

DIN EN 15358:2011-05 (E)

Solid recovered fuels - Quality management systems - Particular requirements for their application to the production of solid recovered fuels

Contents		Page
Foreword		4
Introduction		5
1	Scope	7
2	Normative references	7
3	Terms and definitions	7
4	Quality management system	8
4.1	General requirements	8
4.1.1	General	9
4.1.2	Outsourced processes	9
4.2	Documentation requirements	9
4.2.1	General	9
4.2.2	Quality manual	10
4.2.3	Control of documents	10
4.2.4	Control of records	11
5	Management responsibility	11
5.1	Management commitment	11
5.2	Customer focus	11
5.3	Quality policy	12
5.4	Planning	12
5.4.1	Quality objectives	12
5.4.2	Quality management system planning	13
5.5	Responsibility, authority and communication	14
5.5.1	Responsibility and authority	14
5.5.2	Management representative	14
5.5.3	Internal communication	15
5.6	Management review	15
5.6.1	General	15
5.6.2	Review input	16
5.6.3	Review output	16
6	Resource management	16
6.1	Provision of resources	16
6.2	Human resources	17
6.2.1	General	17
6.2.2	Competence, awareness and training	17
6.3	Infrastructure	18
6.4	Work environment	18
7	Product realization	19
7.1	Planning of product realization	19
7.1.1	Product and process validation	19
7.1.2	Control of changes	19
7.2	Customer-related processes	20
7.2.1	Determination of requirements related to the product	20
7.2.2	Review of requirements related to the product	20

7.2.3	Customer communication	21
7.3	Design and development	21
7.3.1	Design and development planning	21
7.3.2	Design and development inputs	22
7.3.3	Design and development outputs	23
7.3.4	Design and development review	24
7.3.5	Design and development verification	24
7.3.6	Design and development validation	24
7.3.7	Control of design and development changes	24
7.4	Purchasing	25
7.4.1	Purchasing process	25
7.4.2	Purchasing information	26
7.4.3	Verification of purchased product	26
7.5	Production and service provision	28
7.5.1	Control of production and service provision	28
7.5.2	Validation of processes for production and service provision	29
7.5.3	Identification and traceability	29
7.5.4	Customer property	30
7.5.5	Preservation of product	30
7.6	Control of monitoring and measuring devices	30
7.6.1	Measurement system analysis	31
7.6.2	Calibration/verification records	31
7.6.3	Laboratory/sampling requirements	31
8	Measurement, analysis and improvement	32
8.1	General	32
8.2	Monitoring and measurement	33
8.2.1	Customer satisfaction	33
8.2.2	Internal audit	33
8.2.3	Monitoring and measurement of processes	34
8.2.4	Monitoring and measurement of product	35
8.3	Control of nonconforming product	36
8.3.1	Control of reworked product	36
8.3.2	Customer information	36
8.4	Analysis of data	36
8.5	Improvement	37
8.5.1	Continual improvement	37
8.5.2	Corrective action	38
8.5.3	Preventive action	39
	Bibliography	40