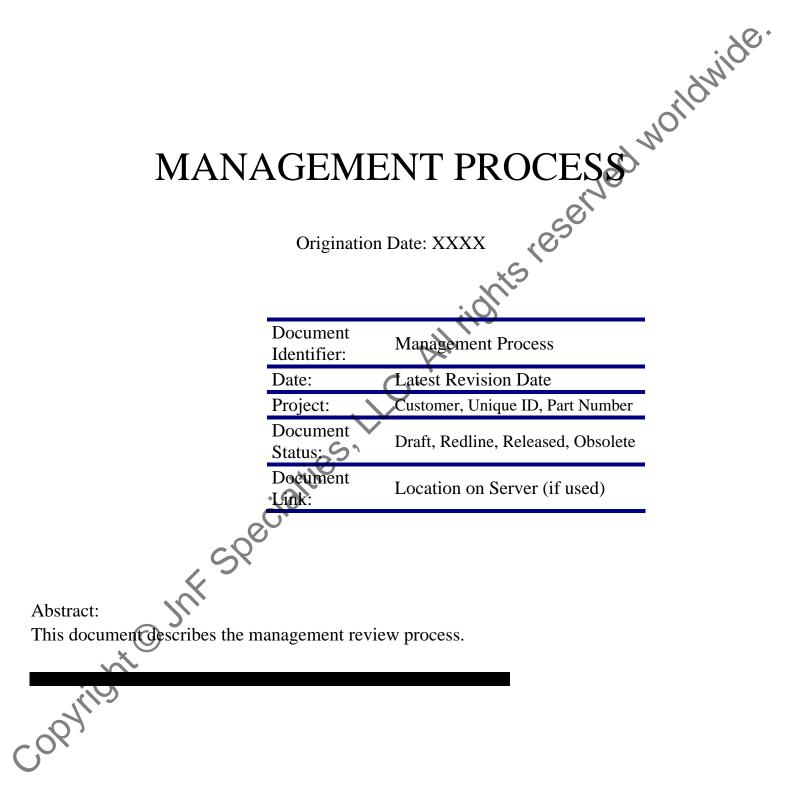
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1.0 PURPOSE

This document defines the Management process, including or making reference to procedures for the various activities within the Management process.

2.0 THEORY

The Company believes in "intelligent management," which enables the Company to make decisions based on facts, data and verifiable evidence. Intelligent management reduces the need to make decisions based on personal opinion, whims or mood and ensures results of decisions are measurable.

3.0 MANAGING AS A PROCESS

The Company recognizes that it has to manage its processes. Those processes are identified in the Quality Manual; however, management itself must also be treated as a process.

This means that the management activities must have

The process map in the Appendix of this document identifies how Management is treated as a process and provides an overview of how management is performed.

4.0 PROCEDURE: MANAGEMENT REVIEW

4.1 The management of the Company performs formal management review of the Quality Management System a minimum of per year to ensure

4.2 This review shall include

4.3 Minutes of the meetings are taken and maintained. The Management Review Report Template may be used as a guide for the records or may be completed and retained as the record.

4.4 The Management Review meeting should include analysis of the following inputs:

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4.5 Management shall use action items or the corrective and preventive action system to take recorded actions as a result of

This includes

5.0 PROCEDURE: MEASURING AND MONITORING PROCESS OBJECTIVES

5.1 Each process identified in the Quality Management System has at least one objective. The objective is

5.2 Each process objective must be measurable in some fashion. The means of measurement are called "metrics" and the metrics are defined in the Management Review minutes.

5.3 Top management will assign goals to each process metric.

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5.4 Throughout the year, assigned managers and staff will gather data according to the defined metrics.

5.5 During Management Review the data will be presented and recorded and an assessment made on whether

5.6 When a process does not or will not meet a goal, corrective action shall be taken according to the **QMS-13 Corrective and Preventive Action Procedure**. Such action may be taken to

5.7 The current metrics, standings, previous goal and revised goals shall be recorded in the management review records. (See section 4.0 above.)

5.8 Over time, management shall



PROCEDURE: INTERNAL COMMUNICATION

Internal communication is an important facet of the way the Company does business. By this we mean

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6.2 The following methods are used:



7.0 PROCEDURE: RESOURCE MANAGEMENT

7.1 The management of resources is a critical component to the management activities of the Company. Resources requiring such management include:

- 7.2 Like other management activities, resource management must
- 7.3 To manage resources, top management must

7.4 During Management Review, managers shall present a resource report for their affected areas and processes, ensuring that

7.5 From that data, top management can allocate, revise, retract or otherwise manage the necessary resources.

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Appendix A: Process Map

MANAGEMENT	Norldwide
Owner:	.01
Objective:	
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INPUT from other processes INPUT from other proc	esses
↓ ↓ ↓	
Conduct Management Review Meeting according to section 4.0. Review	
Top management	
considers NO	
Revise goal? NO	
YES	

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