

QUALITY TIPS AND TOOLS – POTENTIAL UNLOCKED

THE TOOLBOX OF TEMPLATES/FORMS/PROCEDURES INCLUDES

Quality Management System

- ❖ Quality Manual
- ❖ Document Control procedure
- ❖ Records management procedure
- ❖ Master Document list
- ❖ Master Records Matrix
- ❖ Flow-Chart examples
- ❖ Process map example
- ❖ Records required by ISO 9001

Management Responsibility

- ❖ Quality policy (2-examples)
- ❖ Quality objectives & KPIs
- ❖ Management review procedure
- ❖ Management review agenda/minutes
- ❖ Staff meeting agenda/minutes
- ❖ Action plan

Resource Management

- ❖ Application for employment (2-examples)
- ❖ Application for training
- ❖ Employee Induction check sheet (2-examples)
- ❖ Job description - Generic
- ❖ Job description - Quality representative
- ❖ Staff appraisal forms (3-examples)
- ❖ Training procedure
- ❖ Training feedback
- ❖ Training Matrix
- ❖ Training plan record (2-examples)
- ❖ Training register
- ❖ Training request
- ❖ Weld qualification register

Goods & Services

Planning your Processes

- ❖ Project - Flow chart
- ❖ Scope of Work
- ❖ Contract Variation form
- ❖ Tendering & Contract Review flow chart

Design & Development

- ❖ Document register
- ❖ Transmittal sheet
- ❖ Transmittal form

Purchasing Process

- ❖ Approved Suppliers register
- ❖ Approved Suppliers list
- ❖ Delivery of Goods Acceptance form
- ❖ Delivery docket
- ❖ Goods Inwards register
- ❖ Goods Outwards register
- ❖ Non-Conforming Goods Received form
- ❖ Goods Received Inspection sheet
- ❖ In-coming Goods Inspection form
- ❖ Sub-Contractor Performance Report
- ❖ Supplier evaluation forms (2-examples)

Controlling Goods & Services

- ❖ Inspection Test Plan
- ❖ Project / Job Monitoring Report
- ❖ Quality Toolbox meeting template
- ❖ Toolbox meeting agenda/attendance
- ❖ Technical query

Monitoring & Measurement

- ❖ Equipment Calibration Register
- ❖ Equipment Maintenance log
- ❖ Measuring Equipment & Maintenance Flow chart

Overview of Measurement & Analysis

- ❖ Customer feedback forms (2-examples)
- ❖ Customer Survey

Internal Audits

- ❖ Audit procedure flowcharts (2-examples)
- ❖ Audit process flow
- ❖ Audit checklists (5-examples)
- ❖ Audit schedule
- ❖ Audit report cover
- ❖ Audit reports (3-examples)
- ❖ Audit Close-Out meeting template

Improvement

- ❖ Example of a Non-Conforming Goods and Service procedure
- ❖ Continual Improvement process
- ❖ CAR/PAR forms
- ❖ Improvement Report
- ❖ Non-Conformance Report
- ❖ Non-Conformance register
- ❖ 5-Whys form (Root Cause Analysis)