Management System Manual

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Revision History and Approval

Rev.	Nature of changes	Approval	Date
25	Complete review and update to new format	KH, MB, NO and AT	April 2019

Welcome to Speedboard (a part of NOTE group),

Speedboard Assembly Services Ltd (hereafter referred to as Speedboard) has developed and implemented a Management System (MS) in order to document the company's best business practices, better satisfy the requirements and expectations of our customers and stakeholders, to improve the overall management of Speedboard. Furthermore, we are aiming to enhance customer satisfaction and identify risks and opportunities by implementing the MS .

The MS ensures that our customer's needs and expectations are met by clearly identifying their requirements and consistently providing a complying product at optimum costs.

Our MS enables us to achieve our Quality Objectives by measuring the continual improvement of the MS and the quality performance of our company.

Our MS meets the requirements of ISO9001:2015. Our system addresses the production and supply of our products. It incorporates the processes approach where consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes.

This process approach provides for the management of the MS and its process through the application of the Plan-Do-Check-Act cycle and a focus on Risk-Based thinking.
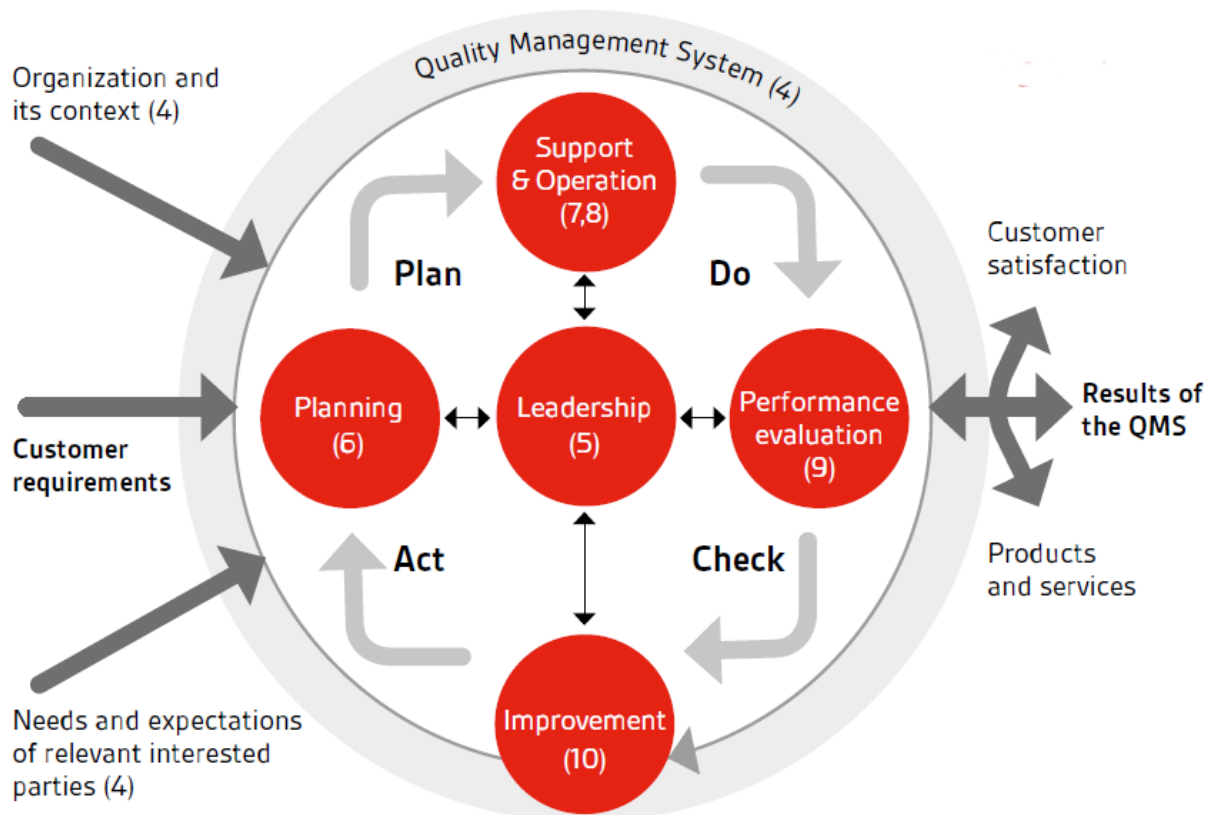
Plan-Do-Check-Act cycle with ISO9001:2015 clauses overlaid

This manual is divided into sections that correlate to the sections of ISO9001:2015. This manual describes the MS, identifies authorities, inter relationships and responsibilities of the personnel responsible for actioning the system. This manual also provides the documented information with procedures or references for all activities comprising the MS that ensures the compliance to standard.

This manual is used internally to guide our employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our MS to our customers and other external organisation's or interested parties and familiarise them with the implemented controls that assure them that our MS is maintained and focused on customer satisfaction and continuous improvement.

1. Speedboard (a part of the NOTE group): Who We Are

Established in 1983 as a PCB fabricator, Speedboard became a renowned supplier of PCB's and in 1988 as a Contract Electronic Manufacturing Services provider. The company was reformed in 2003 as Speedboard Assembly Services Ltd, closing the PCB factory. Then in November 2018 the company was purchased by the Sweden based NOTE Group, we continue to use the Speedboard Assembly Services Ltd name.

Our assembly capability encompasses fine pitch vision-controlled double-sided surface mount, BGA, conventional through hole and mixed technology production. Procurement, cable assembly, AOI, test and box build are key elements in the overall service offering.

Our PCB sourcing begins with dedicated resources to review data, liaise with suppliers both home and abroad, and to ensure the best match for your needs. Having had first-hand experience as a PCB Fabricator and as an Assembler we have the knowledge and experience you are looking for.

Flexibility is the key to our success. We offer individually tailored manufacturing solutions at all levels, from fast-turnaround prototypes to high volume dedicated lines.

Some of our customers take advantage of all our services; others use specific areas to suit their needs. Whatever the size and complexity of the task, Speedboard are ready to take it on with a "can-do" attitude backed up with capacity, experience and knowledge.

1.1   Determining Our Strategic Direction

Speedboard has reviewed and analysed key aspects of itself and its stakeholders to determine the strategic direction of the company. This involves:

- Understanding our core products and scope of management system (see 1.2 below).

- Identifying "interested parties" (stakeholders) who receive our Products, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified in the document *Context of the Organisation procedure.*

- Understanding internal and external issues that are of concern to Speedboard and its interested parties; also identified in the document *Context of the Organisation procedure.*

- Many such issues are identified through an analysis of risks facing either Speedboard or the

interested parties. Such issues are monitored and updated as appropriate and discussed as part of Directors meetings.

This information is then used by Directors to determine the company's strategic direction. This is defined in records of Directors meetings, and periodically updated as conditions and situations change.

1.2   Scope of the Management System

1.2.2   Scope Statement

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, Speedboard has determined the scope of the management system as follows:-

> ***The contract manufacture of PCB assemblies, cable assemblies and finished unit modules. The sales and distribution of unpopulated PCB's***.

1.3   Facilities Within the Scope

The management system applies to all processes, activities and employees within Speedboard. Our main facility and postal address is located at:-

<div align="center">

1A Alma Road
Windsor
Berkshire SL4 4HU

www.speedboard.co.uk

01753 746700 – main office

</div>

1.4   Permissible Exclusions

The entire 8.3 clause of ISO9001:2015 has been determined to be not applicable to Speedboard.

1.5   Scope of the Management System Manual

This manual is prepared for the purpose of defining the company's interpretations of the ISO 9001:2015 international standard, as well as to demonstrate how the company complies with that standard.

This manual does not follow the numbering structure of ISO9001. Instead, Appendix B presents a cross reference between the sections of this manual and the clauses of ISO9001:2015.

This manual presents "Notes" which are used to define how Speedboard has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO9001:2015. *Notes appear in italics, with blue background*.

Where subordinate or supporting documentation is reference in this manual, these are indicated by ***bold italics***.

2. Quality Policy

The Quality Policy of Speedboard is as follows:-

Quality Policy

Speedboard Assembly Services Ltd offers a broad range of contract electronic manufacturing services.

Our service to the customer not only includes the realisation of product to the relevant customer specification, expectations, any statutory or regulatory requirements or industry standard such as IPC, it also includes the softer aspects such as communication, capability and value for money.

We are committed to maintaining ISO9001 accreditation through cooperation and effective collaboration with all interested parties to ensure consistency, channeling continual improvement throughout our operations in order to achieve our stated business and quality objectives.

All persons in Speedboard share the company Quality Objectives and are respectful of the duties and specific commitment of others to supply Value and minimise Risk in every part of their own activities.

The effectiveness of our service will be judged using the Net Promoter Score survey.

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For more information on the Net Promotor system please see:-
www.netpromotorsystem.com

3. Management System Structure and Controls

3.1 Process Approach

3.1.1 Process Identification

Speedboard has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming products being discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

Note: not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

The sequence of interaction of these processes is illustrated in Appendix A.

Note: Appendix A represents the typical sequence of processes and may be altered depending on customer or regulatory requirements at the job or contract level, as needed.

3.1.2 Process Controls & Objectives.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to the company Directors. The data is then analysed in order that the Directors may set goals and make adjustments for the purposes of long-term continual improvement.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

3.1.3 Outsourced Processes

Any process performed by a third party is considered an "outsourced process" and must be controlled.

The type and extent of any form of control applied to the outsourced process takes into consideration:-

- the potential impact of the outsourced process on the company's capability to provide product that conforms to requirements,

- the degree to which the control for the process is shared,

- the capability of achieving the necessary control through the purchasing contract requirements.

And is covered by the PO authorising the work, via review of the works undertaken by the responsible manager/supervisor or a physical test.

4. Documentation & Records

4.1   General

The management system documentation includes both documents and records.

Note: the ISO9001:2015 standard uses the term "documented information"; Speedboard does not use this term, but instead relies on the terms "document" and "record" to avoid confusion. In this context the terms are defined by Speedboard as:-

- *Document – written information used to describe how an activity is done.*
- *Record – captured evidence of an activity having been done.*

Documents and records undergo different controls as defined herein.

The extent of the management system documentation has been developed based on the following:-

- the size of Speedboard

- complexity and interaction of the processes

- risks and opportunities

- competence of personnel

4.2   Control of Documents

Documents required for the management system are controlled in accordance with the ***Document and Record control procedure.*** The purpose of document control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information.

All documented procedures are established, documented, implemented and maintained.

4.3   Control of Records

A documented procedure, ***Document and Record control,*** has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of Product requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

4.4   Change Management

When Speedboard determines the need for changes to the management system or its processes, these changes are planned, implemented, and then verified for effectiveness; see the document ***Change Management Procedure, P014.***

Documents are changed in accordance with the ***Document and Record Control procedure.***

4.5   Risks and Opportunities

Note: Speedboard deviates slightly from the approach towards risk and opportunity presented in ISO9001. Instead, Speedboard views "uncertainty" as neutral, but defines "risk" as a negative effect of uncertainty, and "opportunity" as a positive effect of uncertainty. Speedboard has elected to manage risks and opportunities separately, except where they may overlap. Formal risk management may not be utilised in all instances; instead, the level of risk assessment, analysis, treatment and recordkeeping will be performed to the level deemed appropriate for each circumstance or application.

Speedboard considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to products and services.

Risks and opportunities are managed in accordance with the document ***Procedure for address Risks and Opportunities, P012***

5. Management & Leadership

5.1 Management Leadership and Commitment

Directors of Speedboard provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:-

- taking accountability of the effectiveness of the management system;

- ensuring that the ***Quality Policy*** and quality objectives are established for the management system and are compatible with the strategic direction and the context of the organisation;

- ensuring that the quality policy is communicated, understood and applied within the organisation;

- ensuring the integration of the management system requirements into the organisation's other business processes, as deemed appropriate (see note);

- promoting awareness of the process approach;

- ensuring that the resources needed for the management system are available;

- communicating the importance of effective quality management and of conforming to the management system requirements;

- ensuring that the management system achieves its intended results;

- engaging, directing and supporting persons to contribute to the effectiveness of the management system;

- promoting continual improvement;

- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Note: "business processes" such as accounting, employee benefits management and legal activities are out of scope of the MS.

5.2 Customer Focus

The Directors of Speedboard adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:-

- customer and applicable statutory and regulatory requirements are determined, understood and consistently met;

- the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

- the focus on enhancing customer satisfaction is maintained.

5.3   Quality Policy

The Directors have developed the ***Quality Policy***, defined in section 3.0 above, that governs day-to-day operations to ensure quality.

The ***Quality Policy*** is released as a standalone document as well as being contained within this manual and is communicated and implemented throughout our company.

5.4   Organisational Roles Responsibilities & Authorities

The Directors have assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the company organisational chart and job titles.

The Directors accept responsibility and authority for:-

- ensuring that the management system conforms to applicable standards;

- ensuring that the processes are delivering their intended outputs;

- reporting on the performance of the management system;

- providing opportunities for improvement for the management system;

- ensuring the promotion of customer focus throughout the organisation;

- ensuring that the integrity of the management system is maintained when changes are planned and implemented.

5.5   Internal Communication

The Directors of Speedboard ensure that internal communication takes place regarding the effectiveness of the management system. Internal communication methods include:-

- use of corrective and preventive action processes to report nonconformities or suggestions for improvement

- use of the results of analysis of data

- meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the MS

- use of the results of the internal audit process

- internal emails

- memos to employees

- company notice boards

- QA/Technical Directors' "open door" policy which allows any employee access for discussions on improving the quality system

5.6   Management Review

The Directors review the management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the ***Quality Policy*** and quality objectives.

Directors meeting frequency, agenda (inputs), outputs, required members, actions taken and other review requirements are defined in the documented *Meeting and Business Review Procedure, P005.*

Records from Directors meetings are maintained.

6. Resources

6.1   Provision of Resources

Speedboard determines and provides the resources needed:-

- to implement and maintain the management system and continually improve its effectiveness

- to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

6.2   Human Resources

Directors ensure that they provide sufficient staffing for the effective operation of the management system, as well its identified processes.

Staff members performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience. The documented *Training Procedure, P020* defines these activities in detail.

Training and subsequent communication ensure that staff are aware of:

- the quality policy

- relevant quality objectives;

- their contribution to the effectiveness of the management system, including the benefits of improved performance

- the implications of not conforming with the management system requirements.

Note: the management system does not include other aspects of Human Resources management, such as payroll, benefits, insurance, labour relations or disciplinary actions.

6.3   Infrastructure

Speedboard determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:-

- buildings, workspace and associated facilities

- process equipment, hardware and software

- supporting services such as transport

- information and communication technology.

Equipment is validated per the procedure *Calibration and Equipment Validation, P018.*

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification; see the procedure ***Calibration and Equipment Validation, P018.***

Note: Calibration and measurement traceability is not employed for all measurement devices. Instead, Speedboard determines which devices will be subject to calibration based on its processes, products and services, or in order to comply with specifications or requirements. These decisions are also based on the importance of a measurement, and considerations of risk.

6.4   Work Environment

Speedboard provides a clean, safe and well lit working environment. The company directors of Speedboard manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above.

Human factors are considered to the extent that they directly impact on the quality of Products.

Note: Social, psychological and safety aspects of the work environment are managed through activities outside of the scope of the management system. Only work environment aspects which can directly affect process efficiency or product and service quality are managed through the management system.

6.5 Organisational Knowledge

Speedboard also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:

internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;

external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained and made available to the extent necessary.

When addressing changing needs and trends, Speedboard shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

7. Operation

7.1 Operational Planning and Control

Speedboard plans and develops the processes needed for product realisation. Planning of product realisation is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organisation (see section 2.0 above), current resources and capabilities, as well as product and service requirements.

Changes to operational processes are done in accordance with the ***Change Management Procedure, P014.***

7.2   Customer-Related Activities

7.2.1   Capture of Customer Requirements

During the intake of new business Speedboard captures:-

- requirements specified by the customer, including the requirements for delivery and post-delivery activities

- requirements not stated by the customer but necessary for specified or intended use, where known

- statutory and regulatory requirements related to the product;

- any additional requirements determined by Speedboard.

These activities are defined in greater detail in the *Quoting and Orders procedure, P013.*

7.2.2   Review of Customer Requirements

Once requirements are captured, Speedboard reviews the requirements prior to its commitment to supply the Product. This review ensures that:-

- product requirements are defined,

- contract or order requirements differing from those previously expressed are resolved,

- the organisation has the ability to meet the defined requirements, and/or the claims for the products and services it offers, and

- risks have been identified and considered.

These activities are defined in greater detail in the *Quoting and Orders procedure, P013.*

7.2.3   Customer Communication

Speedboard has implemented effective communication with customers in relation to:-

- providing information relating to products and services

- handling enquiries, contracts or orders, including changes

- obtaining customer feedback relating to products and services, including customer complaints

- handling or controlling customer property

- establishing specific requirements for contingency actions, when relevant.

7.4 Purchasing

Speedboard ensures that purchased product conform to specified purchase requirements.

Speedboard evaluates and selects suppliers based on their ability to supply product and service in accordance with the organisation's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received Products are then verified against requirements to ensure

satisfaction of requirements. Suppliers who do not provide conforming Products may be requested to conduct formal corrective action.

7.5   Provision of Products

7.5.1   Control of Provision of Products

To control its provision of Products, Speedboard considers, as applicable, the following:-

- the availability of documents or records that define the characteristics of the Products as well as the results to be achieved

- the availability and use of suitable monitoring and measuring resources

- the implementation of monitoring and measurement activities

- the use of suitable infrastructure and environment

- the appointment of competent persons, including any required qualifications

- the implementation of actions to prevent human error

- the implementation of release, delivery and post-delivery activities.

At this time, Speedboard does not utilise any in-house "special processes" where the result of the process cannot be verified by subsequent monitoring or measurement.

7.5.2   Identification and Traceability

Where appropriate, Speedboard identifies its Product other critical process outputs by suitable means. Such identification includes the status of the Product with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all Product shall be considered conforming and suitable for use.

If unique traceability is required by contract, regulatory, or other established requirement, Speedboard controls and records the unique identification of the Product.

The **Identification and Traceability Procedure, P023**, defines these methods in detail.

7.5.3   Property Belonging to Third Parties

Speedboard exercises care with customer or supplier property while it is under the organisation's control or being used by the organisation. Upon receipt, such property is identified, verified, protected and safeguarded.   If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage or inappropriate use.

This activity is defined in greater detail in the document **Third Party Property, P021.**

7.5.4   Preservation

Speedboard preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection.

Preservation also applies to the constituent parts of a product.

7.5.5   Post-Delivery Activities

As applicable, Speedboard conducts the following activities which are considered "post-delivery activities":-

- warranty repairs

- upgrades

- non-warranty repairs

- servicing.

Post-delivery activities are conducted in compliance with the management system defined herein.

7.5.6   Process Change Control

Speedboard reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in the document *Change Management Procedure, P014.*

7.5.7   Measurement and Release of Products

Acceptance criteria for Products are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the product and service requirements have been met. This is done before Products are released or services are delivered.

7.5.8   Control of Nonconforming Outputs

Speedboard ensures that Products or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such nonconformances are defined in *SB004, Control of Non-Conforming Product procedure.*

8. Improvement

8.1   General

Speedboard uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data.

The results of analysis shall be used to evaluate:-

- conformity of products and services
- the degree of customer satisfaction
- the performance and effectiveness of the management system
- the effectiveness of planning

- the effectiveness of actions taken to address risks and opportunities
- the performance of external providers
- other improvements to the management system.

8.2 Customer Satisfaction

As one of the measurements of the performance of the management system, Speedboard monitors information relating to customer perception as to whether the organisation has met customer requirements. Customer perception is recorded following each and every customer business review on a QPFm028 form, information recorded includes:-

- quality

- on time in full delivery

- value for money

- technical capability vs customer needs

- lead times / supply solution

- communication / professionalism

- the annual Net Promoter Score survey.

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations and assess the effectiveness of the results.

8.3 Internal Audit

Speedboard conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, to the requirements of ISO9001, and to management system requirements. Audits also seek to ensure that the management system has been effectively implemented and is maintained.

These activities are defined in the document ***Internal Auditing Procedure, P002.***

8.4 Corrective and Preventive Action

Speedboard takes corrective action to eliminate the cause of nonconformity in order to prevent *recurrence*. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their *occurrence*.

Appendix A: Overall Process Sequence & Interaction

CUSTOMER RELATED PROCESSES

MANAGEMENT PROCESSES
- Management System Planning
- Set Objectives and Targets
- Provide Resources & Infrastructure
- Identify Customer Requirements
- Determine Roles & Responsibilities
- Business Planning

SUPPORT PROCESSES
- Communication & Participation
- Training & Competence
- Maintain Facilities & Equipment
- Calibration
- Document & Data Control
- Control of Records

ASSESSMENT PROCESSES
- Internal Auditing
- Non-conformities
- Customer Satisfaction
- Analyse MS Data

ASSESSMENT PROCESSES
- Continual Improvement
- Corrective & Preventive Action
- Management Review
- Product & Process Monitoring

Customer, Market, Stakeholder and Legal Requirement

Quote → Order

Contract Review → Product and Process Planning

Supplier Selection and Evaluation → Incoming, Inspection, Handling and Storage

Production Processes → Storage, Dispatch and Delivery

Customer, Market, Stakeholder and Feedback

Appendix B: ISO 9001:2015 Cross Reference

ISO9001:2015 Clause	Section in Manual
4.0 Context of the Organisation (all)	
4.1 Understanding the Organisation & Its Context	2.1 Determining Our Strategic Direction
4.2 Understanding the needs & expectations of interested parties	2.0 Who We Are
4.3 Determining the scope of the QMS	2.2 Scope of the Management System
4.4 Management system and its processes	4.1 Process Approach
5.0 Leadership	
5.1 Leadership & Commitment	5.1 Management Leadership and Commitment
5.1.1 General	5.1 Management Leadership and Commitment
5.1.2 Customer focus	5.2 Customer Focus
5.2 Policy	3.0 Quality Policy 5.3 Quality Policy
5.3 Organisational Roles Responsibilities and Authorities	5.4 Organisational Roles and Responsibilities and Authorities
6.0 Planning	
6.1 Actions to address risks and opportunities	4.4 Risks and Opportunities
6.2 Quality objectives and planning to achieve them	4.1.2 Process Controls & Objectives
6.3 Planning of changes	4.3 Change Management
7.0 Support	
7.1 Resources	
7.1.1 General	6.1 Provision of Resources
7.1.2 People	6.2 Human Resources
7.1.3 Infrastructure	6.3 Infrastructure
7.1.4 Environment for the operation of processes	6.4 Work Environment
7.1.5 Monitoring and measuring resources	6.3 Infrastructure
7.1.6 Organisational knowledge	6.5 Organisational Knowledge
7.2 Competence	6.2 Human Resources
7.3 Awareness	5.5 Internal Communication
7.4 Communication	5.5 Internal Communication
7.5 Documented information	4.2 Documentation & Records
8.0 Operation	
8.1 Operational planning and control	7.1 Operational Planning and Control
8.2 Requirements for products and services	
8.2.1 Customer communication	7.2.3 Customer Communication
8.2.2 Determining the requirements related to products & services	7.2.1 Capture of Customer Requirements
8.2.3 Review of requirements related to products & services	7.2.2 Review of Customer Requirements
8.2.4 Changes to requirements for products and services	7.2.2 Review of Customer Requirements
8.3 Design and development of products and services	
8.4 Control of externally provided processes, products & services	7.4 Purchasing 3.1.3 Outsourced Processes
8.5 Production and service provision	
8.5.1 Control of production and service provision	7.5.1 Control of Provision of Products
8.5.2 Identification and traceability	7.5.2 Identification and Traceability

ISO9001:2015 Clause	Section in Manual
8.5.3 Property belonging to customers or external providers	7.5.3 Property Belonging to Third Parties
8.5.4 Preservation	7.5.4 Preservation
8.5.5 Post-delivery activities	7.5.5 Post-Delivery Activities
8.5.6 Control of changes	7.5.6 Process Change Control
8.6 Release of products and services	7.5.7 Measurement and Release of Products
8.7 Control of nonconforming outputs	7.5.8 Control of Nonconforming Outputs
9.0 Performance evaluation	
9.1 Monitoring, measurement, analysis and evaluation	
9.1.1 General	8.1 Improvement: General
9.1.2 Customer satisfaction	8.2 Customer Satisfaction
9.1.3 Analysis and evaluation	8.1 Improvement: General
9.2 Internal audit	8.3 Internal Audit
9.3 Management review	5.6 Management Review
10.0 Improvement	
10.1 General	8.1 Improvement: General
10.2 Nonconformity and corrective action	8.4 Corrective and Preventive Action
10.3 Continual improvement	8.1 Improvement: General