Botswana Bureau of Standards

Approved By: _____ _____

K. Morgan **Date of Approval (YY/MM/DD)**

Director of Commercial Enterprises

BOTSWANA BUREAU OF STANDARDS

QUALITY PLAN GUIDELINES

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1.0 What is a Quality Plan?

1.1 A Quality Plan is a compilation of documents specifying procedures and associated resources to a specific project, product, process or contract. It addresses issues of; where the procedures are applicable, and who will be applying them, explaining how things would be done to achieve a quality product.

1.2 An organisation shall identify a relevant standard applicable to the products for which the Quality Plan is documented. The standard, in conjunction with the BOBS Standards Mark Certification Scheme, which governs the use of the Standards Mark, should be used to document the Quality Plan.

2.0 The Purpose of the Quality Plan

2.1 In applying for the BOBS Standards Mark Certification Scheme, an organisation shall submit to BOBS a copy of the Quality Plan, which shall be kept in the organizations' file for periodic reviews by BOBS' inspectors prior to and during subsequent visits to the facility to evaluate and record any changes that may have occurred.

2.2 The purpose of a Quality Plan is to;

a) help the manufacturer to assess and evaluate the organisation's compliance against the quality requirements for the standard, the scheme, and the process.
b) provide BOBS with information about the organization's plan for assuring that the products which bear the Standards Mark are consistently in conformity with the applicable requirements
c) provide BOBS with the qualifications and responsibilities of the organization's staff responsible for implementing the BOBS' Standards Mark scheme.

2.3 A Quality Plan should be in existence and operating at the production site. The Quality Plan should be completed for each new or additional facility location.

3.0 Contents of a Quality Plan

3.1 The Quality Plan should contain:

a) organizational structure and assignment of responsibilities within the quality control function,
b) production inspection and test plans,
c) process flow map, and
d) procedures for each element of the process.

3.2 The organization shall submit to BOBS the completed Quality Plan with supporting documentation (such as procedures, charts, drawings, checklists, test data, job descriptions, record templates, etc.,) as proof of capability to implement the relevant certification scheme. This compilation, called the Quality Plan, will

be used, as a basis for assessment against the BOBS Standards Mark Certification Scheme.

3.3 The following table summarises the properties of a Quality Plan. These inputs should not be considered comprehensive or limiting in any way.

S/N	Quality Plan Inputs			Minimum Requirements
1.	Cover page			Develop a page that contain company name, logo, contacts, and the name/title of the quality plan
2.	Introduction			Brief summary of what is covered in the quality plan. Provide information about the company and the products (e.g. background, applicable standard(s), covered products, branches and their locations, etc. Any general information found necessary for introduction
3.	Scope			State the purpose of the quality plan and the expected outcome, including limitations. Provide information on products to be affected by the quality plan.
4.	Terms, definitions, symbols, and abbreviations			Define words that might bring misinterpretation, provide meaning of symbols, and abbreviations used in the Quality Plan.
5.	**Requirements**	1	Organogram	Present an organization structure to show - the layout of departments/personnel affecting product quality - the hierarchical pattern of communication - the authority and responsibility
		2	Job description	Back-up the organisational chart with job descriptions of personnel in the quality department Define and assign responsibilities and authority for personnel who directly affect the quality of the products. e.g. the quality manager, floor supervisor, machine operators, etc.

S/N	Quality Plan Inputs			Minimum Requirements
		3	Process	Establish processes interaction for the main processes. e.g. purchasing, manufacturing, on line inspection, testing, packaging, etc. Develop the process flow map, expand map by text where necessary (process interaction could be expressed through flow charts, maps, etc). Establish and document procedures for the process flow activities and their control Avail the detailed procedures to users at the identified critical process stages or work stations.
		4	Process control Production inspection	Identify critical points for inspection/test controls within the process, from purchasing through production to packaging and delivery Identify characteristics to be inspections/tests as required by the applicable standard(s) Records of these inspections and tests shall be kept.
		5	Tests	Identify tests for work in process (production) and final products. Define and document procedures for the tests Develop a system of testing products to assure compliance with the requirements (in-house or subcontracted testing facilities) Develop criteria of acceptance/rejection of products
		6	Measuring and Testing Equipment	Identify the necessary test equipment for internal control tests Create a register of test/measuring/monitoring equipment Establish a schedule/programme for calibrating the equipment
		7	Records	Develop forms for recording the results of the inspections/tests Allow for signatures of recorder and supervisor's approval/rejection
		8	Non-conformances	Identify methods of segregation and disposition of nonconforming products

S/N	Quality Plan Inputs			Minimum Requirements
		9	Corrective/Preventive actions	Develop a procedure for investigating causes of non-conformance and providing corrective and preventive actions.
		10	Customer Complaints & Feedback	Maintain a record of customer complaints and customer feedback Conduct customer feedback analysis
6.	Annexes			Forms, Charts, Tables, Drawings, etc.

4.0 References

4.1 The Standards Mark Scheme: 2000.

4.2 Standards Act, 1995 Botswana.

4.3 ISO/IEC Guide 53: 1988, *An approach to utilization of a supplier's quality system in third party certification.*

4.4 ISO 10005: 2005, *Quality management systems – Guidelines for quality plans.*