# [Company Name] – Quality Manual

**ISACO QMS Certification**
**Version:** [X.X] | **Date:** [DD/MM/YYYY]

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## 1. Introduction

**Purpose:**

- [Describe the purpose of your QMS and how it supports organizational goals]

**Scope:**

- [Define which departments, processes, or units the QMS covers]

- [List any exclusions, if applicable]

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## 2. Company Overview

- **Mission:** [Insert company mission statement]

- **Vision:** [Insert company vision statement]

- **Values:** [List core values]

- **Products/Services:** [Brief description of offerings]

- **Organizational Structure:** [Insert chart or description of roles]

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# 3. Roles and Responsibilities

| Role | Responsibility |
|---|---|
| Quality Manager / QMS Coordinator | [Describe duties] |
| Department Heads | [Describe duties] |
| Staff Members | [Describe duties] |

# 4. Quality Policy

- [Insert your company's formal quality policy]

- [Describe how it is communicated to employees]

# 5. Documented Procedures

**Procedure 1 – [Name]**

- **Purpose:** [Describe purpose]

- **Scope:** [Describe scope]

- **Responsibility:** [Who is responsible]

- **Steps / Workflow:** [Step-by-step process]

**Procedure 2 – [Name]**

- [Repeat same format as above]

*(Add additional procedures as needed)*

# 6. Process Descriptions / Flowcharts

- **Process Name:** [Insert process]

- **Inputs:** [What goes into the process]

- **Outputs:** [Expected result]

- **Controls / Checkpoints:** [Quality checks]

- **Roles Involved:** [List responsible personnel]

*(Add flowcharts where helpful)*

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# 7. Performance Monitoring & Improvement

- **Key Performance Indicators (KPIs):** [List measurable indicators]

- **Monitoring Methods:** [How performance is tracked]

- **Review Frequency:** [Monthly/Quarterly/Annually]

- **Continuous Improvement Activities:**

    - Corrective actions

    - Preventive actions

    - Employee suggestions or improvement initiatives

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# 8. Records & Documentation

| Record Type | Description | Retention Period | Responsible Person |
|---|---|---|---|
| Training Records | [Details] | [X years] | [Person/Dept] |
| Process Documentation | [Details] | [X years] | [Person/Dept] |
| Quality Reports | [Details] | [X years] | [Person/Dept] |

# 9. Review & Approval

- **Manual Review:** [Who reviews updates]

- **Manual Approval:** [Who approves updates]

- **Review Frequency:** [Annual / Biannual / As needed]

- **Version Control:** [Document versioning system]

# 10. Optional Consultant Support

- If engaged, the ISACO consultant can provide guidance on:

    - Drafting or reviewing sections of the manual

    - Ensuring compliance with ISACO framework standards

**Instructions for Companies:**

- Replace placeholders [like this] with your company-specific information.

- Add additional procedures or processes as required.

- Submit the completed manual to ISACO for certification review.