DOWNLOAD FOR MODULE 2

Process map: template and standard library

Three bands, one page, legible from one metre. Delete the processes that do not apply.

Template

Management

M1 _____ · M2 _____ · M3 _____ · M4 _____ · M5 _____

Customer: requirements →	Value creation	→ Customer: satisfaction
	V1 _____ → V2 _____ → V3 _____ → V4 _____	

Support

S1 _____ · S2 _____ · S3 _____ · S4 _____ · S5 _____ · S6 _____ · S7 _____ · S8 _____

Status: _____ · Approved (management): _____ · Mark outsourced processes with “external”

Rules: one page · number and name, no clauses of the standard · every process has exactly one sheet and one owner · arrows only for the main interfaces · occupational health and safety is not a QMS process.

These documents were created with AI support. The contents are reviewed by the project manager.

Standard library (a small company uses 7 to 12 processes)

No.	Process	Short description	Owner (suggestion)	Records
M1	Management review	Annual evaluation of the QMS by management, with decisions	Management	Report, decision table
M2	Risks and opportunities	Assess risks and opportunities per process, actions, effectiveness	Management	Risk and opportunity analysis
M3	Internal audit	Audit programme, audit plan, execution, report	Quality manager	Audit report, action plan
M4	Action tracking	Actions from audits, complaints and reviews, through to effectiveness	Quality manager	Action plan
M5	Training and competence	Qualification matrix, induction, training plan	Management	Matrix, induction record
V1	Order handling	Enquiry, quotation, order confirmation, execution, inspection, delivery, invoice	Head of sales	Order file
V2	Production / service provision	Planning, manufacturing or service, in-process and final inspection	Workshop manager	Work order, inspection report
V3	Design and development (if applicable)	Requirements, review, verification, validation, changes	Technical management	Development file
V4	Service / maintenance (if applicable)	After-sales service, maintenance contracts	Service manager	Service reports
S1	Purchasing	Need, purchase order, supplier selection	Purchasing	Purchase order, supplier confirmation
S2	Goods receipt	Inspection level according to supplier class, quarantined material	Warehouse	Delivery note with inspection stamp
S3	Customer satisfaction	Evaluation without questionnaire, complaint rate	Head of sales	Evaluation table
S4	Complaints	Receipt, response, correction, cause, action, effectiveness	Head of sales	Complaint form, defect tally sheet
S5	Supplier evaluation	Annual evaluation A/B/C, actions	Purchasing	Supplier list
S6	Maintenance / infrastructure	Maintenance plan for machines, vehicles, IT	Workshop manager	Maintenance plan
S7	Monitoring and measuring equipment	Equipment list, calibration, identification	Quality manager	Equipment list, calibration certificates
S8	Documented information	Document control, retention of records	Quality manager	Document list

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