| Requirement | Findings | Y/N |
| --- | --- | --- |
| 5 Leadership |  |  |
| 5.1 Leadership and Commitment |  |  |
| 5.1.1 General |  |  |
| Top management shall demonstrate leadership and commitment with the respect to the quality manager of system by:* Taking accountability for the effectiveness of the quality management system;
* Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of Your Company:
* Ensuring the integration of the quality management system requirements into Your Company's business processes;
* Promoting the use of the process approach and [miss-spaced 00:00:49] thinking;
* Ensuring that the results is measured for quality management system are available;
* Communicating the importance of effective quality management and of conforming to the quality management system requirements;
* Ensuring the quality management system achieves its intended results;
* Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
* Promoting improvement;
* Promoting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
 |   |  |
| 5.1.2 Customer Focus |  |  |
| Top management has demonstrated leadership and commitment with respect to customer focus by ensuring that:* Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
* The risks and opportunities can affect the conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
* The practice on enhancing customer satisfaction is maintained.
 |  |  |
| 5.2 Policy |  |  |
| 5.2.1 Establishing the quality policy |  |  |
| Top management shall establish, implement and maintain a quality policy that:* Is appropriate to the purpose and context of Your Company and supports its strategic directions;
* Provides a framework for setting quality objectives;
* Includes a commitment to satisfy applicable requirements;
* Includes a commitment to continue with improvement of the quality management system.
 |  |  |
| 5.3 Organizational roles, Responsibilities and Authorities |  |  |
| Top management has ensured that the responsibilities and authorities for relevant roles are assigned, communicated and understood within Your Company.  |  |  |
| Top management has assigned the responsibility and the authority for:* Ensuring that the quality management system conforms to the requirements of the standard;
* Ensuring that the processes are delivering their intended output;
* Reporting on the performance of the quality management system and on opportunities for improvement, in particular to Top management in 10.1;
* Ensuring the promotion of customer focus throughout organization;
* Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.
 |  |  |
| 9.3 Management Reviews |  |  |
| 9.3.1 General |  |  |
| Top management reviews Your Company's quality management system at planned intervals to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of Your Company. |  |  |
| 9.3.2 Management review inputs |  |  |