Appendix 2 – Data Analysis Report

The analysis of the data revealed the following in connection with the:

a) Meeting consumer needs (8.1)

b) Compliance with the product requirements (8.2.4)

c) Characteristics and trends of processes and products including opportunities for improvement (8.2.7)

d) Suppliers (7.4)

Comment [9A1]: CEO is responsible for data analysis. In comments below, sources of the data are given, which should be used along with text of analysis to serve as a guide for recording analysis results.

Comment [9A2]: Data source: Use data from records arising from Procedure for measuring customer satisfaction.

Comment [9A3]: Data source: Use information from the record arising from Procedure for Control of Non-Conforming Product, Procedures for Corrective and Preventive Actions and Procedures for Design and Development.

Example: Requests for products that users have explicitly defined in the Project Task or order. Requests for a product which are implied are also incorporated into the product. Particular-attention should be paid to the requirements that are not explicitly defined and to requirements expected after delivery.

Comment [9A4]: Data source: Use information from the records arising from the Matrix of Key Performance Indicators.

Implementation of preventive measures, which is significantly cheaper than implementing corrective actions.

Comment [9A5]:

Example: From the list of approved suppliers none were eliminated. Also an alternative supplier should be found in order to ensure supply with input components. The general trend is to grow level of service quality, and that the prices are stable.