

Your Logo	Quality Manual [Laboratory Name]	Issue Date: YYYY/MM/DD	Rev.: 0
Sections 4 and 5			Page #: 1 of 28

QUALITY MANUAL TEMPLATE

INDEX:

- 4.1 Organization
- 4.2 Management system
- 4.3 Document Control
- 4.4 Review of requests, tenders and contracts
- 4.5 Subcontracting of tests and calibrations
- 4.6 Purchasing services and supplies
- 4.7 Service to the customer
- 4.8 Complaints
- 4.9 Control of nonconforming calibration work
- 4.10 Continual Improvement
- 4.11 Corrective action
- 4.12 Preventive action
- 4.13 Control of records
- 4.14 Internal audits
- 4.15 Management reviews
- 5.1 General technical requirements
- 5.2 Personnel
- 5.3 Accommodation and environmental conditions
- 5.4 Calibration methods and method validation
- 5.5 Equipment
- 5.6 Measurement traceability
- 5.7 Sampling
- 5.8 Handling of calibration items
- 5.9 Assuring the quality of calibration results
- 5.10 Reporting the results
- 5.11 Customer satisfaction

a sample from section 4.3 (only 4.3.1 and 4.3.2)