



The 9000 Store

5.4 Planning

5.4.1 Quality objectives

Quality objectives are established to support our organization's efforts in achieving our quality policy and reviewed annually for suitability. Objectives have been established for the following: *(describe the levels at which objectives have been established. For example, quality objectives have been established for each division, department, and team. Make sure that objectives to meet product requirements are included).* Quality objectives are measurable, and reviewed against performance goals at each management review meeting.

(State where quality objectives have been documented. This can be stated here, in your management responsibility procedure, or in the Quality Policy document A-500-001.)

5.4.2 Quality management system planning

The quality system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the ISO 9001 standard. Quality planning takes place as changes that affect the quality system are planned and implemented.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

An organizational chart has been established to show the interrelation of personnel in the organization. Job descriptions define the responsibilities and authorities of each of the positions on the organizational chart. Job descriptions and the organizational chart are reviewed and approved by top management for adequacy. These documents are available throughout the organization to help employees understand responsibilities and authorities. *An organizational chart is located on page ____ of this manual.*

5.5.2 Management representative

The *(position title)* has been appointed by *top management* as management representative. As management representative, they have the following responsibility and authority:

- Ensure that processes needed for the quality management system are established and implemented.
- Report to top management on the performance of the quality management system, and note needed improvements.