[Organization logo]

[Organization name]

PROCEDURE FOR PRODUCTION AND SERVICE PROVISION

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

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

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 a 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.

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
- ISO 14001:2015 standard clause 8.1
- 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.

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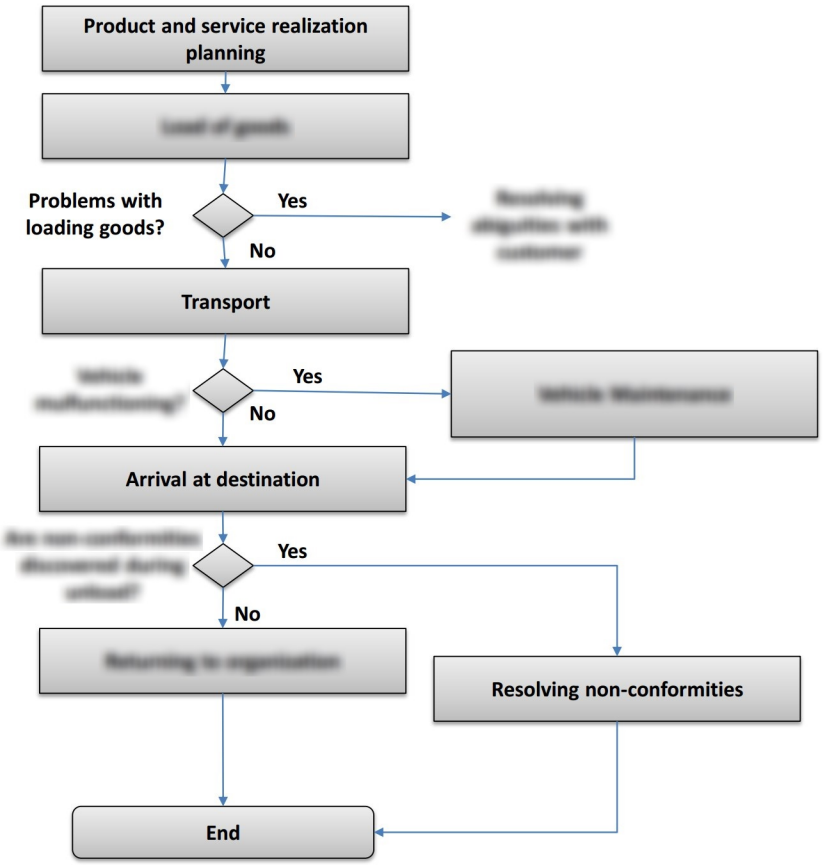
3. Product and service realization

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.

3.1. Process flow



3.2. Product and service realization planning

3.2.1. Defining resources for production and service provision

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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 it to [job title]. [job title] defines which working instructions will be applied during product realization. Quality objectives, requests for product and criteria for accepting product are stated in the Product Specification made by [job title].

[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:

- It is not possible to confirm by measurement that a product or service satisfies customer request
- It is not possible to conduct measurement, since product or service is being destroyed in the process

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

- Criteria for review and approval of process
- Equipment and personnel qualification needed for process execution
- Special working instructions
- Records needed to provide evidence of controlling parameter
- Need for revalidation

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

[Job title] enters data about validation in the Quality Plan, which demonstrates the capability of the process to accomplish planned results.

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.

3.3. Production and service provision realization

Production is executed in controlled working conditions, which implies compliance with all technical and technological requirements defined in documents necessary for the production process. If violation of working conditions occurs, [job title] is obliged to stop the production process until reestablishment of proper working conditions.

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 [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 Integrated Management System Manual.

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

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

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.

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

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

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

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

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For project-based production and individual production according to customer request, information about product characteristics is defined in [document name].

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

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

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 [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 request, deliver evidence of execution of the Plan for Preventive Equipment Maintenance and records of calibration and repairs of measuring equipment.

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*

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

[Job title] is responsible for identification, verification, and protection of customer or external provider property that is given for use or implementation in a product or service. If customer or external provider property is lost, damaged, or in some other way unfit for use, [job title] notifies the property owner using Notification to Customer About Changes on His Property.

3.3.5. *Conducting measuring and monitoring*

[Job title] must ensure availability of monitoring and measuring resources and define the method of the monitoring process and product and methods of sampling and measuring and enter them into the Quality Plan.

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 continuing conformity with the requirements and enters changes in the Production/Service Change Review Record.

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 are met, [job title] confirms fulfillment of requirements by signing Record of Product Service Conformance and approving shipment. Products that don't meet the requirements are handled according to the Procedure for Control of Non-Conforming Product and Procedure for Corrective and Preventive Actions.

[job title] ensures that the release of products and services to the customer will not proceed until planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

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

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- Statutory and regulatory requirements
- [illegible]
- [illegible]
- Customer requirements
- [illegible]
- [illegible]
- Need for competence of employees and training needs
- [illegible]
- Records about servicing activities

Commented [9A46]: [illegible]

During servicing activities, [job title] is obligated to initiate correction of non-conformance using the Procedure for Control of Non-Conforming Product for every non-conformity of product or service. If [illegible]

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 [illegible]

Commented [9A48]: [illegible]

[illegible] and/or assembly parts before delivery to a customer according to Warehousing Procedure.

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

[Job title] is responsible for preservation of product during transport.

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 [illegible] how activity is executed.

[**Service provision organization example**:

3.5. Transport service process flow

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

3.5.1 Loading of goods

According to the Transport order, the Logistic Manager decides how many vehicles and which drivers [illegible]

[illegible] performed.

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

3.5.2 Transport

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

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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 inspect unloaded goods and, if everything is in order, the warehouse manager signs the Delivery Note and takes one copy; the other copy stays with the driver.

In cases when there is a difference between quantity of goods in the Delivery Note and unloaded goods, the warehouse manager makes their record of decent, which must be confirmed by the driver by signature and delivered to the Logistics 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 delivers the Delivery note to the Logistics Manager and drives the vehicle to its parking place.]

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.

If the non-conformity can be resolved, the process is resumed, otherwise, [job title] stops the production process and acts according to the Procedure for Control of Non-Conforming Product and Procedure for Corrective and Preventive Actions, but can't change technological parameters.

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

3.7. Environmental operational controls

[job title] is responsible for continual monitoring and control of significant environmental aspects defined in the Process Aspect Chart for this process by applying the following guidelines:

- Guideline for Waste Management
- Guideline for Wastewater & Sewage Management
- Guideline for Hazardous Substances Management
- Guideline for Waste Tires Management
- Guideline for Energy & Water Management
- Guideline for Waste Vehicles Management
- Guideline for Used Batteries and Accumulators Management
- Guideline for Oil Waste Management
- Guideline for Electronic Waste Management

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- Guideline for Medical Waste Management
- Guideline for Construction/Asbestos Waste Management
- Guideline for Pharmaceutical Waste Management

Commented [9A53]: Adapt to organization's needs.

4. Managing records kept on the basis of this document

Record name	Code	Storage			Responsibility
		Retention time	Location	Protection	
Product Specification	PR.12.3.1	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]
Record of Product/Service Conformance	PR.12.3.2	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]
Quality Plan	PR.12.3.3	2 years	[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.12.3.4	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location]	[job title]
Record of Traceability	PR.12.3.5	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location	[job title]
Production/Service Change Review Record	PR.12.3.6	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location	[job title]
Production Plan	PR.12.3.7	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location	[job title]

Commented [9A55]: Adapt the information in this column to the normal practice in your company.

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

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 [9A58]: If the record is in electronic form, write the name of the folder on Production Manager computer.

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

Commented [9A59]: This document is unnecessary if organization doesn't store and work with customer property.

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.

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Production Registry	PR.12.3.8	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location	[job title]

Commented [9A64]: 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

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