Contents

Organization Manual

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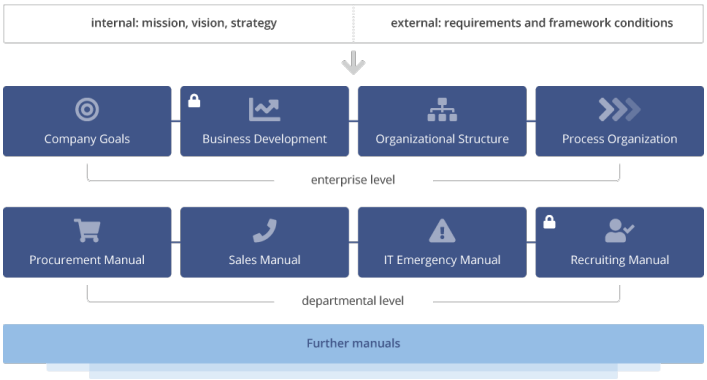
An **Organization Manual** is a structured summary of all regulations of a company. An organization Manual contains, for example, the company history, goals, definitions, organizational instructions and guidelines. If no separate Quality Handbook exists, the Organization Handbook can also contain all processes and work instructions.



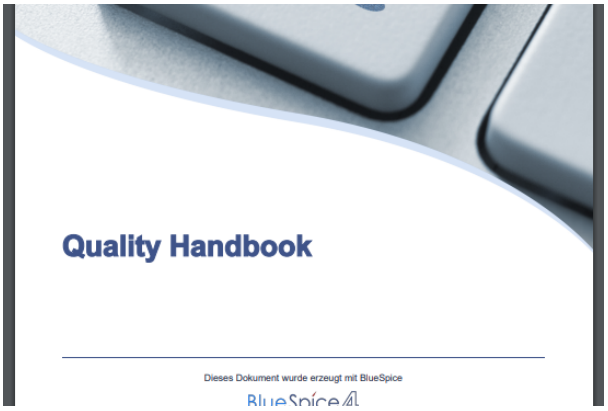
Organization Manual in a wiki

A Wiki is the ideal platform to provide and maintain an Organization Manual online:

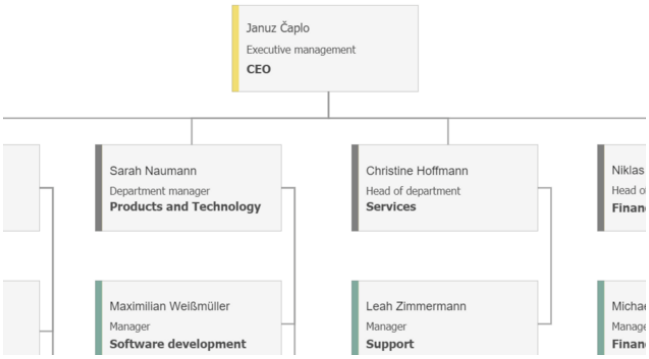
- **Central point of entry:** The Wiki provides employees and employers with a central point of contact to look up uniform routine processes in their daily work:
  - Employees can use the search function to quickly find all important regulations.
  - The notification system keeps them informed of all new developments.
- **Legal requirements:** Pharmaceutical companies or banks, for example, must ensure that they have "access at all times to the standardized written processes, regulations, rules and organizational structures" of their company.

Example pages

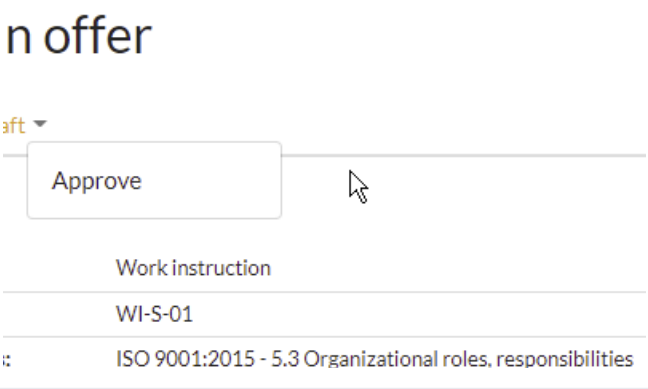
Organization Manual



Org chart



Page approval



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IMS:Making an offer

Approved: ***Not approved*** / Revision: 00:43, 27 April 2024

Document type:	Work instruction
Document ID:	WI-S-01
Assigned standards:	ISO 9001:2015 - 5.3 Organizational roles, responsibilities and authorities
Process owner:	User:Erogeberg
Roles affected:	Sales Agent
Business unit:	Sales
Approval state:	First draft (Version: 0)
Approval by:	
Approval date:	
Valid from:	December 1, 2021
Valid until:	December 1, 2023 ◉
Internal audit due:	July 6, 2022

Purpose / Goals

An offer is made at the request of the customer. The quality and content of the offer are of great importance here. The aim of these work instructions is to create an offer that leads to a signed contract and takes into account the interests of the customer and our company.

Assigned process

- Sales process

Work instruction

Responsible	Step	Procedure	Needed tools
Sales agent	Document requirements in Odoo	Check and evaluate the documented requirements in Odoo	*systems, checklists,* *physical tools*
	Generate an offer	Complete the template "Offer"	Odoo

Responsible	Step	Procedure	Needed tools
Sales manager	Check the offer	Description of the service Terms and conditions Options Prices and additional costs (net and gross values) Payment conditions Discounts Validity period of the offer	Odoo
Sales agent	Send offer via email		Odoo
	Rework the offer after feedback from client		Odoo, Email

Introduction

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Contents

1.1. Purpose and goals

The organization handbook (OHB) is used to describe the organizational structure of MyCompany Inc. and the tasks of the positions in the organizational units (divisions, specialist areas).

1.2. Validation

The OHB is valid in the latest version. A new revision status of the manual comes into effect when it is published in the company wiki.

1.3. Release

The OHB is managed or made available digitally in the company wiki. Paper-bound copies are held by the management.

1.4. Review

The OHB is reviewed at least annually. Necessary changes are to be communicated to management. Significant changes require the approval of management.

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Organization chart

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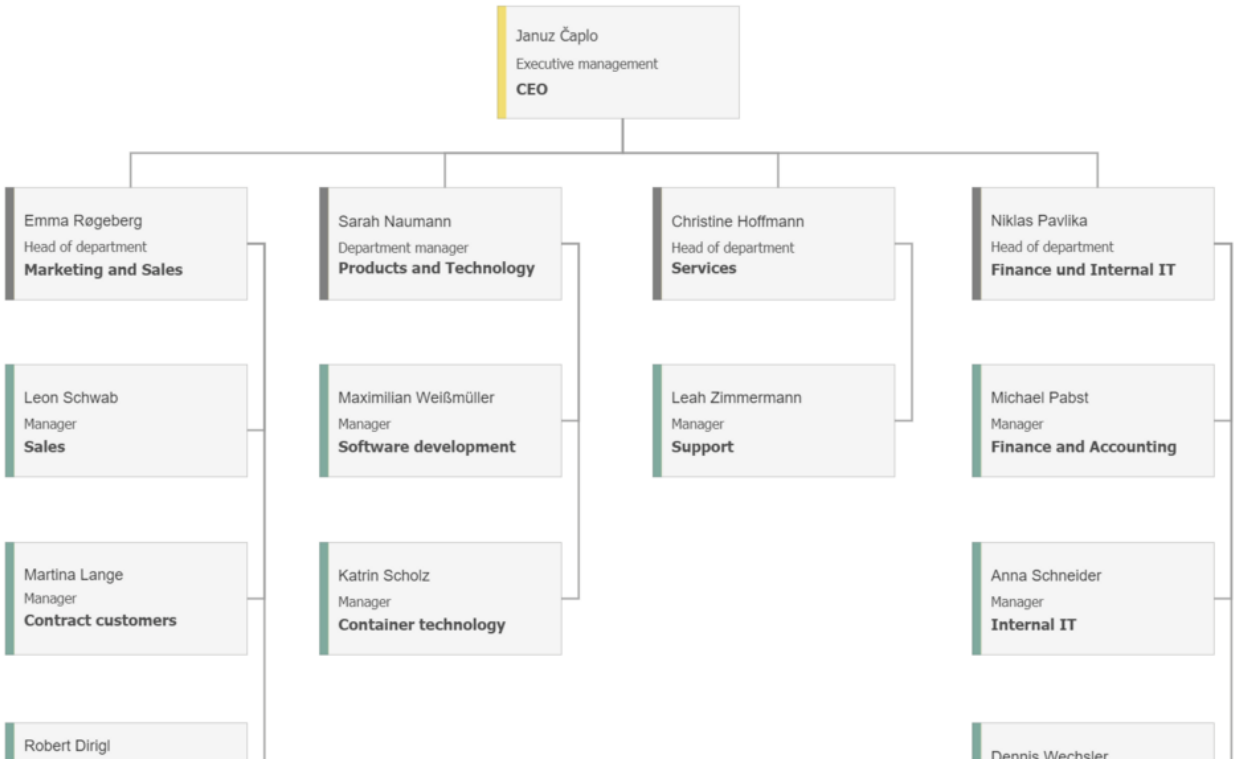

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Introduction

The industry-independent QM system according to the standard series DIN EN ISO 9000 ff. Is equally well suited for manufacturers, service providers, institutions, software developers and suppliers, but especially for:

- **Suppliers** whose customers demand or will demand a QM system in the near future, such as the automotive industry and public sector clients.
- **Healthcare companies and institutions' (hospitals, nursing homes, etc.) for which a QM scheme is required by law.**
- **Manufacturer of products**, where quality defects can lead to high liability risks (product liability law).
- Companies that manufacture products for which a **CE mark** is required by European directives.
- The following QM specifications are in use for **Automotive Suppliers** beyond ISO 9001: 2008:
  - Germany: VDA 6.1, VDA 6.2, VDA 6.4
  - USA: QS-9000
  - worldwide: ISO/TS 16949 (as overarching worldwide standard)
- A separate QM standard is required for medical device manufacturers: EN ISO 13485:2003.

1.1. Introduction of a QM system

A QM system is introduced according to the following procedure:

1. Beginning of the introduction of the QM system by management decision
2. Name of a QM representative
3. Clarification of the question of whether to engage an external consultant. If so, contact consultants and get information about funding opportunities
4. Creation of a project plan with timelines and steps
5. Early information and involvement of employees
6. Formulating a quality policy with your own quality goals
7. Analysis and definition of Process descriptions
8. Determining interfaces between the processes
9. Definition of Role definitions
10. Determining the type of documentation — if necessary, creation of procedural and work instructions
11. Creating a QM manual
12. Introduction and qualification of employees
13. Implementation of internal Audits
14. Certification
15. Selection of a certifier

1.2. Checklist

The following checklist is used to introduce quality management according to the ISO 9001-2015 standard.