| 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 |  |  |