Quality Manual

1 Purpose

The purpose of this Manual is to serve as a link between Warneke's Quality Management System and the current version of the ISO 9001 Standard on which the system is based. Our processes also ensure compliance to Forest Stewardship Council (FSC) or Sustainable Forestry Initiative (SFI), when required by customers.

2 Responsibility and Applicability

This Manual applies to all Warneke employees and to all Warneke processes.

3 Introduction

Warneke Paper Box Company is a family owned business founded in 1907 with the mission of being the preferred provider of quality, custom paper boxes for our customers. We have a single facility located at 4500 Joliet Street in Denver, Colorado. Our commitment to excellence is displayed through continual improvements of our products and processes through training, management involvement, and technical improvements. We continually analyze and set quality objectives to improve our products and processes. Our goal is to satisfy our customers and we employ formal procedures using methods and techniques that encourage continuous improvement and good business practices.

Products	**Production Services**	**Customer Services**
Paperboard folding boxes	Direct to proof/plate	CAD based structural design
Set-up boxes	In-house laser die making	Complete graphic design
Transparent boxes	Printing	Computer art preparation
Pop Displays	UV coating	
Pocket folders	Foiling	
	Embossing	
	Windowing	
	Die cutting	
	Gluing	

4 Quality Management System

4.1 General

Warneke's Quality Management System (QMS) is designed to meet the requirements of ISO 9001 FSC and SFI standards by establishing, documenting, implementing and maintaining our QMS and continuously improving its effectiveness.

To meet these requirements we shall:

- Determine the processes of our QMS and how and where they apply in our organization, (See Appendix A)
- Describe these processes and how they fit together and interact, (See Appendix A)
- Define how we will ensure that these processes perform as intended with measurable goals,
- Provide the means for our processes to function properly and so that they can be monitored effectively,
- Acquire and use the data from our process monitors,
- Continually improve our processes and systems based upon this data.

If we outsource any process that affects our products or processes, we will set in place controls to ensure continued compliance with requirements, and identify these controls in our QMS (see Purchasing and Vendor Control SOP).

4.2 Documentation Requirements

4.2.1 General

Our QMS documentation includes:

- Our documented Quality Policy,
- Quality objectives typically defined in our management reviews,
- This Quality Manual,
- Various documented procedures required to fulfill the requirements of the ISO 9001, FSC and SFI Standards,
- Various documented procedures required by our organization,
- Quality records required by ISO 9001, FSC and SFI Standard,
- Quality records required by our organization.

4.2.2 Quality Manual

Our QMS is arranged in three levels of documentation:

Level one documentation consists of this Quality Manual that contains statements of Warneke's policies and intentions. It also describes how the various parts of the Quality Management System fit together.

Level two documentation consists of operating procedures (SOP's), which are referenced by this manual. Operating procedures address specific functions and detail how the intent of the Quality Manual is implemented and achieved. The range and detail of these procedures depend on the complexity of work, the methods used, and the training needed by personnel responsible for the activity, and the availability of operating instructions (OI's) to further define the process.

Level three documentation consists of operating instructions, forms, drawings, etc., which provide detailed instructions for performing specific tasks, wherever such documentation is considered valuable in assuring the quality of our products and services. The range and detail of these procedures also depends on the complexity of work, the methods used, and the training needed by personnel responsible for the activity.

The scope of our QMS covers THE DESIGN, MANUFACTURE, AND SALES OF CUSTOM PAPERBOARD AND VINYL BOXES AND RELATED PRODUCTS.

Warneke's FSC Chain of Custody process uses the TRANSFER SYSTEM and for SFI uses the PHYSICAL SEPARATION METHOD.

Input Materials	Output Product Groups (per FSC-STD-40-004a)
FSC 100%	P5-Packaging & Wrapping of paper
FSC Mix	P7-Stationary of paper (printed & unprinted)
FSC Recycled	P8-Printed Materials
SFI Certified Sources	P10-Other pulp & paper products n.e.c.
SFI Certified Forest	
SFI Post-Consumer Recycled	

4.2.3 Control of Documents

The approval, issue and control of this Quality Manual, SOP's, relevant documents from external sources (customer drawings or specifications, industry and quality standards, etc.), and all other Warneke QMS documentation are detailed in the Documentation and Change Control SOP. This SOP ensures that:

- All documents and changes to documents are reviewed and approved prior to use,
- Ensures that outdated or inaccurate information is not accidentally used,
- Documents are available where they are needed,
- We ensure that our documents are usable and legible.

4.2.4 Control of Quality Records

Quality Records are maintained by Warneke prove that we have continued to meet our requirements and for the effective operation of our QMS. Quality Records are maintained and filed in a manner that ensures that they are readily available and protected from loss, damage and deterioration. Our Document and Change Control SOP describe our record retention processes.

5 Management Responsibility

5.1 Management Commitment

Our management is committed to developing and maintaining a QMS that meets our needs, is continually improved, and meets the requirements of the ISO 9001, FSC and SFI standards. This commitment is established in the following sections of this manual and is evidenced by:

- Our training and ensuring that all employees understand the importance of meeting our customer, company and regulatory requirements, as documented in our Customer Order Fulfillment SOP,
- Performing regular Management Reviews, where we:
  - Formulate and review our Quality Policy,
  - Set measurable Quality Objectives based upon this policy,
  - Ensure that we have appropriate resources available to implement and improve our QMS.

5.2 Customer Focus

To ensure that our customer needs and expectations are identified and met, and preferably exceeded, we developed our Customer Order Fulfillment SOP, Quality Policy, and measurable Quality Objectives. All of which are routinely reviewed in our Management Reviews and Internal Audits.

5.3 Warneke's Quality Policy: "**DEDICATED TO EXCEEDING CUSTOMER EXPECTATIONS."**

We communicate our Quality Policy through prominent postings of this policy and training. We routinely review it to ensure it serves our needs and complies with our commitment to the ISO 9001, FSC and SFI standards.

5.4 Planning

5.4.1 Quality Objectives

As part of our Management Review process we create and review measurable Quality Objectives in support of our Quality Policy. These objectives are defined across functions and organizational levels, as appropriate.

5.4.2 Quality Management System Planning

Our QMS is developed, implemented and all improvements and modifications are reviewed to ensure they meet our requirements per the ISO 9001, FSC and SFI standards, and our Quality Objectives. Refer to our Document and Change Control SOP for our Document Control process.

5.5 Responsibility, Authority and Communications

5.5.1 Responsibility and Authority

Our responsibilities and authorities are defined in our Quality Manual, SOP's, OI's, and current Organization Chart (posted in our lobby).

All authorities and responsibilities reside with Executive Management and are delegated to functions and/or individual members of staff within their control as appropriate. All personnel who manage, perform and/or verify work are responsible for the quality of products produced by Warneke. All such personnel are authorized to identify and record problems relating to products, processes, and the quality system as a whole. All staff and personnel have the responsibility to comply with documented procedures and the direction of management. All personnel have the responsibility to assure that process(s) in which they are working is in a state of control and that tasks are completed in a responsible manner.

All personnel are also responsible for identifying nonconforming product, marking such product as being nonconforming, notifying management, and controlling further processing until the problem has been

corrected. To prevent nonconformities, they may also initiate, recommend, or provide solutions through designated channels.

The CEO is responsible for formulating the Quality Policy, initiating and supervising the quality system, providing the necessary resources to maintain the system, as well as chairing the Management Review meetings.

Major functions with their responsibilities, authorities, means of communication, and quality planning methods, required for the product realization system described in the Customer Order Fulfillment SOP.

5.5.2 Management Representatives

The Quality System Manager is appointed as our ISO 9001 Management Representative. The Management Representative serves as the primary liaison to external parties on matters concerning the QMS. In the absence of the Management Representative, the Quality Administrator, the CEO, President or GM may assume these duties. Regardless of other duties, the Management Representative's main responsibility and authority are:

- Establishing, implementing and maintaining our QMS,
- Ensuring our QMS continues to be compliant with the requirements of the ISO 9001,
- Reporting on and evaluating the effectiveness of the QMS with attendees at scheduled Management Review Meetings, and for making suggestions to improve the system.

The General Manager is appointed as our FSC and SFI Chain of Custody (CoC) Manager. The Chain of Custody Representative serves as the primary liaison to external parties on matters concerning our FSC and SFI processes and certification. In the absence of the CoC Manager, the Quality System Manager, CEO or President may assume these duties. Regardless of other duties, the CoC Manager is responsible and has authority for:

- Establishing, implementing and maintaining our CoC program,
- Ensuring our CoC program continues to be compliant with the requirements of FSC and SFI,
- Reporting on and evaluating the effectiveness of the CoC program with attendees at scheduled Management Review Meetings, and for making suggestions to improve the system.

5.5.3 Internal Communications

We communicate our Quality Policy, Quality Objectives, requirements and accomplishments through training, postings, meetings, SOP's, OI's, and this Quality Manual. We also encourage our employees to provide feedback from all levels.

5.6 Management Review

Management Review Meetings are held to assess, evaluate and improve the quality system to ensure its continued effectiveness and suitability in satisfying the requirements of the ISO 9001, FSC and SFI standards, and our stated quality policy and objectives. Reviews are carried out as frequently as necessary, but at least once per year. We review the results of internal audits (Internal Audit SOP), all irregularities and comments (Complaints, Corrective Actions and Preventive Actions SOP), external influences on our business, and the effectiveness of the whole quality system to ensure that our business and quality objectives are maintained. The review includes quality system planning to ensure that changes in our processes are evaluated and that quality system requirements are addressed prior to their implementation. Additionally, in our Management Review Meetings we may evaluate potential non-conformances and take actions to prevent their occurrences, resource needs, and potential improvements to our products, services and processes. Topics discussed and resulting action plans are recorded on our Management Review Form, which are maintained as quality records in accordance with the Record Retention Form.

6 Resource Management

The key processes affecting the success of the business have been identified and are described in this manual. Warneke management ensures that resource requirements are identified and that adequate resources and trained personnel are provided, and that appropriate records are maintained per the Training SOP. For

quality assurance activities performed by Warneke personnel, including those built into processes as well as any resulting inspections/verifications, management has issued procedures defining the requirements for the specific tasks and the corresponding responsibilities; see the Production SOP. Management ensures that all such procedures are authorized and that the personnel performing such tasks are trained accordingly per the Document and Change Control SOP and Training SOP. Warneke management also ensures that the infrastructure and work environment are adequate, and that equipment is maintained in order to assure our continued capability to meet customer requirements. All of these Resource Management systems are reviewed as part of the Management Review process.

7 Product Realization

7.1 Planning of Product Realization

Through this Quality Manual, our Production SOP, and Customer Order Fulfillment SOP, Warneke has documented how we work with our product quality objectives and requirements and:

- How they are defined,
- Our methods of identifying how they are met,
- How we will document them,
- Our record keeping process showing that they are met, and
- How we will control the quality of the product when using these methods.

7.2 Customer-Related Processes

Warneke's Customer Order Fulfillment SOP describes our processes for reviewing, identifying, defining, documenting and recording:

- The customer's quality objectives and requirements, and unstated, statutory, regulatory and additional requirements,
- Contracts, orders, Warneke tenders, and their changes, and how they are received, reviewed before acceptance, accepted, and communicated.

While normal customer feedback is handled within the Customer Order Fulfillment procedure, customer complaints are handled through the Complaint, Corrective Action and Preventive Action SOP.

7.3 Design and Development

Warneke's Customer Order Fulfillment SOP also describes our processes and responsibilities for reviewing, identifying, defining, documenting and recording through design and development:

- The verification and validation requirement,
- The monitoring, inspection and test activities, and the criteria for product acceptance,
- Any changes to the design and how they are reviewed, verified, validated and approved before implementation,
- The processes, documents and resources to meet these objectives and requirements,

7.4 Purchasing

A Purchase Order is initiated for all purchased items per our Purchasing and Vendor Control SOP. The Purchase Order form details all necessary information and pertinent specifications including, where applicable, the type, grade, or other precise identification of the ordered item to ensure that the correct item is received. Purchasing documents also reference the title or other applicable issues of specifications, drawings, process requirements, inspection instructions and other relevant technical data. This data varies depending on whether it is for the purchase of components or for services. Also, the title, number, and issue of applicable quality standards are recorded on purchasing documents, where appropriate. All purchasing documents are reviewed for accuracy and completeness prior to release.

Purchased products are verified upon receipt. When requested, all purchased products are to be supplied with appropriate product certification. If we should decide to verify products at our suppliers' premises prior to delivery, the arrangements, verification and release of such products will be defined in written documentation (procedures, on the PO, contract, etc.). At any time, by prior arrangement, and as specified in contract, we will

extend to our clients the right to view any of our activities in connection with the fulfillment of their requirements. These actions do not absolve us of the responsibilities to review subcontractor-supplied product, to provide acceptable products and to omit subsequent rejections.

Materials and services purchased for incorporation into a customer's order are purchased from suppliers who are subject to ongoing evaluation and review to ensure that they maintain reliability regarding product quality and delivery. This evaluation and review is also part of the Management Review process.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

Production processes activities are planned, monitored and controlled by Management, who are responsible for providing suitable production equipment and a suitable working environment

The Production Manager schedules production orders (see Customer Order Fulfillment SOP). Job Tickets and Completion Reports provide accountability for all products in production. Job Tickets and Load Tags also provide evidence that all manufacturing and inspection operations are completed as planned (or as otherwise documented and authorized by management). All work is processed according to any applicable operating instructions, standards/codes, and / or verbal directions for completion by the delivery date agreed to with the customer. The Production Manager also ensures the availability of applicable OI's, our Workmanship Standards, SOP's and trained personnel (see Training SOP) to accommodate scheduling needs. Production equipment is maintained as appropriate to ensure continued process capability; records of equipment maintenance are maintained per the Production SOP and individual process OI's.

7.5.2 Validation of Processes for Production and Service Provision

Production verification activities are planned, monitored and controlled by Management, who are responsible for providing suitable production equipment and a suitable working environment. All processes and equipment will be identified by management and will be qualified and approved before use and revalidated when changed, as appropriate.

Operators, inspectors and supervisors throughout the manufacturing process continually monitor product characteristics and process parameters. Where Warneke utilizes, or subcontracts, processes with results that cannot be fully verified by subsequent inspection and testing of the product, they will be qualified and carried out by qualified personnel using qualified equipment. When special processes requiring customer approval are required, Warneke will obtain the qualification and approval before processing or subcontracting the process.

7.5.3 Identification and Traceability

Per our Production SOP, identification of raw materials and components incorporated into our products is ensured through segregation, inventory control, location in production, and labeling. Where applicable, all received materials are identified by purchase orders, packing documents, and/or tags. Materials are warehoused or forwarded to the appropriate department or recipient after a receiving inspection. Receiving inspection is performed for selected materials before the materials are introduced into production. All inventory items are held in designated storage locations and are identified accordingly.

All in-process products, and their inspection and test status, are identified by markings, by their physical appearance, location, by their Job Ticket, Load Tag, or other means during production, as described in our Productions SOP. For most products, an accompanying Job Ticket or Load Tag identifies the products. Only materials that have passed in-process inspection or verification, or are appropriately identified to prevent their unintentional use or shipment to a customer, are staged for release to the next process. Nonconforming product is identified and/or segregated to prevent their accidental use in production and being sent to customers.

Where traceability is required by contract, Warneke will provide unique identification of the individual products, which will be defined and recorded in a separate document to be included with the Job Ticket and/or inspection reports.

7.5.4 Customer Property

Some customers may supply Warneke with materials to be incorporated into their products. This customer-supplied material is received and processed following the same procedures as all other Warneke materials; i.e., identification, traceability, preservation, inspection, testing, and processing. Such materials are verified upon receipt to ensure that they are in good condition. This verification by Warneke does not absolve the customer of the responsibility to provide an acceptable product. Should customer-supplied materials be lost, damaged, or determined unfit for use, the customer will be notified promptly in writing per the Production SOP.

Customer property also includes intellectual property. Customers may also provide Warneke with information (drawings, specifications, production data, costs, marketing information, product launch information, etc.) that is considered confidential. Warneke employees will exercise care so that confidential information it is not distributed unless approved by the owning customer.

7.5.5 Product Preservation

Per the Production SOP, all products are handled in such a manner to prevent damage or deterioration. Employee safety is considered of paramount importance and all employees handling materials are trained such that they understand the risks and protective and preventive procedures for handling materials.

All items held in stock (including work in-process) are stored to prevent loss, damage and deterioration. Where appropriate, received items are held in stock in their original packing for identification, protection and traceability purposes. Warneke performs stock verification activities to ensure the accuracy of stock records and to assess damage and deterioration of product while in storage during scheduled inventory assessments.

Appropriate methods of preservation, segregation and cleanliness of stock or in-process materials are identified in the associated procedure. In all cases, goods are recorded, packed, labeled, and transported in such a manner to ensure protection, identification and traceability during all Warneke processes and delivery to its final destination.

7.6 Control of Measuring & Monitoring Devices

All measuring and test equipment used to demonstrate the conformance of a product to specified requirements are subject to regular intervals of calibration and/or verification with traceability to a national or international standard, per our Calibration SOP. Where no international or national standards exist, the basis of calibration and/or the calibration and/or verification instructions will be clearly identified. Per our Production SOP, all personnel who use inspection or test equipment are trained in the selection, use and proper handling of such instruments, and understand that they are not to adjust these instruments, unless as instructed. Any comparative references that are property of Warneke are subject to the controls of the Calibration procedure.

Since records of calibration and verification are generated and maintained, Warneke may provide the data when requested by customers. Where customers specify that technical data relating to measuring equipment be made available, the requirement is identified by Sales personnel during contract review and is communicated to Quality. Quality will provide the data as required.

Some customers may occasionally provide inspection equipment (including comparative references) to use for verification purposes. Such equipment will be uniquely identified and will also be verified by Quality before being released for use. Upon completion of a job for which a comparative reference was furnished, the comparative reference will be returned to the customer, disposed of, or maintained for future jobs, according to the customer's direction.

8 Measurement, Analysis and Improvement

8.1 General

Warneke uses the data collected from following our QMS and from other sources to assure and demonstrate conformance to requirements and in the planning and implementation of improving our QMS.

8.2 Monitoring and Measuring

8.2.1 Customer Satisfaction

Means of measuring customer satisfaction are identified, and the results reviewed for any actions necessary as part of our Management Reviews and recorded on the Management Review Form.

8.2.2 Internal Quality Audits

Quality is responsible for ensuring that the quality system defined in this manual meets the requirements of the ISO 9001, FSC, and SFI standards, by scheduling and managing regular internal quality audits per our Internal Audit SOP.

Each Level 1 and Level 2 written procedure, and relevant Level 3 procedures when appropriate, is subject to audits according to the Audit Schedule. Audits are performed by trained Internal Auditors who are independent of the area being audited. Quality, or designated representative, verifies the effective implementation of corrective and preventive actions during subsequent audits or special follow-up audits. Audit findings are addressed in a timely manner and results are reviewed at Management Review Meetings and recorded on our Management Review Form.

8.2.3 Monitoring and Measurement of Processes

All processes are monitored and measured through means as Internal Audits, objectives set at Management Reviews, routine process reviews, etc., to ensure they achieve and maintain requirements. When it is determined that the desired results are not achieved appropriate corrective action is taken.

8.2.4 Monitoring and Measurement of Product

All production work is monitored and inspected by experienced and qualified personnel, per the Training SOP and Production SOP. All personnel involved with inspections and testing ensure that product does not progress to subsequent process stages—including final release—until inspected or otherwise verified as required or is appropriately identified to prevent their unintentional use or shipment to a customer. Warneke personnel are responsible for carrying out checks of their own workmanship during processing, and when appropriate, the results of which are recorded. No product is dispatched from Warneke until all inspections have been completed and final authorization to ship is available. Inspection activities that are subcontracted are done so according to the Purchasing and Vendor Control SOP.

All items purchased for incorporation into a customer order are subject to inspection to ensure that the correct item, quantity, and standard of product have been supplied. In determining the appropriate receiving inspection, consideration is given to the controls exerted over the supplier and to the evidence of conformance provided with the shipment. If items are to be released for urgent production purposes without being verified, Warneke will define appropriate positive recall procedure.

In all cases, Quality has the authority for approval, or to withdraw approval, of any product at any stage of processing, including final release. Where identified, Quality approval may be required for release of product to the next processing step, including final release of product before shipping.

8.3 Control of Nonconforming Product

Per our Production SOP, all products found to be nonconforming to specified requirements are identified and/or segregated while awaiting disposition. Production personnel are authorized to identify and/or segregate nonconforming product to prevent unintended use, and to control further processing until the unsatisfactory condition has been corrected. Procedures addressing the treatment of nonconforming product appear in the respective procedures or operating instructions where nonconforming product is encountered (i.e., the Calibration SOP and the Production SOP, various Operating Instructions).

Products that do not conform to specified requirements may be offered to customers for concession as negotiated by Sales. Sales will ensure that the actual condition of the products are documented and communicated to the customer. Reviews of nonconformances are performed regularly at Management Review Meetings.

8.4 Analysis of Data

Warneke will define what information is needed to determine the suitability and effectiveness of the quality management system. Data such as customer satisfaction, product conformance to requirements, product and

process characteristics and their trends, supplier information, will be collected and analyzed for continuous improvement and appropriate corrective and preventive actions (see Production SOP; Purchasing and Vendor Control SOP; Internal Audits SOP; Management Review Form; Complaint, Corrective Action and Preventive Action SOP).

8.5 Improvement

8.5.1 Continual Improvement

Warneke is committed to continual improvement of our quality management system. Improvement is facilitated through the use of:

- Our Quality Policy,
- Quality objectives,
- Internal audits,
- The analysis of data collected through the use of our QMS,
- Corrective and preventive actions, and
- Our Management Reviews.

8.5.2 Corrective Action

While other means may be used, Warneke's Complaint, Corrective Action and Preventive Action SOP is the main vehicles for recording and processing nonconformities; especially those of significant scope or impact. This SOP describes processes for reviewing problems, determining root cause, determining implementing appropriate measures to prevent recurrence, and reviewing the corrective action for effectiveness.

8.5.3 Preventive Action

Whenever corrective actions are implemented, Warneke always considers if the corrective action implemented may apply to similar situations elsewhere to prevent potential nonconformities. Preventive actions may also be initiated without a corrective action in order to prevent potential nonconformities. Preventive actions are recorded, evaluated, processed and reviewed just like corrective actions, using the Complaint, Corrective Action and Preventive Action SOP.

Quality Manual

WARNEKE PAPER BOX COMPANY

Appendix A
Warneke Paper Box Company
ISO 9001:2008 Process Map

Warneke Procedures/Processes ➔ **ISO 9001:2008 ➔**	QMS, Quality Manual & Management	Management Review	Complaints, Corrective & Preventive Actions	Internal Audits	Document & Change Control	Production	Customer Order Fulfillment	Training	Purchasing & Vendor Control	Calibration
4 Quality management system (title only)										
4.1 General Requirements	X									
4.2 Documentation requirements (title only)										
4.2.1 Documentation requirements – General	X									
4.2.2 Quality manual	X									
4.2.3 Control of documents					X					
4.2.4 Control of records					X					
5 Management responsibility (title only)										
5.1 Management commitment	X	X								
5.2 Customer focus	X	X					X			
5.3 Quality policy	X	X								
5.4.1 Quality objectives		X								
5.4.2 Quality management system planning	X	X								
5.5 Responsibility, authority and communication (title only)										
5.5.1 Responsibility and authority	X									
5.5.2 Management representative	X									
5.5.3 Internal communication	X	X								
5.6 Management review (title only)										
5.6.1 Management review – General		X								
5.6.2 Review input		X								
5.6.3 Review output		X								
6 Resource management (title only)										
6.1 Provision of resources	X	X								
6.2 Human resources (title only)										
6.2.1 General	X	X						X		
6.2.2 Competetence, training and awareness	X	X						X		
6.3 Infrastructure	X	X								
6.4 Work environment	X	X								
7 Product realization (title only)										
7.1 Planning of product realization	X						X			
7.2 Customer-related processes (title only)										
7.2.1 Determination of requirements related to the product							X			
7.2.2 Review of requirements related to the product							X			
7.2.3 Customer communication							X			

Quality Manual

WARNEKE PAPER BOX COMPANY

Warneke Procedures/Processes ➔ / ISO 9001:2008 ➔	QMS, Quality Manual & Management	Management Review	Complaints, Corrective & Preventive Actions	Internal Audits	Document & Change Control	Production	Customer Order Fulfillment	Training	Purchasing & Vendor Control	Calibration
7.3 Design and development (title only)										
7.3.1 Design and development planning							X			
7.3.2 Design and development inputs							X			
7.3.3 Design and development outputs							X			
7.3.4 Design and development review							X			
7.3.5 Design and development verification							X			
7.3.6 Design and development validation							X			
7.3.7 Control of design and development changes					X		X			
7.4 Purchasing (title only)										
7.4.1 Purchasing process									X	
7.4.2 Purchasing information									X	
7.4.3 Verification of purchased product						X				
7.5 Production and service provision (title only)										
7.5.1 Control of production and service provision						X				
7.5.2 Validation of processes for production and service provision						X				
7.5.3 Identification and traceability						X				
7.5.4 Customer property						X				
7.5.5 Preservation of product						X				
7.6 Control of monitoring and measuring equipment										X
8 Measurement, analysis and improvement (title only)										
8.1 General		X								
8.2 Monitoring and measurement (title only)										
8.2.1 Customer satisfaction		X					X			
8.2.2 Internal audit				X						
8.2.3 Monitoring and measurement of processes		X				X	X			
8.2.4 Monitoring and measuring of product						X				
8.3 Control of nonconforming product						X				
8.4 Analysis of data		X				X	X			
8.5 Improvement (title only)										
8.5.1 Continual improvement		X	X	X						
8.5.2 Corrective action		X	X	X						
8.5.3 Preventive action		X	X	X						