



# ISO 9001:2015

## Quality Management Systems Manual

*Centauri Business Group*

*ADDRESS*

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## **Quality Systems Manual Revision Index**

| <b>Revision</b> | <b>Issue Date</b> | <b>Revision Description</b>   |
|-----------------|-------------------|---|
| <i>A</i>        |                   | <i>Initial Issue</i>  |
| <i>B</i>        |                   | <i>Change of structure and modifications relevant to the transition to the new version of ISO 9001:2015</i> |
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## Introduction

*Centauri Business Group has developed and implemented this Quality Management System (QMS) in order to improve the overall performance and provide a sound basis for sustainable development initiatives. Also, the purpose of the QMS are:*

- *the ability to consistently provide products and services that meet customer and applicable Statutory and regulatory requirements;*
- *facilitating opportunities to enhance customer satisfaction;*
- *addressing risks and opportunities associated with its context and objectives;*
- *the ability to demonstrate conformity to specified QMS requirements.*

*This QMS complies with the requirements of ISO 9001:2015 standard.*

*The purpose of the Quality Management System Manual (manual) is to define and describe the QMS, to define the responsibility and authority of the management personnel involved in the operation of the system, and to provide a general description of the requirements of the standard as they apply to Centauri Business Group.*

*The manual is divided into ten sections that correlate to the QMS sections of the ISO 9001:2015 standard.*

*This manual describes the QMS, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the QMS to ensure compliance to the necessary requirements of the standard.*

*This manual is used internally to guide the company's employees through the various requirements of the ISO 9001:2015 standard that must be met and maintained in order to ensure interested parties' satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.*

*This manual is used externally to introduce our QMS to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the QMS is maintained and focused on interested parties' satisfaction and continuous improvement.*

## Section 1: Scope

The manual outlines the policies, procedures and requirements of the QMS. The system is structured to comply with the requirements of the International Standard ISO 9001:2015.

Centauri Business Group shall be referred to in this document as either Centauri Business Group or the Company.

It is emphasized that the QMS requirements specified in this standard are complimentary (not alternative) to contractual law and regulatory requirements.

## Section 2: Reference Documents

The following documents were used as reference during the preparation of the QMS:

- International Standard ISO 9001:2015 Quality Management system - requirements
- International Standard ISO 9000:2015 Quality management systems- Fundamentals and vocabulary
- American National Standard ANSI/ISO/ ASQ 9004-2009: A quality management approach- Managing for the sustained success of an organization
- International Standard ISO 10002: Quality Management - Customer Satisfaction – Guidelines for complaint handling in organization

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### 4.3 Determining the Scope of the Quality Management System

The Scope of the QMS is established based on the factors presented on Fig.4.3 and covers:

- All processes within all functional areas of Centauri Business Group's business operations Scope of Business;
- Products:
  - Click to enter Product/Service Name
- Requirements of international standard ISO 9001:2015.

Exclusion: ISO 9001:2015, clause 8.5.1.f, validation of processes for production and service.

Justification: Centauri Business Group can verify the output of product through measurements, fit checks, and visual inspections.



**Note:** There are some parts of ISO 9001:2015 that you may wish to exclude. To do so, you will need to justify why you have excluded them. Not all areas of the ISO 9001:2015 standard apply to all companies, although most do. When in doubt, check with an expert.

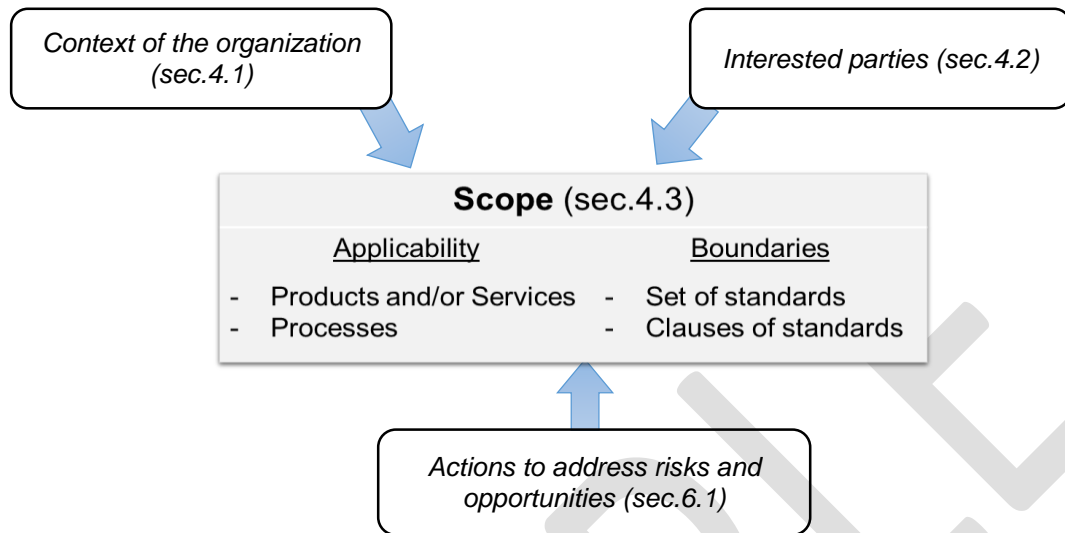


Fig.4.3. Establishing of Scope of the QMS. Diagram.

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