

# HN Metrology Consulting, Inc. ISO 17025 Model Quality Manual

## Support Documents

### ***Policies***

- \*POL-01: Quality Policy (4.2.2)
- \*POL-02: Confidentiality Policy (4.1.5.c)
- \*POL-03: Gifts and Gratuities Policy (4.1.5.b)
- \*POL-04: Internal Complaint Policy (4.1.5.b)
- \*POL-05: External Complaint Policy (4.8)
- \*POL-06: Laboratory Access Policy (5.3.3, 5.3.4)
- \*POL-07: Good Housekeeping Policy (5.3.5)
- \*POL-08: Use of Outside Support Services and Supplies Policy (4.6.1)
- \*POL-09: Acceptable Activities Policy (4.1.5.d)
- \*POL-10: Nonconforming Calibration Work Policy (4.9.1, 5.5.7)
- \*POL-11: Corrective Action Policy (4.10)

### ***Procedures***

- \*PRO-01: Quality Documentation Maintenance and Distribution Procedure (4.3.1, 4.3.2, 4.3.3)
- \*PRO-02: Traceability Procedure (5.5.2, 5.6.1, 5.6.3.1)
- #PRO-03: Work Flow Procedure (4.4, 5.4.1, 5.8.2, 5.8.3, 5.8.4)
- PRO-04: Equipment Maintenance Procedure (5.4.7)
- \*PRO-05: Feedback and Corrective Action Procedure (4.9.1, 4.10, 5.5.7)
- \*PRO-06: Complaint Procedure (4.8)
- \*PRO-07: Determining Calibration Intervals Procedure (5.6.1)
- PRO-08: Environment Recording Procedure (5.3.2)
- \*PRO-09: Suspect Equipment Procedure (5.5.7)
- PRO-10: Calibration Status Procedure (5.5.8)
- \*PRO-11: Equipment Acceptance Procedure (5.5.2)
- \*PRO-12: Certificate Preparation and Approval Procedure (5.4.7, 5.10.4.2, 5.10.5)
- PRO-13: Data Backup Procedure (4.1.5.c, 5.4.7)
- \*PRO-14: Consumable Material Procedure (4.6.1, 4.6.3)
- \*PRO-15: Electronic Transmission Procedure (4.1.5.c, 5.4.7, 5.10.7)
- \*PRO-16: Activity Evaluation Procedure (4.1.5.d)
- \*PRO-17: Externally Generated Quality Documentation Maintenance and Distribution Procedure (4.3.1, 4.3.2, 4.3.3)
- PRO-18: Maintenance of Electronic Documents Procedure (4.3.3)
- \*PRO-19: Preventive Action Procedure (4.11)
- PRO-20: Record Control Procedure (4.12.1)
- PRO-21: Transport and Storage Procedure for Reference Standards and Reference Materials (5.6.3.4)

### ***Files***

- #Employee Personnel Files (General: 5.2.2, 5.2.5)
- #Technical Manager Personnel File (4.1.5.g)
- #Quality Manager Personnel File (4.1.5.g)
- #Interlaboratory Comparison and Proficiency Test File (5.9)
- #Audit Documentation File (4.13)
- #Management Review File (4.14)
- #Equipment File (5.5.1, 5.5.5, 5.5.6, 5.5.10)

#Outside Supplier File (4.6.4)  
#Obsolete Documents File (4.3.2)  
#Work Order File (4.4)  
#Sub-Contractor File (4.5.4)

## ***Job Descriptions***

\*Technical Manager Job Description (4.1.5.a, 4.1.5.f, 4.1.5.h, 4.2.4, 5.2.1, 5.2.4)  
\*Quality Manager Job Description (4.1.5.a, 4.1.5.f, 4.1.5.i, 4.2.4, 5.2.1, 5.2.4)  
\*Technician Job Description (4.1.5.f, 5.2.1, 5.2.4)  
\*Administrative Assistant Job Description (4.1.5.f, 5.2.1, 5.2.4)

## ***Charts***

\*Organizational Chart (4.1.5.e, 4.1.5.f, 4.1.5.i)

## ***Lists***

\*Quality Document Master List (4.2.3, 4.3.2)  
#Major Equipment List (5.5.4)  
#Reference Measurement Standards List (5.5.4)  
#Outside Support Services and Supplies List (4.6, 4.6.1)

## ***Agreements***

\*Confidentiality Agreement (4.1.5.c)

## ***Scope***

Scope of Calibrations

## ***Manuals***

#Calibration Procedure Manual (5.4.1, 5.5.11, 5.5.12)

## ***Plans***

Internal Audit Plan (4.13)

## ***Logs***

#Corrective Action Log (4.8, 4.13)

## ***Agendas***

\*Management Review Agenda (4.14, 5.2.1, PRO-16, PRO-19)  
\*Employee Annual Review Agenda (5.2.2)  
\*New Hire Introduction (Agenda) (4.1.5.c, 5.2.2)

## ***Forms***

#Skills Matrix (5.2.2, 5.5.3)  
#Field Calibration Approval Form  
#Certificate Cover Page Form (5.10.1)  
#Quality Documentation Update Form (4.2.1, 5.4.3)  
\*Quality System Training Form (4.2.1)  
#Internal Training Form

## ***Checklists***

\*Calibration Procedure Approval Checklist (5.4.4)

\* = Sample provided

# = Empty form or file with layout provided