ISO 18091:2014-02 (E)

Quality management systems - Guidelines for the application of ISO 9001:2008 in local government

Contents

Page

Foreword iv

Introduction v

1 Scope 1
1.1 General 1
1.2 Application 2

2 Normative references 2

3 Termsanddefinitions 2

4 Quality management system 7
4.1 General requirements 7
4.2 Documentation requirements 8

5 Management responsibility 11
5.1 Management commitment 11
5.2 Customer/citizen focus 12
5.3 Quality policy 12
5.4 Planning 13
5.5 Responsibility, authority and communication 14
5.6 Management review 15

6 Resource management 17
6.1 Provision of resources 17
6.2 Human resources 18
6.3 Infrastructure 20
6.4 Work environment 20

7 Product/service realization 21
7.1 Planning of product/service realization 21
7.2 Customer/citizen-related processes 22
7.3 Design and development 24
7.4 Purchasing 29
7.5 Production and service provision 31
7.6 Control of monitoring and measuring equipment 35

8 Measurement, analysis and improvement 36
8.1 General 36
8.2 Monitoring and measurement 36
8.3 Control of nonconforming product/service 39
8.4 Analysis of data 40
8.5 Improvement 41

Annex A (informative) Processes for the integral quality management of local government 44

Annex B (informative) Integral diagnostic, check-up, evaluation and follow-up system for development of reliable local governments 46

Bibliography 56