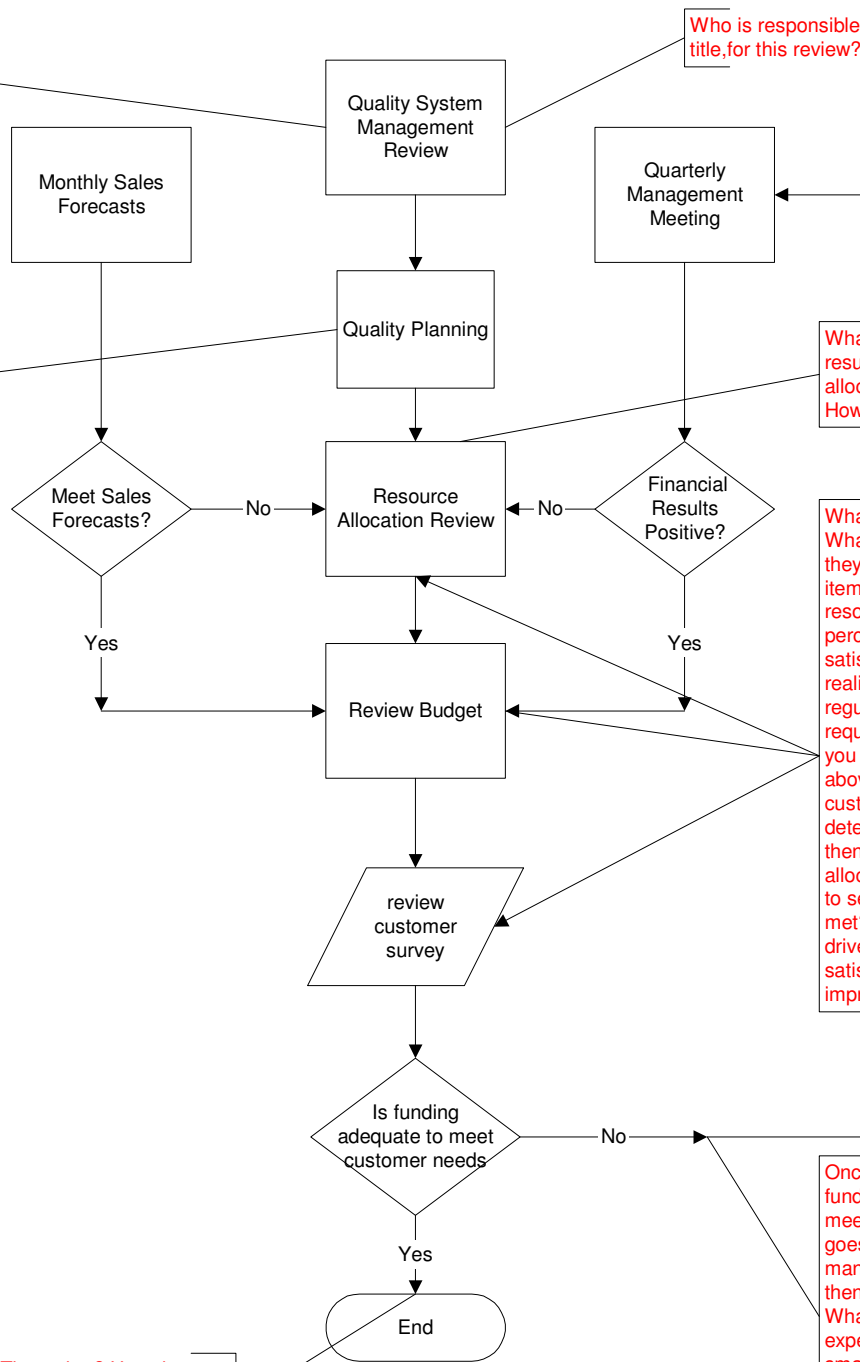


6: RESOURCE MANAGEMENT 6.1: PROVISION OF RESOURCES

You need to show how resources are forecast and budgeted for before showing how they're reduced. Note that the resource planning process is detailed in 7.1 relative to product realization and 4.1 and 5.4.2 relative to the QMS

6.1 refers to both the QMS and product realization so you'll need documentation that Quality Planning includes planning resource allocations for satisfying customer requirements (i.e. production, warehouse, delivery, support, etc.) The details are in 7.1. If QP doesn't include this, it needs to be addressed.



Who is responsible, by title, for this review?

What is the intended result(s) of the resource allocation review? How is it conducted?

What is being reviewed? What are customer surveys-- they would be only one data item used to determine resource needs (customer perceived value, customer satisfaction, product realization needs, affect of regulatory and legal requirements, etc.) Wouldn't you have to review the above data, including customer surveys, first to determine resource needs, then review resource allocations, then the budget to see if those needs can be met? This process is finance driven, not customer satisfaction or process improvement driven.

Once it's determined that funding is not adequate to meet customer needs and it goes back to the quarterly management meeting, what then? What happens if larger than expected sales orders (or smaller) come in during time periods when there is no quarterly management meeting? How are decisions made then?

Then what? How does management authorize resource acquisition, what's the time frame?