ISO 9001:2015
Quality Management Systems Manual

Centauri Business Group
ADDRESS

Phone: Phone:
Fax: Fax:

The holder of this manual is cautioned that the information contained herein must not be loaned or circulated outside of Centauri Business Group except where authorized in accordance with the Company’s policies and administration procedures. This manual is the property of Centauri Business Group and shall be returned when requested.
<table>
<thead>
<tr>
<th>Revision</th>
<th>Issue Date</th>
<th>Revision Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Initial Issue</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>Change of structure and modifications relevant to the transition to the new version of ISO 9001:2015</td>
<td></td>
</tr>
</tbody>
</table>
### Quality Systems Manual Distribution Index

<table>
<thead>
<tr>
<th>Control Number</th>
<th>Issued to</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Check master computer files for latest revision

This document is UNCONTROLLED if printed

Revision A

Page 3 of 9
# Table of Contents

- Introduction .......................................................................................................................... 7
- Section 1: Scope .................................................................................................................... 8
- Section 2: Reference Documents .......................................................................................... 8
- Section 3: Definitions ........................................................................................................... 9
  - 3.1 QMS Definitions and Terms ....................................................................................... 9
- Section 4: Context of the Organization .................................................................................. 12
  - 4.1 Understanding Organization and it’s Context ......................................................... 12
  - 4.2 Understanding Requirements and Expectations of Interested Parties ...................... 12
  - 4.3 Determining the Scope of the Quality Management System .................................... 13
  - 4.4 Quality Management System and its Processes ....................................................... 14
- Section 5: Leadership ........................................................................................................... 17
  - 5.1 Leadership and commitment ....................................................................................... 17
    - 5.1.1 Leadership and commitment with respect to the quality management system .... 17
  - 5.2 Customer focus ........................................................................................................... 17
  - 5.3 Quality policy ............................................................................................................... 18
  - 5.4 Organizational roles, responsibilities and authorities ................................................ 18
- Section 6: Quality Management System Planning ............................................................... 20
  - 6.1 Actions to Address Risks and Opportunities .............................................................. 20
  - 6.2 Quality Objectives and planning to achieve them .................................................... 21
  - 6.3 Planning of changes .................................................................................................... 21
- Section 7: Maintenance ....................................................................................................... 22
  - 7.1 Resources .................................................................................................................... 22
    - 7.1.1 General ................................................................................................................ 22
    - 7.1.2 People .................................................................................................................. 22
    - 7.1.3 Infrastructure ...................................................................................................... 23
    - 7.1.4 Processes Operation Environment ....................................................................... 23
    - 7.1.5 Monitoring and Measuring Resources ................................................................. 24
    - 7.1.6 Organizational knowledge .................................................................................... 25
7.2 Competence

7.3 Awareness

7.4 Communication

7.5 Documented Information

7.5.1 General

7.5.2 Creating and updating

7.5.3 Control of Documented information

Section 8: Operation

8.1 Operational planning and control

8.2 Determination of requirements for products and services

8.2.1 Customer communication

8.2.2 Determination of requirements related to products and services

8.2.3 Review of requirements related to products and services

8.2.4 Changes to requirements for products and services

8.3 Design and development of products and services

8.3.1 General

8.3.2 Design and development planning

8.3.3 Design and development inputs

8.3.4 Design and development controls

8.3.5 Design and development outputs

8.3.6 Design and development changes

8.4 Control of externally provided products and services

8.4.1 General

8.4.2 Type and extent of control of external provision

8.4.3 Information for external providers

8.5 Production and service provision

8.5.1 Control of production and service provision

8.5.2 Identification and traceability

8.5.3 Property belonging to customers or external providers
8.5.4 Preservation .......................................................................................... 40
8.5.5 Post-delivery activities ........................................................................ 40
8.5.6 Control of changes ............................................................................. 41
8.6 Release of products and services .............................................................. 41
8.7 Control of nonconforming process outputs, products and services ........ 42
Section 9: Performance evaluation ................................................................. 43
  9.1 Monitoring, measurement, analysis and evaluation ............................... 43
    9.1.1 General ......................................................................................... 43
    9.1.2 Customer satisfaction .................................................................... 44
    9.1.3 Analysis and evaluation ................................................................. 44
  9.2 Internal audit ......................................................................................... 45
  9.3 Management review .............................................................................. 47
    9.3.1 General ......................................................................................... 47
    9.3.2 Review input ................................................................................ 47
    9.3.3 Review output ................................................................................ 48
Section 10: Improvement .............................................................................. 48
  10.1 General .............................................................................................. 48
  10.2 Nonconformity and corrective action .................................................. 48
  10.3 Continual improvement ...................................................................... 49
Introduction

Centauri Business Group has developed and implemented this Quality Management System (QMS) in order to improve the overall performance and provide a sound basis for sustainable development initiatives. Also, the purpose of the QMS are:

- the ability to consistently provide products and services that meet customer and applicable Statutory and regulatory requirements;
- facilitating opportunities to enhance customer satisfaction;
- addressing risks and opportunities associated with its context and objectives;
- the ability to demonstrate conformity to specified QMS requirements.

This QMS complies with the requirements of ISO 9001:2015 standard.

The purpose of the Quality Management System Manual (manual) is to define and describe the QMS, to define the responsibility and authority of the management personnel involved in the operation of the system, and to provide a general description of the requirements of the standard as they apply to Centauri Business Group.

The manual is divided into ten sections that correlate to the QMS sections of the ISO 9001:2015 standard.

This manual describes the QMS, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the QMS to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company’s employees through the various requirements of the ISO 9001:2015 standard that must be met and maintained in order to ensure interested parties’ satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our QMS to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the QMS is maintained and focused on interested parties’ satisfaction and continuous improvement.
Section 1: Scope

The manual outlines the policies, procedures and requirements of the QMS. The system is structured to comply with the requirements of the International Standard ISO 9001:2015.

Centauri Business Group shall be referred to in this document as either Centauri Business Group or the Company.

It is emphasized that the QMS requirements specified in this standard are complimentary (not alternative) to contractual law and regulatory requirements.

Section 2: Reference Documents

The following documents were used as reference during the preparation of the QMS:

- International Standard ISO 9001:2015 Quality Management system - requirements
- International Standard ISO 9000:2015 Quality management systems- Fundamentals and vocabulary

4.3 Determining the Scope of the Quality Management System

The Scope of the QMS is established based on the factors presented on Fig.4.3 and covers:

- All processes within all functional areas of Centauri Business Group’s business operations Scope of Business;
- Products:
  - Click to enter Product/Service Name

Exclusion: ISO 9001:2015, clause 8.5.1.f, validation of processes for production and service.

Justification: Centauri Business Group can verify the output of product through measurements, fit checks, and visual inspections.
**Note:** There are some parts of ISO 9001:2015 that you may wish to exclude. To do so, you will need to justify why you have excluded them. Not all areas of the ISO 9001:2015 standard apply to all companies, although most do. When in doubt, check with an expert.

---

**Context of the organization (sec.4.1)**

**Interested parties (sec.4.2)**

**Scope (sec.4.3)**

<table>
<thead>
<tr>
<th>Applicability</th>
<th>Boundaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Products and/or Services</td>
<td></td>
</tr>
<tr>
<td>- Processes</td>
<td>- Set of standards</td>
</tr>
<tr>
<td></td>
<td>- Clauses of standards</td>
</tr>
</tbody>
</table>

**Actions to address risks and opportunities (sec.6.1)**

---

Fig.4.3. Establishing of Scope of the QMS. Diagram.

---

**Purchase the full version of the Quality Manual**

$149.00

**Related products:**

- **Control of Documented Information** in ISO 9001:2015 Clauses
- **ISO 9001:2015 Overview. Presentation for Training**
- **QMS Transition Program** (to the New Version of ISO 9001:2015)

**Other ISO 9001:2015 Documents and Templates**

---

This document is UNCONTROLLED if printed

Check master computer files for latest revision