# Flo Samuels Services

flosamuels@msn.com          www.flosamuels.com          510-733-3174

This doesn't tell me how you do quality planning. It gives me some of the ingredients, leaves out some, and doesn't say how the ingredients are used nor how much of each.

This map has to answer the question: What are the steps you go through to plan for work that is accomplished through the QMS?

> How do you identify processes that will be used for the QMS? (How are you informed of and review new departments and functions to see how the processes work and determine if they will affect the QMS?)

> How do you determine the sequence and interaction of these processes? (What are the steps you go through to create process maps and link them?)

> How do you determine what the criteria is that indicates the process is working effectively? (How do you baseline or benchmark?)

> How do you review measurement methods relative to QMS functions to determine the ones that would ensure the best control? (What criteria do you use to pick one method over another? Can be addressed in 8.1 and referenced here.)

> How do you plan for resources to monitor the processes? (Can be addressed in 6.1and referenced here.)

> How do you ensure the timely receipt of monitoring data? (Can be addressed in 8.2.3 and referenced here.)

> How do you use the data to monitor, measure and analyze the processes? (Can be addressed in 8.1 and 8.2.3 and referenced here.)

> How do you develop the criteria that indicates the need for corrective or preventive action? (Can be addressed in 8.5.2 and 8.5.3 and referenced here.)

> How do you use the data against this criteria? (Can be addressed in 8.5.2 and 8.5.3 and referenced here.)

> How do you control changes to quality plans? (Can be addressed in 7.1 and 7.3.7 and referenced here.)

> How do you monitor existing processes when implementing changes that might affect those processes? (How do you maintain the integrity of the system during change?)

> Who is responsible by title?

## 5: MANAGEMENT RESPONSIBILITY
## 5.4: PLANNING
## 5.4.2:  QUALITY MANAGEMENT SYSTEM PLANNING