

# ISO 10018:2012-09 (E)

## Quality management - Guidelines on people involvement and competence

---

<b>Contents</b>		<b>Page</b>
Foreword .....		iv
Introduction .....		v
<b>1</b>	<b>Scope .....</b>	<b>1</b>
<b>2</b>	<b>Normative references .....</b>	<b>1</b>
<b>3</b>	<b>Terms and definitions .....</b>	<b>1</b>
<b>4</b>	<b>Management of people involvement and competence .....</b>	<b>2</b>
4.1	General .....	2
4.2	Leadership involvement and strategy .....	2
4.3	People involvement and competence acquisition process .....	2
4.4	Analysis of people involvement and competence acquisition .....	3
4.5	Involvement and competence planning .....	3
4.6	Implementation .....	4
4.7	Evaluation .....	5
<b>5</b>	<b>Management responsibility .....</b>	<b>6</b>
5.1	Management commitment .....	6
5.2	Customer focus .....	6
5.3	Quality policy .....	6
5.4	Quality objectives and planning .....	6
5.5	Responsibility, authority and communication .....	6
5.6	Management review .....	7
<b>6</b>	<b>Resource management .....</b>	<b>7</b>
6.1	Provision of resources .....	7
6.2	Human resources .....	8
6.3	Infrastructure .....	8
6.4	Work environment .....	8
<b>7</b>	<b>Product realization .....</b>	<b>9</b>
7.1	Planning of product realization .....	9
7.2	Customer-related processes .....	9
7.3	Design and development .....	10
7.4	Purchasing .....	11
7.5	Production and service provision .....	12
7.6	Control of monitoring and measuring equipment .....	13
<b>8</b>	<b>Measurement, analysis and improvement .....</b>	<b>13</b>
8.1	General .....	13
8.2	Monitoring and measurement .....	13
8.3	Control of non-conforming product .....	14
8.4	Analysis of data .....	14
8.5	Improvement .....	15
<b>Annex A (informative) Factors that impact on people involvement and competence .....</b>		<b>16</b>
<b>Annex B (informative) Self-assessment .....</b>		<b>21</b>

<b>Bibliography .....</b>	<b>23</b>
---------------------------	-----------