SLOVENSKI STANDARD

SIST ISO 10005

druga izdaja
november 1998

Vodenje kakovosti - Smernice za plane kakovosti (enakovreden ISO 10005:1995)

Quality management - Guidelines for quality plans

Management de la qualité - Lignes directrices pour les plans qualité

Qualitätsmanagement - Leitfaden für Qualitätsmanagementpläne

Deskriptorji: vodenje kakovosti, zagotavljanje kakovosti, sistemi zagotavljanja kakovosti, komponente, splošni pogoji

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Nadaljevanje na straneh od 2 do 34

UVOD

Standard SIST ISO 10005 (sl,en), Vodenje kakovosti - Smernice za plane kakovosti, druga izdaja, 1998, ima status slovenskega standarda in je enakovreden mednarodnemu standardu ISO 10005, Quality management - Guidelines for quality plans, prva izdaja, 1995.

NACIONALNI PREDGOVOR

Mednarodni standard ISO 10005:1995 je pripravil tehnični odbor Mednarodne organizacije za standardizacijo ISO/TC 176 Vodenje in zagotavljanje kakovosti. Slovenski standard SIST ISO 10005:1998 je prevod angleškega besedila mednarodnega standarda ISO 10005:1995. V primeru spora glede besedila slovenskega prevoda v tem standardu je odločilen izvirni mednarodni standard v angleškem jeziku. Slovensko-angleško izdajo standarda je pripravil in potrdil tehnični odbor USM/TC VZK Vodenje in zagotavljanje kakovosti.

Ta slovenski standard je dne 1998-10-05 odobril direktor USM.

ZVEZE S STANDARDI

S prevzemom tega mednarodnega standarda velja naslednja zveza:

SIST EN ISO 8402:1997 (sl,en,de,fr) Vodenje in zagotavljanje kakovosti - Slovar (istoveten EN ISO 8402:1995)

PREDHODNA IZDAJA

- SIST ISO 10005:1996 (en)

OSNOVA ZA IZDAJO STANDARDA

- Prevzem standarda ISO 10005:1995.

OPOMBE

- Povsod, kjer se v besedilu standarda uporablja izraz mednarodni standard , v SIST ISO 10005 to pomeni slovenski standard .
- Uvod in nacionalni predgovor nista sestavni del standarda.
- Slovenski standard SIST ISO 10005:1998 (sl,en) je enakovreden mednarodnemu standardu ISO 10005:1995.

VSEBINA **Stran**

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Predgovor

ISO (Mednarodna organizacija za standardizacijo) je svetovna zveza nacionalnih organov za standarde (članov ISO). Mednarodne standarde ponavadi pripravljajo tehnični odbori ISO. Vsak član, ki želi sodelovati na določenem področju, za katerega je ustanovljen tehnični odbor, ima pravico biti zastopan v tem odboru. Pri delu sodelujejo tudi vladne in nevladne mednarodne organizacije, povezane z ISO. V vseh zadevah, ki so povezane s standardizacijo na področju elektrotehnike, ISO tesno sodeluje z Mednarodno elektrotehniško komisijo (IEC).

Osnutki mednarodnih standardov, ki jih sprejmejo tehnični odbori, se pošljejo vsem članicam v glasovanje. Za objavo mednarodnega standarda je treba pridobiti soglasje najmanj 75 odstotkov članic, ki se udeležijo glasovanja.

Mednarodni standard ISO 10005 je pripravil tehnični odbor ISO/TC 176 *Vodenje in zagotavljanje kakovosti*, pododbor SC 2 *Sistemi kakovosti.*

Dodatka A in B tega mednarodnega standarda sta podana samo kot informacija.

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

International Standard was prepared by Technical Commitee ISO/TC 176, *Quality management and quality assurance*, Subcommitee SC 2, *Quality systems*.

Annexes A and B of this International Standard are for information only.

Uvod

Mednarodni standard je bil pripravljen zaradi potrebe po mehanizmu, ki bi povezal splošne zahteve za elemente sistema kakovosti in specifične zahteve določenega proizvoda, projekta ali pogodbe. Določila so samo svetovalnega značaja in niso zahteve.

Plan kakovosti se lahko uporablja v organizaciji, da se zagotovi ustrezno planiranje in naslavljanje identificiranih proizvodov med izdelavo, v skladu s specifičnimi zahtevami kakovosti. Plan kakovosti se lahko uporablja kot pokazatelj specifične uporabe sistema kakovosti na določenem razvojnem projektu za prodajni proizvod ali za pripomočke, ki bodo uporabljeni znotraj hiše. Dobavitelj lahko v pogodbenem razmerju uporabi plan kakovosti za prikaz, kako bo izpolnil specifične zahteve za kakovost, ki so določene v pogodbi. Mnogokrat je lahko ugodno, če dobavitelj lahko pri razvoju plana kakovosti pridobi odjemalčeve pripombe.

Plan kakovosti naj bo združljiv z drugimi plani, ki so morda že pripravljeni.

Introduction

This International Standard was prepared to address the need for a mechanism to relate generic requirements in quaity system elements to the specific requirements of a particular product, project or contract. Its provisions should be considered advisory and not requirements.

A quality plan may be used within an organization to ensure that specific requirements for quality are being appropriately planned and addressed for identified products during production. A quality plan may be used to indicate the specific application of a quality system to a given development project, whether for a marketable product or for an in-house facility. A quality plan may also be used by the supplier in a contractual situation to demonstrate to the customer how the specific requirements for quality of a particular contract will be met. In many cases, it may be beneficial to obtain customer input to the development of the quality plan.

The quality plan should be compatible with other plans that may be prepared.

Vodenje kakovosti - Smernice za plane kakovosti

1 Predmet standarda

1.1 Ta mednarodni standard določa smernice, ki bodo v pomoč dobaviteljem pri pripravi, pregledu, sprejemu in reviziji planov kakovosti.

Uporablja se lahko v dveh primerih:

a) kot vodilo dobaviteljevi organizaciji pri izpolnjevanju zahtev ISO 9001, ISO 9002 ali ISO 9003 za pripravo plana kakovosti; ali

b) kot vodilo dobaviteljevi organizaciji pri pripravi plana kakovosti, v primeru, da dobavitelj še nima takšnega sistema kakovosti.

V obeh primerih je plan kakovosti le dodatek splošne dokumentacije dobaviteljevega sistema kakovosti in naj je ne podvaja. Zaradi primernosti pri uporabi tipa b), vključuje ta mednarodni standard značilnosti, ki so zajete v splošnih zahtevah standardov ISO 9001, ISO 9002 in ISO 9003.

Plani kakovosti zagotavljajo mehanizem, ki povezuje specifične zahteve proizvoda, projekta ali pogodbe z obstoječimi splošnimi postopki sistema kakovosti. Plani kakovosti ne zahtevajo razvoja množice dodatnih postopkov ali navodil, čeprav so lahko potrebni dodatni dokumentirani postopki.

1.2 Ta mednarodni standard je primeren, kadar se plan kakovosti uporablja za določen proizvod, projekt ali pogodbo. Plan kakovosti se lahko uporablja pri vsaki izvorni vrsti proizvoda (strojna in programska oprema, predelani materiali in storitve) ali v industrijskih/ekonomskih sektorjih.

Quality management - Guidelines for quality plans

1 Scope

1.1 This International Standard provides guidelines to assist suppliers in the preparation, review, acceptance and revision of quality plans.

It is intended for use in two situations:

a) as guidance to a supplier organisation in meeting the requrements of ISO 9001, ISO 9002 or ISO 9003 relative to the preparation of a quality plan; or

b) as guidance to a supplier organization in preparing a quality plan when the supplier does not have such a quality system.

In both situations, the quality plan is supplemental to the supplier s generic quality system documentation and should not duplicate the generic documentation. For convenience in situations of type b), this International Standard includes features that are covered in the generic requirements of ISO 9001, ISO 9002 and ISO 9003.

Quality plans provide a mechanism to tie specific requirements of the product, project or contract to existing generic quality system procedures. They do not require the development of a comprehensive set of procedures or instructions over and above those already existing, although some additional documented procedures may be necessary.

1.2 This International Standard is applicable where a quality plan is to be used for a particular product, project or contract. A quality plan may be applicable to any product of the generic product categories (hardware, software, processed materials and services) or industry/economic sectors.

Plan kakovosti se lahko uporabi za nadzor in ocenjevanje skladnosti z zahtevami kakovosti, vendar te smernice niso seznam točk za preverjanje skladnosti z zahtevami. Plan kakovosti se lahko uporabi tudi, če ne obstaja dokumentiran sistem kakovosti, vendar so v takem primeru potrebni postopki za podporo plana kakovosti.

A quality plan may be used to monitor and asses adherence to the requirements for quality, but these guidelines are not intended to be used as a checklist for compliance with requirements. A quality plan may also be used where a documented quality system does not exist, in which case procedures may need to be developed to support the quality plan.

Opomba: 1. Dodatek B vsebuje seznam mednarodnih standardov, ki lahko dajo informacije in so v pomoč vsem vključenim v pripravo in pregled planov kakovosti.

NOTE 1 Annex B contains a bibliography of International Standards which provide information that may prove helpful to those involved in the preparation and review of quality plans.

2 Zveza z drugimi standardi

Spodaj navedeni standard vsebuje določila, ki v povezavi s tem besedilom tvorijo določila tega mednarodnega standarda. V času objave je bila veljavna spodaj navedena izdaja. Vsi standardi se ponavadi revidirajo. Strankam, ki sklenejo pogodbo, zasnovano na tem mednarodnem standardu, se priporoča, naj raziščejo možnost uporabe najnovejše izdaje spodaj navedenega standarda. Člani IEC in ISO vzdržujejo register veljavnih mednarodnih standardov.

ISO 8402:1994, *Vodenje in zagotavljanje kakovosti - Slovar.*

SIST EN ISO 8402:1995, Vodenje in zagotavljanje kakovosti - Slovar.

2 Normative reference

The following standard contains provisions which, through reference in this text, constitute provisions of this International Standard. At the time of publication, the edition indicated was valid. All standards are subject to revision, and parties to agreements based on this International Standard are encouraged to investigate the possibility of applying the most recent edition of the standard indicated below. Members of IEC and ISO mantain registers of currently valid International Standards.

ISO 8402:1994, *Quality management and quality assurance - Vocabulary.*

3 Definicije

V tem mednarodnem standardu so uporabljene definicije, podane v standardu ISO 8402, skupaj s spodaj navedenimi definicijami. Izrazi, ki so tukaj ponovljeni zaradi jasnosti, definirani pa so bili v drugih mednarodnih standardih, imajo navedeno oznako standarda za definicijo izraza.

3 Definitions

For the purposes of this International Standard, the definitions given in ISO 8402, together with the following definitions, apply. Terms which are repeated here for clarity but have been defined in other International Standards are identified by the placement of the number of the standard after the term being defined.

3.1 Pogodba: Dogovorjene zahteve med dobaviteljem in odjemalcem, sporočene na kakršenkoli način.

(ISO 9001)

3.1 Contract: Agreed requirements between a supplier and customer transmitted by any means.

(ISO 9001)

3.2 Projekt: Enkraten proces, sestavljen iz množice usklajenih in obvladovanih aktivnosti z začetnim in končnim datumom, ki se izvajajo, da bi se dosegel cilj, ki je v skladu s posebnimi zahtevami, vključujoč omejitev časa, stroškov in virov.

Opombe: 2. Posamezen projekt je lahko del večje projektne strukture.

3. Pri nekaterih tipih projektov se vzporedno z napredovanjem projekta izboljšujejo cilji in se postopoma definirajo značilnosti projekta.

4. Rezultat projekta je lahko ena ali več enot proizvoda.

3.3 Tipski preskus: Preskus ali zaporedje preskusov, ki so usmerjeni k odobritvi načrtovanja in se izvajajo zato, da se ugotovi ali se lahko zadovoljijo zahteve specifikacije proizvoda.

3.4 Preskušanje v prisotnosti priče: Preskušanje proizvoda v prisotnosti naročnikovega predstavnika ali tretje stranke.

3.5 Postopek: Specificiran način izvajanja neke aktivnosti.

Opombe: 5. V številnih primerih so postopki dokumentirani (na primer postopki sistema kakovosti).

6. Kadar je postopek dokumentiran, se pogosto uporablja izraz pisni postopek ali dokumentirani postopek .

7. Pisni ali dokumentirani postopek ponavadi vsebuje: namen in področje aktivnosti; kaj naj se naredi in kdo naj to naredi; kdaj, kje in kako naj se to naredi; katere materiale, opremo in dokumente naj se uporabi; kako je treba aktivnost obvladovati in zapisati.

(ISO 8402)

3.6 Proizvod: Rezultat aktivnosti ali procesov.

Opombe: 8. Proizvod lahko vključuje storitev, strojno opremo, predelane materiale, programsko opremo ali njihove kombinacije.

9. Proizvod je lahko materialen (na primer sestavljeni ali predelani materiali) ali nematerialen (na primer znanje ali zamisli) ali kombinacija obeh.

3.2 project: Unique process consisting of a set of coordinated and controlled activities with start and finish dates, undertaken to achieve an objective conforming to specific requirements, including the constraints of time, cost and resources

NOTES 2 An individual project may form a part of a larger project structure.

3 In some types of projects, the objectives are refined and the project characteristics defined progressively as the project proceeds.

4 The outcome of a project may be one or several units of a product.

3.3 type test: Test or series of tests directed towards approval of a design conducted to determine that it is capable of meeting the requirements of the product specification.

3.4 witness testing: Testing of a product in the presence of the customer s representative or a third party.

3.5 procedure: Specified way to perform an activity.

NOTES 5 In many cases, procedures are documented (e.g. quality system procedures).

6 When a procedure is documented, the term written procedure or documented procedure is frequently used.

7 A written or documented procedure usually contains the purpose and scope of an activity; what shall be done and by whom; when, where and how it shall be done; what materials, equipment and documents shall be used; and how it shall be controlled and recorded.

(ISO 8402)

3.6 product: Result of activities or processes.

NOTES 8 A product may include service, hardware, processed materials, software or a combination thereof.

9 A product can be tangible (e.g. assemblies or processed materials) or intangible (e.g. knowledge or concepts), or a combination thereof.

10. Proizvod je lahko nameren (na primer ponudba odjemalcem) ali nenameren (na primer onesnaževalne snovi ali nezaželeni učinki).

(ISO 8402)

3.7 Plan kakovosti: Dokument, ki opredeljuje ustrezne specifične tehnike dela, vire in zaporedje ukrepov za kakovost za določen proizvod, projekt ali pogodbo.

Opombe: 11. Plan kakovosti se ponavadi sklicuje na tiste dele poslovnika kakovosti, ki se nanašajo na določen primer.

12. Naslov dokumenta se lahko oblikuje glede na namen plana, na primer plan zagotavljanja kakovosti ali plan vodenja kakovosti .

(ISO 8402)

3.8 Sistem kakovosti: Organizacijska struktura, postopki, procesi in viri, potrebni za izvajanje vodenja kakovosti.

Opombe: 13. Sistem kakovosti naj bo tako obsežen, kolikor je potrebno za izpolnitev ciljev kakovosti.

14. Sistem kakovosti organizacije je zasnovan predvsem zato, da zadovolji notranje potrebe vodenja organizacije in je širši od zahtev določenega odjemalca, ki ovrednoti samo tisti del sistema kakovosti, ki se nanaša nanj.

15. Za pogodbene namene ali za namene obvezne ocenitve kakovosti se lahko zahteva dokaz izvajanja določenih elementov sistema kakovosti.

(ISO 8402)

4 Priprava, pregled, sprejem in revizija plana kakovosti

4.1 Priprava

Ob pripravljanju plana kakovosti naj bodo definirane in dokumentirane razmeram primerne aktivnosti kakovosti.

Velik del potrebne splošne dokumentacije je lahko že v dobaviteljevem poslovniku kakovosti in dokumentiranih postopkih, vendar jo je treba izbrati, prilagoditi in/ali dopolniti. Plan kakovosti kaže, kako so dobaviteljevi splošni dokumentirani postopki

10 A product can be either intended (e.g. offering to customers) or unintended (e.g. polluant or unwanted effects).

(ISO 8402)

3.7 quality plan: Document setting out the specific quality practices, resources and sequence of activities relevant to particular product, project or contract.

NOTES 11 A quality plan usually makes reference to the parts of the quality manual applicable to the specific case.

12 Depending on the scope of the plan, a qualifier may be used, for example, quality assurance plan , quality management plan .

(ISO 8402)

3.8 quality system: Organizational structure, procedures, processes and resources needed to implement quality management.

NOTES 13 The quality system should be as comprehensive as needed to meet the quality objectives.

14 The quality system of an organization is designed primarily to satisfy the internal managerial needs of the organization. It is broader than the requirements of a particular customer who evaluates only the relevant part of the quality system.

15 For contractual or mandatory quality assesment purposes, demonstration of the implementation of identified quality system elements may be required.

(ISO 8402)

4 Preparation, review, acceptance and revision of the quality plan

4.1 Preparation

When preparing a quality plan, quality activities applicable to the situation should be defined and documented.

Much of the generic documentation needed may be contained in the supplier s quality manual and documented procedures. This documentation may need to be selected, adapted and/or supplemented. The quality plan shows how the supplier s generic

povezani s potrebnimi dodatnimi postopki, ki so odvisni od proizvoda, projekta ali pogodbe, in kako so v njih uporabljeni za doseganja določenih ciljev kakovosti.

documented procedures are related to and applied to any necessary additional procedures peculiar to the product, project or contract in order to attain specified quality objectives.

Plan kakovosti naj neposredno ali s sklicevanjem na ustrezne dokumentirane postopke ali druge dokumente navaja, kako naj bodo izpeljane zahtevane aktivnosti.

The quality plan should indicate, either directly or by reference to appropriate documented procedures or other documents, how the required activities are to be carried out.

Oblika in stopnja podrobnosti v planu naj bosta v skladu z dogovorjenimi zahtevami odjemalca, dobaviteljevimi metodami dela in obsežnostjo aktivnosti, ki bodo izvedene. Plan naj bo čim krajši, vendar skladen z določili tega mednarodnega standarda. (Poenostavljeni primeri nekaterih mogočih predstavitev planov kakovosti so v dodatku A.)

The format and level of detail in the plan should be consistent with any agreed customer requirement, the supplier s method of operation and the complexity of the activities to be performed. The plan should be as brief as possible, consistent with meeting the provisions of this International Standard. (Simplified examples of alternative presentations of quality plans are contained in annex A.)

Plan kakovosti je lahko samostojen dokument kadar dobavitelj nima dokumentiranega sistema kakovosti. Plan kakovosti je lahko tudi vključen v del drugega dokumenta ali dokumentov (na primer plan proizvoda ali projekta), odvisno od, na primer zahtev odjemalca ali načina poslovanja posameznega dobavitelja. Lahko, da je treba razviti plan kakovosti, ki je sestavljen iz množice delov, od katerih vsak predstavlja plan za določeno stopnjo, na primer za načrtovanje, nabavo, proizvodnjo, kontrolo in preskušanje, ali za posebne aktivnosti, kot je plan odvisnosti.

A quality plan may be a stand-alone document when a supplier does not have a documented quality system. A quality plan may also be included as part of another document or documents (e.g. product or project plan), depending on such things as customer requirements or the business practices of a specific supplier. It may be necessary to develop a quality plan that consists of a number of parts, each of which represents a plan for a distinct stage, such as for design, purchasing, production, or inspection and test, or for particular activities such as the dependability plan.

Opomba: 16. Ko se pripravlja plan kakovosti, se lahko uporabijo naslednja poimenovanja:

- bodo , da se izrazi določilo, ki obvezuje dve ali več strani;
- bo , da se izrazi pripravljenost ali namen ene strani;
- naj , da se izrazi priporočilo med več možnostmi;
- lahko , da se nakaže potek ukrepa, ki je dopusten znotraj plana kakovosti.

NOTE 16 When drafting a textural quality plan, the following conventions may be used:

- shall to express a provision that is binding between two or more parties;
- will to express a declaration of purpose or intent by one party;
- should to express a recommendation among other possibilities;
- may to indicate a course of action permissible within the limits of the quality plan.

4.2 Pregled in sprejem

Da bi ugotovili ustreznost plana kakovosti, naj ga pregleda in formalno potrdi pooblaščena skupina, sestavljena iz predstavnikov vseh vključenih funkcij dobaviteljeve organizacije.

Pri pogodbi lahko dobavitelj pošlje odjemalcu plan kakovosti v presojo, da ga pregleda in sprejme. To se lahko zgodi že v postopku sprejemanja ponudb ali potem, ko je bila pogodba že sklenjena.

Če je plan predan odjemalcu že v postopku sprejemanja ponudb in je bila zatem sklenjena pogodba, je treba plan, po potrebi, pregledati in popraviti, da se vključijo vse spremembe zahtev, ki so lahko rezultat pogajanj pred sklenitvijo pogodbe.

Če pogodba zahteva plan kakovosti, naj bo predložen pred začetkom zahtevanih aktivnosti. Če se pogodba izvaja po stopnjah, naj dobavitelj plan kakovosti za vsako stopnjo pošlje v presojo odjemalcu pred začetkom te stopnje.

Postopki, na katere se sklicuje plan, naj bodo na voljo odjemalcu, če je bilo tako dogovorjeno v pogodbi.

4.3 Revizija

Dobavitelj naj po potrebi spremeni plan, tako da bo kazal spremembe, ki so nastale na proizvodu, projektu ali v pogodbi, spremembe pri načinu izdelave proizvoda ali izvedbi storitve, ali spremembe pri zagotavljanju kakovosti.

Vpliv in ustreznost sprememb plana kakovosti naj pregleda ista pooblaščena skupina, kot je pregledala izvorni plan kakovosti.

V skladu s specifičnimi zahtevami pogodbe naj odjemalec predlagane spremembe plana pregleda in sprejme preden so uvedene.

4.2 Review and acceptance

The quality plan should be reviewed for adequacy and formally approved by an authorized group that includes representatives from all affected functions within the supplier s organisation.

In contractual situations, a quality plan may be submitted to the customer by the supplier for review and acceptance, either as part of the precontract award-bidding process or after the contract has been awarded.

If the plan is submmited as part of the bidding process and a contract is subsequently awarded, the plan should be reviewed and, where apropriate, revised to reflect any chages in requirements that may have occured as a result of precontract negotiations.

When a quality plan is required by a contract, it should normally be submitted prior to the start of the required activities. Where the contract is conducted in stages, the supplier should submit the quality plan for each stage to the customer prior to the start of that stage.

Procedures referenced in the plan should be made available to the customer, where agreed in the contract.

4.3 Revision

The supplier should revise the plan, when appropriate, to reflect changes that have been made to the product, project or contract, changes to the manner in which the product is produced or the service is provided, or changes in quality assurance practices.

Changes to the quality plan should be reviewed for impact and adequacy by the same authorized group which conducted the review of the original quality plan.

Subject to the specific requirements of a contract, proposed changes to the plan should be submitted to the customer for review and acceptance before they are implemented.

5 Vsebina plana kakovosti

a) Struktura

Vsebina plana kakovosti naj temelji na tem mednarodnem standardu in na dobaviteljevem dokumentiranem sistemu kakovosti. Ni nujno potrebno, da plan kakovosti sledi strukturi in številčenju katerega izmed standardov ISO 9000. Razporeditev odstavkov v tem mednarodnem standardu je namenjena le za lažjo uporabo in razumevanje.

Kadar je primerno glede na zahteve proizvoda, projekta ali pogodbe naj se sklicuje na elemente, opisane v naslednjih podpoglavjih.

b) Predmet plana kakovosti

Predmet plana kakovosti naj bo določen in naj vključuje, vendar naj ne bo omejen na:

- proizvod ali projekt, pri katerem bo uporabljen;
- predmet pogodbe, pri kateri bo uporabljen;
- proizvod, projekt in ali s pogodbo dogovorjene cilje kakovosti (ti cilji kakovosti naj bodo izraženi v merljivih oblikah, kjer je to možno);
- specifične izjeme;
- pogoje veljavnosti plana kakovosti.

5.1 Odgovornosti vodstva

Plan naj določa posameznike znotraj dobaviteljeve organizacije, ki so odgovorni za:

a) zagotavljanje, da bodo aktivnosti, ki jih zahteva sistem kakovosti ali pogodba, načrtovane, izvajane in obvladovane, njihov napredek pa spremljan;

b) zahteve za komuniciranje, ki so značilne za specifičen proizvod, projekt ali pogodbo in naj jih upoštevajo vsi vključeni oddelki, podpogodbeniki in

5 Contents of the quality plan

a) Structure

The contents of the quality plan should be based on this International Standard and the supplier s documented quality system. It is not essential that the quality plan follow the structure and numbering of any ISO 9000 standards and the alignment of the paragraphs in this International Standard is only intended to ease use and understanding.

The elements described in the following subclauses should be addressed, where relevant to the requirements of the product, project or contract.

b) Scope of the quality plan

The scope of the quality plan should be defined and shold include, but not be limited to:

- the product or project to which it is to be applied;
- the scope of the contract to which it is to be applied;
- the product, project and or contract quality objectives (these quality objectives should be expressed in measurable terms wherever possible);
- specific exclusions;
- the conditions of its validity.

5.1 Management responsibilities

The plan should identify individuals within the supplier s organisation who are responsible for:

a) ensuring that the activities required by the specified quality system or contract are planned, implemented and controlled and their progress monitored;

b) communication requirements peculiar to the specific product, project or contract to all affected departments, subcontractors and customers, and