Totally editable documentation package for quick process improvement to implement the system

Completely editable documentation toolkit

(Manual, procedures, exhibits, work instruction, blank forms, job description, audit checklists, etc.)

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Chapter-1.0 CONTENTS OF ISO/IEC 17065:2012 DOCUMENTATION KIT (More than 75 files)

A. This editable documentation kit has 8 main directories in Word/Excel, as below:

Sr. No.	Directory	Details of Documents			
1.	Quality Manual	01 Files in MS Word			
2.	Procedures	15 Procedures in MS Word			
3.	Exhibits	09 Exhibits in MS Word			
4.	Work Instruction	02 Work Instruction in MS Word			
5.	Blank Formats /Templates Name of departments	43 Blank Formats in MS Word / excel			
	Certification process (CSD)	06 formats in MS Word			
	Purchase (PUR)	06 formats in MS Word			
	Training (TRG)	10 formats in MS Word			
	Management (SYS)	17 formats in MS Word / excel			
	Operation (OPN)	04 formats in MS Word			
6.	Job description	07 Job description in MS Word			
7.	ISO/IEC 17065:2012 Audit checklists	More than 250 questions			
8.	ISO/IEC 17065:2012 document compliance matrix (Requirement wise reference documented information)	01 File in MS Excel			

Total 75 files in editable form; Quick Download by e-delivery

For more information about ISO/IEC 17065:2012 Documentation kit Click Here

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### **B.** Documented information package:

Our documentation kit contains sample documents required for ISO/IEC 17065:2012 certification as listed below. All documents are in MS-Word/Excel files and you can edit them. You can make changes as per your organization's need and within few days your entire documents with all necessary controls will be ready. In the ISO/IEC 17065:2012, documented information (procedures, etc.) are required a few places only. But for making the system better, we have provided many editable templates from which a user can select templates as per their own requirement and make some minor changes in them to make own system. Two types of documented information are provided in this kit, as listed below:

- 1. Maintain documented information (Scope, Manual, etc.)
- 2. Retain documented information (Forms / Templates)

Under the main directories, further files are provided in MS Word/excel document as per the details given below.

#### 1. Quality Manual:

It covers sample copy of quality manual for conformity assessment — Requirements for bodies certifying products, processes and services. It describes how all requirement of ISO/IEC 17065:2012 standard for conformity assessment — Requirements for bodies certifying products, processes and services. It covers list of procedures as well as overview of organization and covers tier1 of ISO/IEC 17065:2012 documents.

#### (A) Table of Contents

Table Of Contents								
Chapter No.		Subject	Revision No.	Page No.	ISO/IEC 17065:2012 Clause Ref.			
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2	Authorization statement and company profile			6 – 8	=======			
3	Contr	ol and distribution	00	9 – 10	=======			
Section – 2								
	Gene							
	4.1	Legal and contractual matters	00	11 – 12				
	4.2	Management of impartiality	00	13 – 14				
4.0	4.3	Liability and financing	00	15	4.0			
	4.4	Non-discriminatory conditions	00	16				
	4.5	Confidentiality	00	17				
	4.6	Publicly available information	00	18				

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	Structural requirements					
5.0	5.1	Organizational structure and top management	00	19 – 20	5.0	
	5.2	Mechanism for safeguarding impartiality	00	21		
	Resource requirements					
6.0	6.1	6.1 Certification body personnel		22 – 24	6.0	
	6.2	Resources for evaluation	00	25 – 26		
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	7.8	Directory of certified products	00	33		
	7.9	Surveillance	00	34		
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	8.6	Internal audits	00	48		
	8.7	Corrective actions	00	49		
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Annexure						
Annexure–1		List of documents	00	51	=======	

#### 2. Procedures (15 procedures):

Sample copies of mandatory procedures as per ISO/IEC 17065:2012 are provided, which cover all the details like purpose, scope, responsibility, how procedure is followed as well as the list of exhibits, reference documents and formats. The list of sample procedures provided in the kit is given below.

For more information about ISO/IEC 17065:2012 Documentation kit Click Here

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#### **List of Procedures**

- 1. Procedure for review of request, tenders and contract for the product certification
- 2. Procedure for non-discriminatory condition and equal opportunities
- 3. Procedure for the granting, maintaining, recertifying, expanding and reducing the scope of the certification, and suspending or withdrawing the certification
- 4. Procedure for receive, evaluate and make decision on complaints
- 5. Procedure for receive, evaluate and make decision on appeals
- 6. Procedure for personnel and training
- 7. Procedure for procuring of externally provided products and services
- 8. Procedure for document and data control
- 9. Procedure for control of records
- 10. Procedure for management review meeting
- 11. Procedure for internal audit
- 12. Procedure for corrective action
- 13. Procedure for preventive action
- 14. Procedure for the use of information and communication technology for the auditing and assessment purpose
- 15. Procedure for conducting a remote audit in the event of an extraordinary occurrence

#### 3. Exhibits (09 exhibits):

It covers Competence Requirements, Impartiality Policy, Use of certificate, marks of conformity, Certification Scheme, Codification System etc. as per. ISO/IEC 17065:2012

#### **List of Exhibits**

- 1. Use of certificate, marks of conformity
- 2. Impartiality policy
- 3. Non-discriminatory policy
- 4. Certification scheme
- 5. Employee competence requirements
- 6. Document codification system
- 7. Calibration periodicity
- 8. Confidentiality policy
- 9. Committee formation

#### 4. Work Instructions (02 Work instructions):

It covers sample operating procedures covering all the specific practice areas and provides details for operation of training organization.

#### **List of Work instruction**

- 1. Work Instruction for evaluator qualification
- 2. Work Instruction for Sub contractor job responsibility

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#### 5. Blank sample formats for all the departments (43 sample formats)

It covers sample copy of blank forms required to maintain records as well as establish control and make system in the organization. The samples given are as a guide and not compulsory to follow and organization is free to change the same to suit own requirements.

#### **List of blank formats**

- 1. Product certification agreement
- 3. Complain report
- 5. Customer feedback report
- 7. Certificate of Conformity
- 9. Incident report
- 11. Appeal report
- 13. Purchase Order
- 15. Indent Purchase Requisition
- 17. Approved External Providers List
- 19. Supplier Registration Form
- 21. Supplier Evaluation Report
- 23. Verification Report
- 25. Evaluation plan
- 27. Evaluation report
- 29. Non-conformity report
- 31. Evaluation checklists
- 33. Master List and Distribution List of Documents
- 35. Change Note
- 37. Periodic document review report
- 39. Master List of Records
- 41. Objectives monitoring report
- 43. Circular

- 2. Minutes of Meeting
- 4. Audit plan / schedule
- 6. Internal Audit Non-Conformity Report
- 8. Clausewise Documentwise Audit Review Report
- 10. Clausewise audit report Management requirements
- 12. Clausewise audit report Certification requirements
- Corrective Action Report
- 16. Preventive Action Report
- 18. Calibration Status of Equipment
- On Bish assessment as becaute it as
- 20. Risk assessment and opportunity sheet
- 22. Impartiality check report
- 24. Training Calendar
- 26. Training Report
- 28. Induction Training Report
- 30. Job Description And Specification
- 32. Skill Matrix
- 34. Impartiality and Confidentiality Agreement
- 36. Appointment Letter
- 38. Employees Competence Report
- 40. Competence assessment report
- 42. Interview report

#### 6. ISO/IEC 17065:2012 Audit checklist (more than 250 questions)

It covers sample audit questions based on all the ISO/IEC 17065 requirements. It helps the auditor to make own audit checklist for quick and perfect auditing to ensure all the ISO/IEC 17065 requirements are fulfilled by the organization. A total of more than 250 questions are prepared on the basis of ISO/IEC 17065.

#### 7. Job description (07 job description)

Sample copies of job description as per ISO/IEC 17065:2012 are provided. The list of sample job description provided in the kit is given below.

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**List of Job description** 

- 1. Job description for Managing Director
- 2. Job description for Impartiality committee
- 3. Job description for Certification committee
- 4. Job description for Management Representative
- 5. Job description for Certification Manager
- 6. Job description for Technical Evaluator
- 7. Job description for Management System Auditor

#### 8. ISO/IEC 17065:2012 Compliance Matrix

This compliance matrix contains ISO/IEC 17065:2012 requirement wise list of documented information for easy reference of users and to understand how this system is made.

### **Chapter-2.0 ABOUT COMPANY**

Global manager group is a progressive company promoted by a group of qualified engineers and management graduates having rich experience of over 25 years in ISO consultancy and management areas. The company serves the global customers through on-site and off-site modes of service delivery systems. We offer a full range of consulting services geared towards helping all types of organizations to achieve competitiveness, certification and compliance to international standards and regulations. So far, we have more than 2700 clients in more than 36 countries. Our readymade training kit and editable documentation kit help the clients in making their documents with ease and complying with the related ISO standard faster.

- Our promoters and engineers have rich experience of providing management training and ISO series consultancy for more than 2700 companies globally. We have clients in more than 36 countries.
- 2. We are a highly qualified team of 80 members (M.B.A., Degree Engineers). Our Director has rich professional experience in this field (since 1991).
- 3. We have 100% success rate in ISO series certification for our clients from reputed certifying bodies. We possess a branded image and are a leading name in the global market.
- 4. We suggest continual improvement and cost reduction measures as well as provide highly informative training presentations and other products that give you payback within 2 months against our cost.
- 5. So far, we have trained more than 50000 employees in ISO series certification.
- 6. We have spent more than 60000 man-days (170 man-years) in the preparation of ISO documents and training slides.

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### **Global Manager Group is committed for:**

- 1. Personal involvement and commitment from the day one
- 2. Optimum charges
- 3. Professional approach and globally helped many companies for this standard.
- 4. Hard work and updating the knowledge of team members
- 5. Strengthening clients by system establishment and providing best training materials in any areas of management to make their house in proper manner
- 6. Establishing strong internal control with the help of system and use of the latest management techniques.

## **Chapter-3.0 USER FUNCTION**

#### 3.1 Hardware and Software Requirements

#### A. Hardware

- Our documentation kit can better perform with P4 and higher computers with a minimum of 10 GB hard disk space.
- For better visual impact, you may keep the setting at high color.

#### **B. Software**

• Documents are written in MS-Office 2007 and Windows XP programs. You are, therefore, required to have MS-Office 2007 or higher versions with Windows XP.

#### 3.2 Features of Documentation kit

- The kit contains all necessary documents as listed, and complies with the requirements of system standards.
- The documents are written in easy to understand English language.
- This kit will save much time in typing and preparing your documents at your own.
- The kit is user-friendly to adopt and easy to learn.
- The contents of this kit are developed under the guidance of experienced experts.
- The kit provides a model of the management system that is simple and free from excessive paperwork.

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## **Chapter-4.0 BENEFITS OF USING OUR DOCUMENTATION KIT**

- 1. By using these documents, you can save a lot of your precious time while preparing the ISO documents.
- 2. The kit takes care of all the sections and sub-sections of ISO/IEC 17065 standards and helps you to establish better system.
- 3. This documentation kit enables you to change the contents and print as many copies as you need. The users can modify the documents as per their industry requirements and create their own ISO/IEC 17065:2012 documents for their organization.
- 4. It will save much cost in document preparation.
- 5. You will get a better control in your system due to our proven formats.
- 6. You will also get a better control in your system as our proven documents and templates are developed under the guidance of experts and globally proven consultants. The team has a rich experience of more than 25 years in the ISO consultancy.
- 7. Our products are highly sold across the globe and are used by many multinational companies. They have got total satisfaction as well as experienced value for money.
- 8. In the preparation of documentation kit, our team has verified and evaluated the entire content at various levels. More than 1000 hours have been spent in the preparation of this documentation kit.
- 9. The entire kit is prepared by a globally proven team of leading ISO consultants.

## **Chapter-5.0 METHOD OF ONLINE DELIVERY**

On completion of the secured purchase, we provide a username and password to download the product from our FTP server. We provide instant online delivery of the kit to the users by sending an e-mail of username and password.

# For purchase, Click Here ⇒ BUY



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