

ISO 13485:2016-03 (E)

Medical devices - Quality management systems - Requirements for regulatory purposes

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Quality management system	6
4.1	General requirements	6
4.2	Documentation requirements	7
4.2.1	General	7
4.2.2	Quality manual	7
4.2.3	Medical device file	7
4.2.4	Control of documents	8
4.2.5	Control of records	8
5	Management responsibility	9
5.1	Management commitment	9
5.2	Customer focus	9
5.3	Quality policy	9
5.4	Planning	9
5.4.1	Quality objectives	9
5.4.2	Quality management system planning	9
5.5	Responsibility, authority and communication	10
5.5.1	Responsibility and authority	10
5.5.2	Management representative	10
5.5.3	Internal communication	10
5.6	Management review	10
5.6.1	General	10
5.6.2	Review input	10
5.6.3	Review output	11
6	Resource management	11
6.1	Provision of resources	11
6.2	Human resources	11
6.3	Infrastructure	12
6.4	Work environment and contamination control	12
6.4.1	Work environment	12
6.4.2	Contamination control	12
7	Product realization	12
7.1	Planning of product realization	12
7.2	Customer-related processes	13
7.2.1	Determination of requirements related to product	13
7.2.2	Review of requirements related to product	13
7.2.3	Communication	14
7.3	Design and development	14
7.3.1	General	14

7.3.2	Design and development planning	14
7.3.3	Design and development inputs	14
7.3.4	Design and development outputs	15
7.3.5	Design and development review	15
7.3.6	Design and development verification	15
7.3.7	Design and development validation	15
7.3.8	Design and development transfer	16
7.3.9	Control of design and development changes	16
7.3.10	Design and development files	16
7.4	Purchasing	17
7.4.1	Purchasing process	17
7.4.2	Purchasing information	17
7.4.3	Verification of purchased product	17
7.5	Production and service provision	18
7.5.1	Control of production and service provision	18
7.5.2	Cleanliness of product	18
7.5.3	Installation activities	18
7.5.4	Servicing activities	19
7.5.5	Particular requirements for sterile medical devices	19
7.5.6	Validation of processes for production and service provision	19
7.5.7	Particular requirements for validation of processes for sterilization and sterile barrier systems	19
7.5.8	Identification	20
7.5.9	Traceability	20
7.5.10	Customer property	20
7.5.11	Preservation of product	20
7.6	Control of monitoring and measuring equipment	21
8	Measurement, analysis and improvement	22
8.1	General	22
8.2	Monitoring and measurement	22
8.2.1	Feedback	22
8.2.2	Complaint handling	22
8.2.3	Reporting to regulatory authorities	23
8.2.4	Internal audit	23
8.2.5	Monitoring and measurement of processes	23
8.2.6	Monitoring and measurement of product	23
8.3	Control of nonconforming product	24
8.3.1	General	24
8.3.2	Actions in response to nonconforming product detected before delivery	24
8.3.3	Actions in response to nonconforming product detected after delivery	24
8.3.4	Rework	24
8.4	Analysis of data	24
8.5	Improvement	25
8.5.1	General	25
8.5.2	Corrective action	25
8.5.3	Preventive action	25
	Bibliography	36