0.0 SYSTEM OVERVIEW

Core Processes

All of the processes undertaken to implement the Quality Management System (QMS) are detailed in the following core process descriptions:

1.0 System Development and Review

This details the processes in place to:

- Support the company's purpose and strategic direction;
- Satisfy the requirements of relevant interested parties;
- Maintain the integrity and appropriateness of the QMS;
- Review the effectiveness of the QMS in meeting the objectives;
- Continually improve the effectiveness of the QMS.

2.0 Resource Management

This details the processes in place to:

- Ensure the company's employees have the appropriate skills, experience and training to enable them to fulfil their responsibilities and effectively support the implementation of the QMS;
- Ensure the external resources used by the company which can influence its ability to satisfy its customers' requirements are appropriately selected and controlled;
- Ensure the company's infrastructure and equipment is of a sufficient specification and is suitably maintained.

3.0 Capital Sales Process

4.0 Preventive Maintenance Process

5.0 Call Out Service Process

6.0 Spares Supply Process

These detail the processes in place to ensure the company's products and services meet its customers' expectations.

Within each process description, the process owner, applicable clauses and inputs, outputs and controls are identified. The latter are defined as:

- **Inputs**: The information needed to generate an output, e.g. template, policy or procedure. Often the outputs of other processes.
- **Outputs**: The result of a process, e.g. record, updated live documents, product or service. Often the inputs to other processes.
- **Controls**: Any document, record, process or activity used to demonstrate the effectiveness of the process, e.g. system audits and reviews, or monitoring and measurement activities.

System Documentation

The core processes detailed above are stored in the QMS folder.

The controlled documents required to implement the QMS and the records created from completing certain processes are filed into the following folder groups within the QMS folder:

Controlled Documents: This folder contains any type of document that requires version control, including policies, procedures, guidance notes, forms, registers and documents of external origin (i.e. those supplied by third parties, such as customers, suppliers, regulators, etc.) Within the **Controlled Documents** folder, documents are organised into folders by applying the following logic:

- All policies are stored in the **Policies** folder;
- All procedures are stored in the **Procedures** folder;
- All other controlled documents are within the **Process** folder that matches the first process that identifies them as an input, output or control;
- Within each **Process** folder, controlled documents stored within two sub-folders called **Documents** and **Templates**. Templates are forms that can be used to record information. Documents are any other type of controlled document, e.g. register, matrix, schedule, scope.

Records: This folder contains documents that are not subject to version control (e.g. completed induction forms, completed Management Review Record). It also contains any record relating to an input, output or control referenced within a process. Within the **Records** folder, records are organised into sub-folders by applying the following logic:

- All records are stored within the **Process** folder that matches the first process that identifies them as an input, output or control;
- Within each **Process** folder, records are stored in sub-folders that are labelled with the type of record the folder contains, e.g. Audits, Management Reviews.

PROCESS INTERACTIONS