputs

The following scores and outputs are based on the results of this review:

− organization's QMS and its activities' effectiveness score as a tool for product quality management and quality objectives fulfillment;

− assessment of organization's QMS to the requirements of the applicable QMS standard;

− conclusion on actuality (revision requirement) of the Quality Policy or individual quality objectives.

Requirements given in 9.3.3. Management review outputs are met when performing the following processes:

|  |
| --- |
| * A1.3 Create long-term development plan |

Process Owners:

|  |
| --- |
| * Director |

# 10. Improvement

Requirements given in 10. Improvement are met when performing the following processes:

|  |
| --- |
| * A1 Develop business concept and strategy |

Process Owners:

|  |
| --- |
| * Director |

Persons in charge of fulfilling these requirements:

|  |
| --- |
| * Quality Director |

# Annex A

(normative)

Quality Management System Documentation

| No. | Document Code | Document |
| --- | --- | --- |
| 1. |  | Mission |
| 2. |  | Vision |
| 3. |  | Quality policy |
| 4. |  | Product requirements analysis report |
| 5. |  | Methods for analyzing product requirements |
| 6. |  | Customer satisfaction report |

# Annex B

(normative)

Main processes of InTechProject LLC

|  |
| --- |
| title |

# Annex C

(normative)

Responsibility of the Management for development, implementation and performance of the Quality Management System in accordance with the requirements of ISO 9001:2015

| Requirement | Process Owners | Persons in Charge |
| --- | --- | --- |
| ISO 9001:2015 |  |  |
| 1. Scope |  |  |
| 2. Normative references |  |  |
| 3. Terms and definitions |  |  |
| 4. Context of the organization | Director |  |
| 4.1. Understanding the organization and its context |  | Director |
| 4.2. Understanding the needs and expectations of interested parties | Director |  |
| 4.3. Determining the scope of the quality management system | Quality Director |  |
| 4.4. Quality management system and its processes | Quality Director |  |
| 5. Leadership |  | Director |
| 5.1. Leadership and commitment |  |  |
| 5.1.1. General |  |  |
| 5.1.2. Customer focus |  |  |
| 5.2. Policy |  |  |
| 5.2.1. Establishing the quality policy |  |  |
| 5.2.2. Communicating the quality policy |  |  |
| 5.3. Organizational roles, responsibilities and authorities | Director |  |
| 6. Planning | Director | Quality Director |
| 6.1. Actions to address risks and opportunities | Director |  |
| 6.2. Quality objectives and planning to achieve them | Director |  |
| 6.3. Planning of changes | Director |  |
| 7. Support | Head of HR Department |  |
| Director of Operations |
| Head of Engineering Department |
| Head of Procurement Department |
| 7.1.1. Resources |  | Director |
| 7.1.1. General |  | Director of Operations |
| 7.1.2. People | Head of HR Department |  |
| 7.1.3. Infrastructure | Head of Engineering Department |  |
| 7.1.4. Environment for the operation of processes |  | Director |
| 7.1.5. Monitoring and measuring resources | Head of Engineering Department | Director of Operations |
| Project Manager |
| 7.1.5.1. General | Director of Operations |  |
| 7.1.5.2. Measurement traceability | Head of Engineering Department |  |
| 7.1.6. Organizational knowledge | Head of HR Department |  |
| Quality Director |
| 7.2. Competence | Head of HR Department |  |
| 7.3. Awareness |  | Quality Director |
| 7.4. Communication | Quality Director |  |
| 7.5. Documented information |  | Quality Director |
| 7.5.1. General |  |  |
| 7.5.2. Creating and updating |  |  |
| 7.5.3. Control of documented information |  |  |
| 8. Operation | Director of Operations |  |
| 8.1. Operational planning and control | Director of Operations |  |
| 8.2. Requirements for products and services | Director |  |
| 8.2.1. Customer communication | Head of Sales Department |  |
| 8.2.2. Determining the requirements for products and services | Head of Sales Department |  |
| 8.2.3. Review of the requirements for products and services | Director |  |
| 8.2.4. Changes to requirements for products and services | Head of Sales Department |  |
| 8.3. Design and development of products and services |  |  |
| 8.3.1. General |  | Head of Installation Site |
| Installer |
| Leading Engineer |
| Project Manager |
| Technician |
| 8.3.2. Design and development planning |  | Director of Operations |
| Head of Engineering Department |
| Head of Installation Site |
| Leading Engineer |
| Project Manager |
| Technician |
| Installer |
| Head of Procurement Department |
| 8.3.3. Design and development inputs |  |  |
| 8.3.4. Design and development controls | Director of Operations |  |
| 8.3.5. Design and development outputs |  |  |
| 8.3.6. Design and development changes | Director of Operations |  |
| 8.4. Control of externally provided processes, products and services | Head of Procurement Department |  |
| 8.4.1. General | Director of Operations |  |
| 8.4.2. Type and extent of control | Head of Procurement Department |  |
| 8.4.3. Information for external providers | Head of Procurement Department |  |
| 8.5. Production and service provision | Director of Operations |  |
| 8.5.1. Control of production and service provision | Director of Operations |  |
| 8.5.2. Identification and traceability | Project Manager |  |
| 8.5.3. Property belonging to customers or external providers |  | Director of Operations |
| 8.5.4. Preservation |  | Director of Operations |
| 8.5.5. Post-delivery activities |  | Director of Operations |
| 8.5.6. Control of changes | Director |  |
| Director of Operations |
| 8.6. Release of products and services | Director of Operations |  |
| 8.7. Control of nonconforming outputs | Project Manager |  |
| 9. Performance evaluation | Project Manager |  |
| 9.1. Monitoring, measurement, analysis and evaluation |  | Director of Operations |
| Project Manager |
| 9.1.1. General |  | Quality Director |
| 9.1.2. Customer satisfaction |  | Quality Director |
| 9.1.3. Analysis and evaluation | Project Manager |  |
| 9.2. Internal audit |  | Quality Director |
| 9.3. Management review |  | Director |
| 9.3.1. General | Director |  |
| 9.3.2. Management review inputs | Director |  |
| 9.3.3. Management review outputs | Director |  |
| 10. Improvement | Director | Quality Director |
| 10.1. General | Project Manager |  |
| 10.2. Nonconformity and corrective action | Project Manager |  |
| 10.3. Continual improvement | Project Manager |  |

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