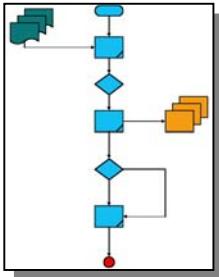


Productivity Improvement Network Inc.

Quality Manual Documents:

A typical company set of documents includes statements for each of the core elements of the business. Each core element has the following:



- 1. A Simple high level company POLICY statement for that activity**
- 2. A Process Chart diagramming the key steps and indicating who does what. These charts qualify as full procedures within ISO 9001. References to other company documents are included.**
- 3. Simple supporting instructions, guidelines or forms that help describe the details of that activity.**



The complete set of policy statements, charts, procedures, supporting guidelines and forms are organized into a “Quality System Manual”.

In a Productivity Improvement Network project the complete set of documents would fit into one 2-inch 3-ring binder.

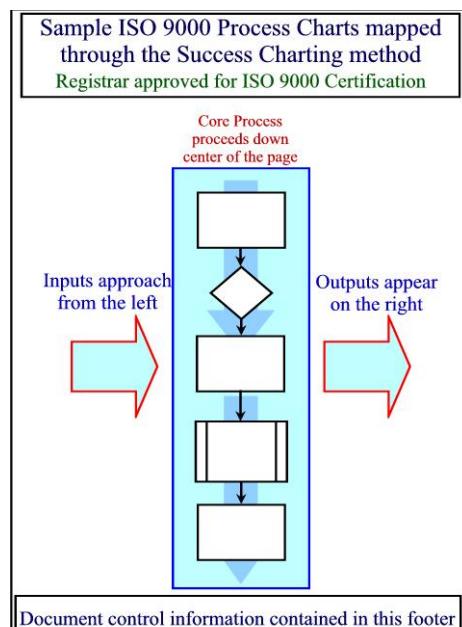
All of these can also exist in electronic form on the company LAN or Intranet.



When created on the LAN or Intranet, a series of individual electronic ‘hot-links’ can be created on each page to automatically guide a user from one document to another and back again. Say...to go from the instruction to the form and back again. Personnel may ‘navigate’ around the system just like a web page.

Sample Flow Diagrams are shown on the following pages.

This diagram illustrates how the information on each chart is organized.

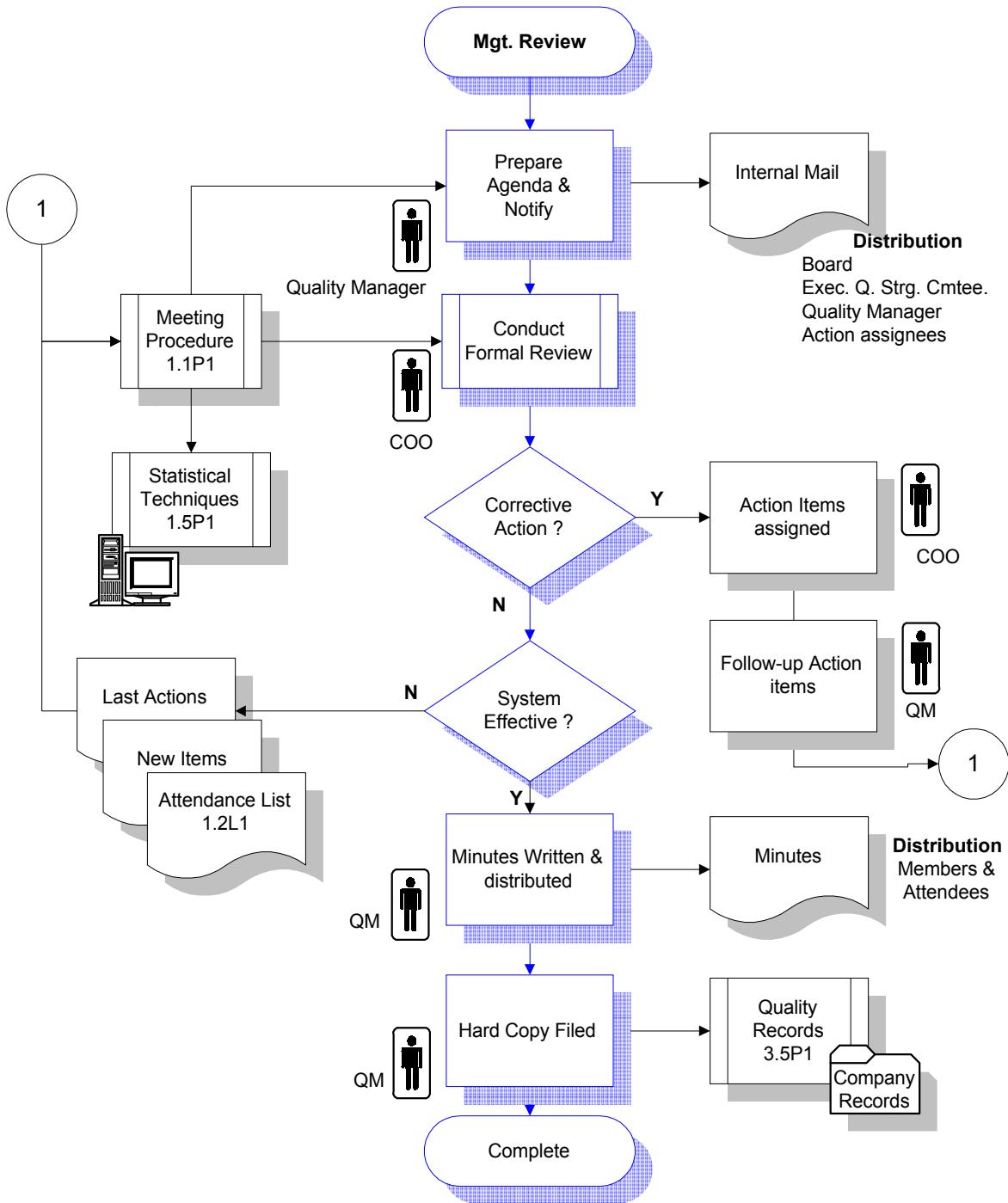


These charts define: -

- a) The purpose, scope and flow of steps,
- b) Who is responsible to perform each step
- c) The reference documents, forms or guidance notes that support the process.

Reminder comments are shown as side notes.

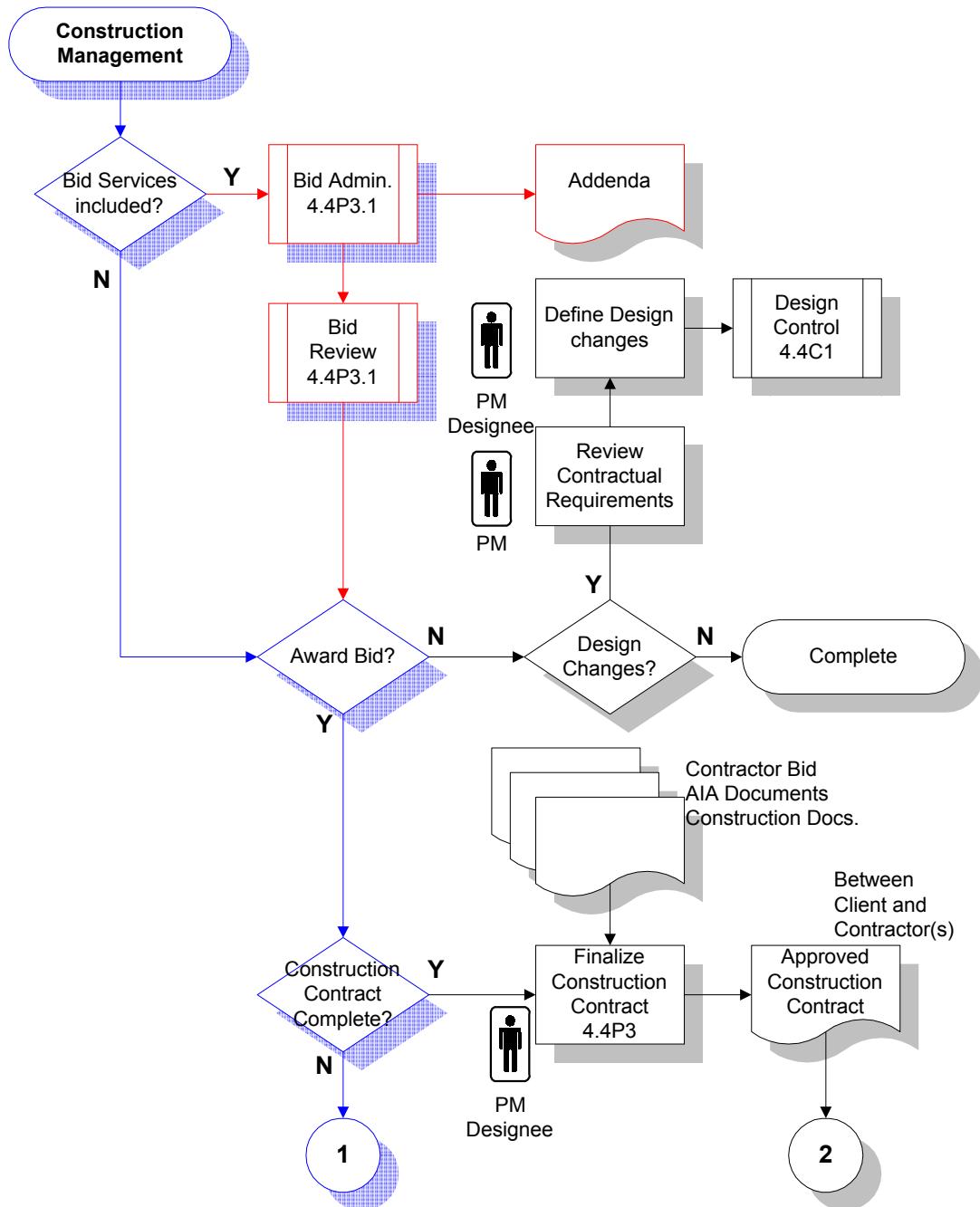
The title/control footer box also identifies the “Process Owner” or company champion for the overall process.



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