

### Contents

	Foreword	
	Introduction	
1	Scope	
2	Normative references	
3	Terms and definitions	
4	Documented information	
4.1	General	
4.1.1	Structure	
4.1.2	Definitions	
4.1.3	Content	
4.1.4	Purpose	
4.1.5	Benefits	
4.2	Documented information to be maintained	
4.2.1	Scope of the quality management system	
4.2.2	Quality policy	
4.2.3	Quality objectives	
4.2.4	Information that the organization determined necessary to support the operation of the quality management system and its processes	
4.2.4.1	General	
4.2.4.2	Quality manual	
4.2.4.3	Organizational charts	
4.2.4.4	Process maps, process flow charts and/or process descriptions	
4.2.4.5	Procedures and work instructions	
4.2.4.6	Automated workflows	
4.2.4.7	Product and service specifications	
4.2.4.8	Internal and external communications	
4.2.4.9	Plans, schedules and lists	
4.2.4.10	Forms and checklists	
4.2.4.11	Documented information of external origin	
4.3	Documented information to be retained	
5	Creating and updating documented information	
5.1	Implementation	
5.1.1	General	
5.1.2	Use of references	
5.1.3	Responsibility for creation of documented information	
5.1.4	Identification and description	
5.1.5	Format and media	
5.1.6	Review and approval	
5.2	Control of documented information	
5.2.1	Availability	
5.2.2	Protection	
5.2.3	Distribution, access, retrieval and use	
5.2.4	Storage and preservation	
5.2.5	Updating documented information and control of changes	
5.2.6	Retention and disposition	
Annex A	(informative) Examples of documented information structures	