

[Organization logo]

[Organization name]

**Commented [9A1]:** All fields in this document marked by square brackets [ ] must be filled in.

## PROCEDURE FOR PRODUCTION AND SERVICE PROVISION

**Commented [9A2]:** Delete if organization only deals with service provision.

**Commented [9A3]:** Delete if organization doesn't provide services.

**Commented [9A4]:** If you want to find out more about production and service provision, see:

- article: Understanding Product & Service Provision in ISO 9001 <http://advisera.com/9001academy/blog/2014/10/07/understanding-product-service-provision-iso-9001/>
- free online course: ISO 9001 Foundations Course <http://training.advisera.com/course/iso-90012015-foundations-course/>

**Commented [9A5]:** This is an universal procedure for production and service provision; if the company applies any of the additional procedures in this folder, this procedure won't apply.

**Commented [9A6]:** Adapt to the existing practice in organization.

Code:	
Version:	0.1
Created by:	
Approved by:	
Date of version:	
Signature:	

### Distribution list

**Commented [9A7]:** This is only necessary if document is in paper form; otherwise, this table should be deleted.

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## Change history

Date	Version	Created by	Description of change
	0.1	9001Academy	Basic document outline

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## 1. Purpose, scope and users

The purpose of this procedure is to describe the process of production according to demanded quantity and deadlines, in line with the request for product quality, and the service provision process according to customer request.

The procedure is applied in realization of the production and service process.

Users of this document are persons responsible for the process of production and service provision in [organization name].

## 2. Reference documents

- ISO 9001:2015 standard clauses 8.5; 8.6
- Procedure for Document and Record Control
- Procedure for Competence, Training and Awareness
- Procedure for Purchasing and Evaluation of Suppliers
- Procedure for Design and Development
- Warehousing Procedure
- Procedure for Management of Nonconformities and Corrective Actions
- Procedure for Equipment Maintenance and Measuring Equipment
- [Working instruction manuals]

**Commented [9A8]:** This is a general procedure for production and service provision; if the company applies any of the additional procedures in this folder, this procedure is not necessary.

**Commented [9A9]:** Delete if organization only deals with service provision.

**Commented [9A10]:** Delete if organization doesn't provide services.

**Commented [9A11]:** Delete if organization only deals with service provision.

**Commented [9A12]:** Delete if organization doesn't provide services.

**Commented [9A13]:** Delete if organization only deals with service provision.

**Commented [9A14]:** Delete if organization doesn't provide services.

**Commented [9A15]:** List the names of instruction manuals used in this process.

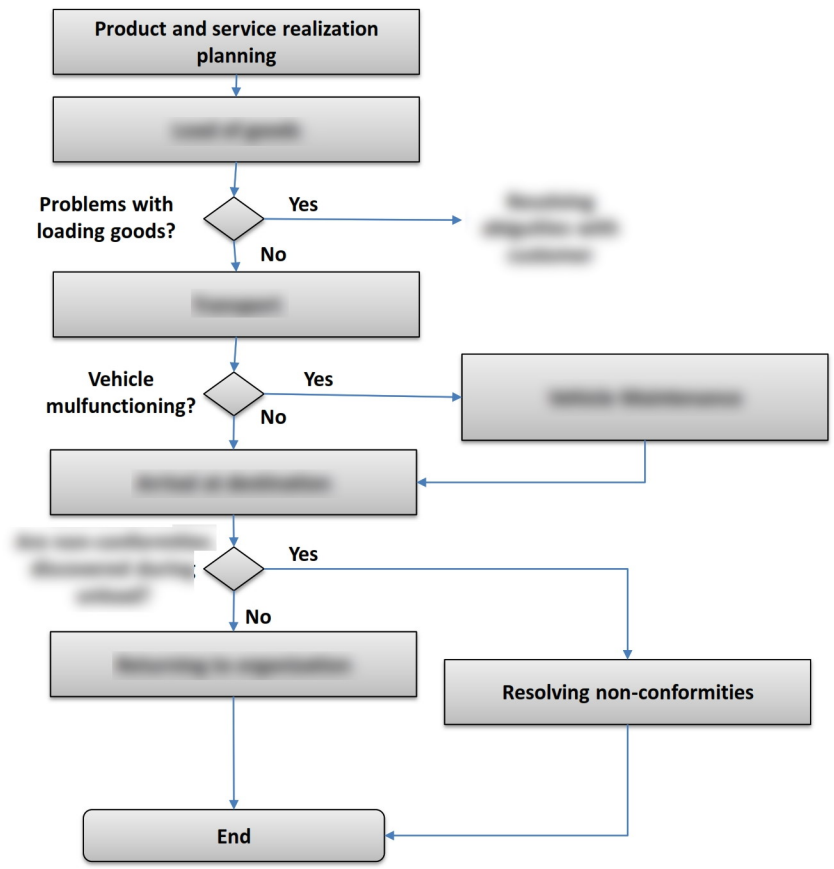
### 3. Product and service realization

#### 3.1. Process flow

**Commented [9A16]:** Delete if organization only deals with service provision.

**Commented [9A17]:** Delete if organization doesn't provide services.

**Commented [9A18]:** This is only an example of a process flow for a transport service – you should create your own process flow that is specific for your product or service provision.



#### 3.2. Product and service realization planning

##### 3.2.1. Defining resources for production and service provision

[organization name]

According to [document name], [job title] makes an internal purchasing order that specifies quantities of raw material and other resources needed for realization of product or phase, defined in the Project Plan, and delivers

**Commented [9A19]:** E.g. Production Plan, Customer Request, Project, etc.

**Commented [9A20]:** E.g. Production Manager

**Commented [9A21]:** Delete if clause 8.3 of ISO 9001:2015 is excluded.

**Commented [9A22]:** E.g. Warehouse Manager

**Commented [9A23]:** E.g. Production Manager

**Commented [9A24]:** E.g. Production Manager

**Commented [9A25]:** E.g. Production Manager

**Commented [9A26]:** Delete if there are no processes that require validation; see Quality Manual.

[Job title] creates the Quality Plan, which defines necessary activities of verification, monitoring, measuring, controlling and testing the product.

### 3.2.2. Validation of production and service provision

[Job title] must conduct validation of all processes of production and service provision where:

- [redacted]
- [redacted]

**Commented [9A27]:** For example lacquer thickness of lacquered wire.

**Commented [9A28]:** E.g. Welding – techniques for testing welding compactness don't give information about its strength, or when service provision is instant and prevents subsequent testing.

Where appropriate, as part of validation, [job title] must determine:

- Criteria for review and approval of process
- [redacted]
- [redacted]
- [redacted]
- [redacted]

**Commented [9A29]:** This is entered in Quality Plan.

**Commented [9A30]:** This is entered in Quality Plan.

**Commented [9A31]:** This is done when previous validation didn't give expected results.

**Commented [9A32]:** Adapt to organization.

[Job title] creates records needed to provide evidence that realization processes and resulting products meet predefined requests.

### 3.2.3. Identification and traceability

[Job title] must identify the product through the entire production process and define methods of identification and enter them in the Record of Traceability.

**Commented [9A33]:** E.g. serial number, Working order ID, bar code, software ID, expiring date, production date, labeling, accounting documentation, etc.

## 3.3. Production and service provision realization

Production is executed in controlled working conditions, which implies compliance with all technical

**Commented [9A34]:** This refers to law and legal requirements.

### 3.3.1. Availability of information that defines product or service characteristics

In cyclic production, [job title] gathers information about product characteristics from the following sources: [name the sources].

**Commented [9A35]:** E.g. Product Specification, law and regulatory requirements, instructions, catalogues, etc.

**Commented [9A36]:** Delete if there is no cyclic production.

[organization name]

For project-based production and individual production according to [redacted]

**Commented [9A37]:** E.g. Customer Request, Project Task, etc.

### 3.3.2. Availability of working instructions

[Job title] is responsible for creation of working instructions for the following process activities: [list the names of working instruction for each activity].

**Commented [9A38]:** Delete if organization doesn't perform this type of production.

**Commented [9A39]:** Working instructions are needed for more complex activities that have precisely defined order of execution operations and/or appropriate measuring is needed. They can be in form of Quality Plans, Flowcharts, drawings, etc.

### 3.3.3. Usage of adequate equipment

[Job title] is responsible to ensure that all equipment is in operational condition and, on [job title]'s [redacted]

**Commented [9A40]:** E.g. Maintenance Operator

**Commented [9A41]:** E.g. Production Manager

If requirements for equipment maintenance and working environment are specified by the customer or legal and regulatory requirements, [job title] is responsible for complying with such requirements.

**Commented [9A42]:** E.g. Head of maintenance department

### 3.3.4. Customer property

[Job title] is responsible for identification, verification, and protection of customer or external [redacted]

**Commented [9A43]:** This can be deleted if organization doesn't use Customer Property. See Quality Manual.

### 3.3.5. Conducting measuring and monitoring

[Job title] must ensure availability of monitoring and measuring resources and define the method of [redacted]

**Commented [9A44]:** E.g. Production Manager, Technology Engineer, etc.

**Commented [9A45]:** Other records can be defined as addition to Quality Plan, e.g. records for monitoring temperature, pressure, humidity, etc.

### 3.3.6. Control of changes

[job title] reviews and controls changes for production and service provision in order to ensure [redacted]

### 3.3.7. Product release, delivery and activities after delivery

[Job title] is responsible for determining, at appropriate stages, by which degree the product requirements are met regarding Product Specification and customer requirements. If requirements [redacted]

[job title] ensures that the release of products and services to the customer will not proceed until [redacted]

[Job title] defines the extent of post-delivery activities that are required, considering:

[organization name]

- Statutory and regulatory requirements
- The potential undesired consequences associated with the products and services
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Commented [9A46]: Adapt to organization's needs.

During servicing activities, [job title] is obligated to initiate correction of non-conformance using the

### 3.4. Product preservation

Commented [9A47]: This should be deleted if organization is only service oriented.

[Job title] is responsible for preservation of product during production and service provision and internal transport of product and/or assembly parts.

Commented [9A48]: E.g. Production Manager

[Redacted]

Commented [9A49]: E.g. Warehousing Manager

[Redacted]

Commented [9A50]: E.g. Driver

### 3.5. Production and Service Provision Process Flow

[Describe all activities of process flow]

Commented [9A51]: Here describe all activities in process flow and define

[Service provision organization example:

#### 3.5. Transport service process flow

After signing the contract, and defining type, volume, weight and destination of goods and

##### 3.5.1 Loading of goods

According to the Transport order, the Logistic Manager decides how many vehicles and which drivers will execute the Transport order and the date of loading of goods.

Vehicles arrive at [Redacted]

After loading the goods, the Logistics Manager inspects quantity and other parameters defined in the [Redacted]

##### 3.5.2 Transport

Drivers follow the Transport route defined by the customer and the Logistics Manager.

[organization name]

In the case of vehicle breakdown, the driver must act according to the Procedure for Maintaining Vehicles and contact the Maintenance department.

### 3.5.3 Arrival at destination

Upon arrival at the destination, the driver delivers Shipment documents to the warehouse operator and supervises the unloading.

The driver and warehouse operator must coordinate with the Logistics Manager to ensure the warehouse manager gets the necessary data and files and signs the driver log that will be done by the driver when there is a difference between quantity of goods in the delivery note and received goods. The warehouse manager must be aware of details which must be confirmed by the driver to signature and returned to the logistic manager.

The Logistics Manager then acts according to the Procedure for Non-Conforming Service.

The driver is responsible for the quantity and condition of goods during transport.

### 3.5.4 Returning to the organization

The driver, on the way back home, contacts the Logistics Manager, who can send him to another loading destination or send him back to the organization.

Upon arrival, the driver returns the delivery note to the logistic manager and signs the delivery log.

## 3.6. Resolving non-conformities

If a non-conformity of process or product occurs, the person who discovered the non-conformity notifies [job title], who acts according to the Procedure for Control of Non-Conforming Product.

The person who discovered the non-conformity must provide a complete description of the non-conformity and act according to the Procedure for Control of Non-Conforming Product and according to the organization's policies and procedures for non-conformities.

Commented [9A52]: E.g. Shift Leader

## 4. Managing records kept on the basis of this document

Record name	Code	Storage			Responsibility
		Retention time	Location	Protection	
Product Specification	PR.10.1	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]

Commented [9A54]: Adapt the information in this column to the normal practice in your company.

Commented [9A53]: Adapt the information in this column to the normal practice in your company.

Commented [9A55]: If the record is in electronic form, write the name of the folder on Production Manager computer.



[organization name]

Record of Product/Service Conformance	PR.10.2	2years	[office of Production Manager ]	Records are stored in file cabinet [describe name/location]	[job title]
Quality Plan	PR.10.3	2years	[office of Production Manager ]	Records are stored in file cabinet [describe name/location]	[job title]
Notification to a Customer about Changes on his Property	PR.10.4	2years	[office of Production Manager ]	Records are stored in file cabinet [describe name/location]	[job title]
Record of Traceability	PR.10.5	2 years	[office of Production Manager ]	Records are stored in file cabinet [describe name/location]	[job title]
Production/Service Change Review Record	PR.10.6	2 years	[office of Production Manager ]	Records are stored in file cabinet [describe name/location]	[job title]
Production Plan	PR.10.7	2 years	[office of Production Manager ]	Records are stored in file cabinet [describe name/location]	[job title]
Production Registry	PR.10.8	2 years	[office of Production Manager ]	Records are stored in file cabinet [describe name/location]	[job title]

**Commented [9A56]:** If the record is in electronic form, write the name of the folder on Production Manager computer.

**Commented [9A57]:** If the record is in electronic form, write the name of the folder on Production Manager computer.

**Commented [9A59]:** If the record is in electronic form, write the name of the folder on Production Manager computer.

**Commented [9A58]:** This document is unnecessary if organization doesn't store and work with customer property.

**Commented [9A60]:** If the record is in electronic form, write the name of the folder on Production Manager computer.

**Commented [9A61]:** If the record is in electronic form, write the name of the folder on Production Manager computer.

**Commented [9A62]:** If the record is in electronic form, write the name of the folder on Production Manager computer.

**Commented [9A63]:** If the record is in electronic form, write the name of the folder on Production Manager computer.

## 5. Appendices

- Appendix 1 – Product Specification
- Appendix 2 – Record of Product/Service Conformance
- Appendix 3 – Quality Plan
- Appendix 4 – Notification to a Customer about Changes on his Property
- Appendix 5 – Record of Traceability
- Appendix 6 – Production/Service Change Review Record
- Appendix 7 – Production Plan
- Appendix 8 – Production Registry