

## Quality System Procedure

QSP 7.1-03

Subject: Control of Organizational Knowledge

### **1.0 Purpose**

### **2.0 Scope**

### **3.0 Responsibility and Authority**

### **4.0 Control of Organizational Knowledge Procedure**

4.1 General

4.2 Definition of the necessary knowledge

4.3 creation of the organization knowledge bank

4.4 maintaining and providing access to knowledge

4.5 QMS processes improvement through acquired knowledge

### **5.0 Criteria and Risks of 'Control of Organizational Knowledge' Process**

5.1 Criteria of 'Control of Organizational Knowledge' Process

5.2 Actions to address the risks and opportunities of the 'Control of Organizational Knowledge' process

### **6.0 Documented information of 'Control of Organizational Knowledge' Process**

### **7.0 Revision History**

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**4.0 Control of Organizational Knowledge Procedure**

**4.1 General**

'Control of organizational knowledge' process model diagram is displayed on Fig. 1.

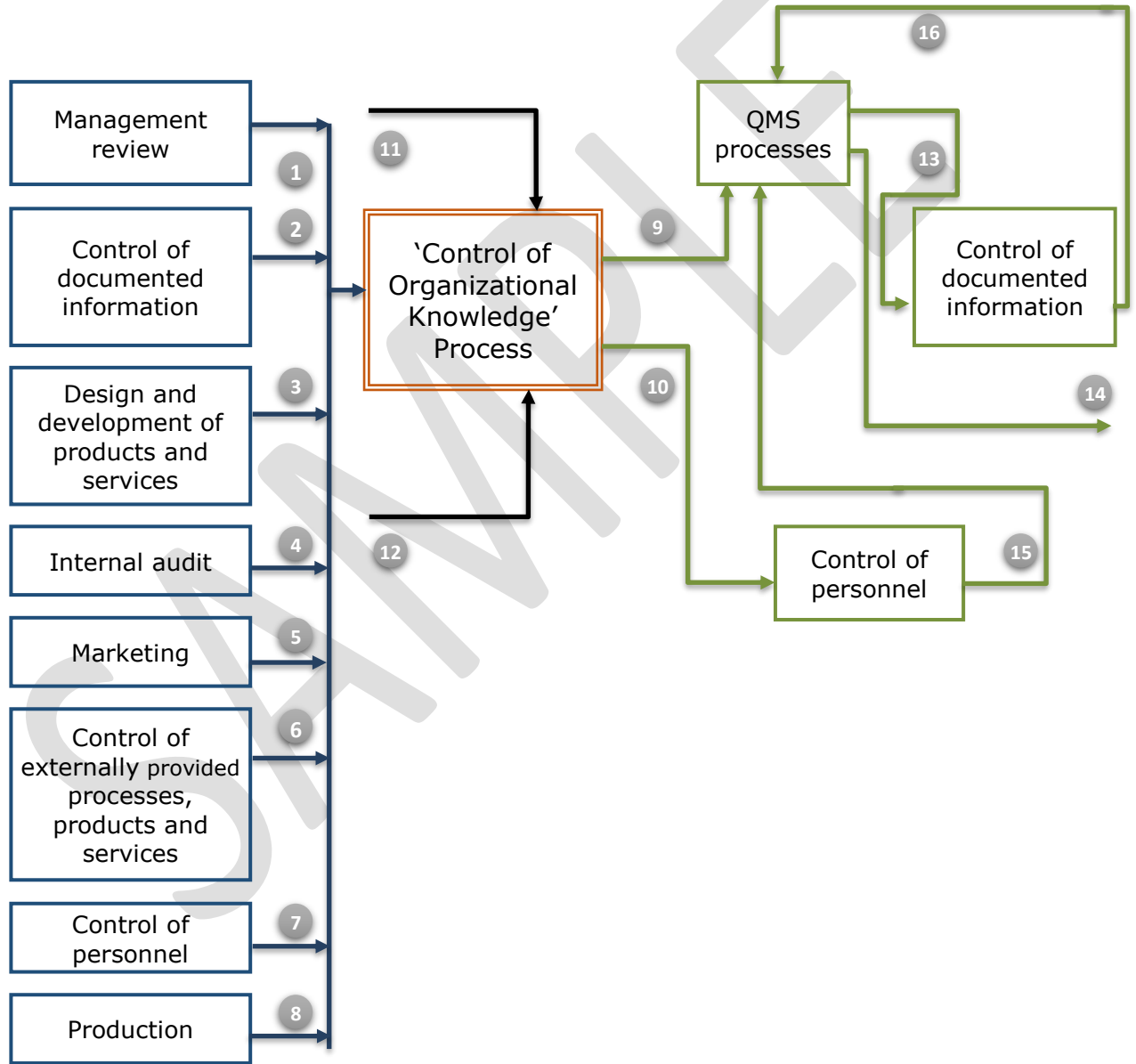


Fig. 1 'Control of organizational knowledge' process model diagram

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### 'Control of organizational knowledge' process flows

#### Inputs

- 1 • Strategic directions of the Organization development
- 2 • International and national standards.  
• Periodicals.
- 3 • Intellectual property databases, including design and technological documentation.  
• Projects completed by the Organization.
- 4 • Information on good practices to improve the QMS processes.  
• Information about non-conformities.
- 5 • Information from customers.  
• Information on competitors' achievements.
- 6 • Information from external providers.
- 7 • Information about the QMS process owners' training requests.  
• Information on the social responsibility system.
- 8 • Production databases, including defects, failures, etc.

#### Outputs

- 9 • Organization's knowledge bank.
- 10 • Training programs development proposals.
- 11 • QSP 7.1-03 Control of Organizational knowledge.
- 12 • Organization server.  
• Quality management department resources.  
• 'Control of organizational knowledge' process resources.
- 13 • Improved regulatory documents drafts.
- 14 • Improved process outputs.
- 15 • Personnel training plans and programs.
- 16 • Improved regulatory documents.

Organization Knowledge Bank is a key category of the process - the database structured by the intellectual asset groups, taking into account the organization's strategic development directions, and arranged on the organization server.

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'Control of organizational knowledge' process includes four stages:

- definition of the necessary knowledge;
- creation of the organization knowledge bank;
- maintaining and providing access to knowledge;
- QMS processes improvement through acquired knowledge.

### 4.2 Definition of the necessary knowledge

The knowledge needed for an organization is determined via forming the knowledge bank structure.

Quality Manager, or on behalf of, develops a draft of the knowledge bank structure of the organization based on the analysis of the information relevant to:

- the necessary knowledge for the organization – from the strategic directions of the organization development;

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