5.3 Role, Responsibilities and Authorities

Responsibility and Authority

- The Managing Director has overall responsibility for the integrity of the Quality System in place within the Company and for ensuring that the Quality Policy is both relevant and reflects the objectives of the Company.
- The Sales Director and Operations Manager are responsible for ensuring that all orders received by the Company meet customer requirements and that all Contract Review procedures are carried out.
- The Quality Facilitator is responsible that the Quality System is operating in the way intended and that all quality objectives are being met.
- The Sales Director and Operations Manager are responsible for ensuring that all quotations required for customers are completed in a competent manner and for ensuring that operators are following the correct procedures during process control.
- Communication between the Management Team takes place in a formal manner during Management Review Meetings and informally on a day today basis as the need arises.

Management Representative

The Quality Facilitator is responsible for the co-ordination of the Company’s Quality Policy and Objectives and will provide feedback of quality achievements to all levels of management. The Quality Facilitator is trained in audit techniques and applies those techniques in the form of regular planned audits of the quality system. He reports to the meeting of the Quality Management Team on the operation of the quality system and assures that all actions agreed at such meetings are undertaken. He reports to the Managing Director on amendments for possible adoption, and is responsible for looking after Quality System Documentation. He assesses sub-contractors and is responsible for inspection, measuring and test equipment.

Spec Requirements

Top management shall ensure that the responsibilities and authorities for relevant roles are assigned,
communicated and understood within the organization.

Top management shall assign the responsibility and authority for:

- a) ensuring that the quality management system conforms to the requirements of this International Standard;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the quality management system and on opportunities for
  improvement (see 10.1), in particular to top management;
- d) ensuring the promotion of customer focus throughout the organization;
- e) ensuring that the integrity of the quality management system is maintained when changes to the
  quality management system are planned and implemented.

Revision #4
Created 25 April 2023 11:12:58 by Admin
Updated 3 May 2023 10:38:42 by Admin