



Procedure: QSP-5.3.101	Page 1 of 2
Date: 10/1/2008	Released: 10/1/2008 Revision: B
Approved By: Mark Blumenfeld	

Quality Policy

Purpose

This procedure provides for the creation and maintenance of a clear statement of management's commitment to quality for communication to employees, customers, and other interested parties.

Scope

This procedure applies to the Quality Policy statement for Insulation Supply Company.

Definitions

QMS The quality management system is the formalized organizational structure, procedures, processes and resources needed to implement the activities related to quality.

Quality Management Coordinated activities to direct and control an organization with regard to quality.

Quality Policy Overall intentions and direction of an organization related to quality as formally expressed by top management.

Responsibilities

EXEC MGMT Executive Management

DEPT MGR & SUP All Department Managers and Supervisors

Procedures

1-EXEC MGMT Establish Quality Policy

Defines a Quality Policy (5.1[1]b[1]) that is appropriate to the purpose (5.3[1]a[1]) of Insulation Supply Company and ensures:

- there is a commitment to define customer requirements and then meet those requirements (5.2[1], 5.3[1]b[1]);
- that top management is focused on improving our customer's perception of their satisfaction(5.2[1]) with our products and services;
- that an outline is established for creating and reviewing measurable quality objectives that are consistent with the quality policy (5.1[1]c[1], 5.4.1[2], 5.3[1]c[1]);
- there is a commitment to continually improve the performance and effectiveness of the quality management system (5.3[1]b[1]);
- there is the organizational freedom to resolve matters pertaining to quality(AS5.5.2[1]d[1]).

2-DEPT MGR & SUP Train Employees on Quality Policy

The quality policy, what it means, how it impacts each employee and why it is important is reviewed with new employees during their initial training (5.3[1]d[1]). As changes to the quality policy take place, the impact of the

changes are conveyed to employees so they can perform their duties in a manner consistent with the policy (5.3[1]d[1]). This policy is reviewed with employees at least annually as part of their training needs assessment process regardless of any training on changes that may have occurred throughout the year (5.3[1]d[1]).

3- EXEC MGMT Review Policy Statement

The Quality Policy statement is reviewed for continuing suitability in conjunction with management review activities(5.3[1]e[1]) and changes are initiated as needed.

Related Procedures

Human Resources Management QSP-6.2.103

Records

Management Review Minutes QF-24 Retain for 3 Years

Policy References

Quality policy 5.3

Revision Notes

- The format was changed from Powerway to Word and then posted as .PDF.
- References to ISO 9000:2000 definitions were removed from Definitions section.