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5 Management Responsibility	Observation/Comments	Results
5.1 Management Commitment		
Has top management demonstrated		
commitment to both the development and		
implementation of the QMS and		
maintaining its effectiveness:  a) Communication the importance of		
meeting customer requirements and		
statutory/regulatory requirements:		
b) Establishing a written quality		
policy?		
c) Identifying quality objectives		
d) Conducting management reviews?		
e) Ensuring resources are available?		
Additional questions		
Traditional questions		
5.2 Customer Focus		
Does your organization have a process in		
place to identify your customer		
requirements?		
Are your customer needs and requirements		
identified and met on a continual basis?		
?		
Additional questions		
5.3 Quality Policy		
Has top management established a quality		
policy that:		
a) Is appropriate to the purpose of your		
organization?		
b) Includes a statement of commitment		
to meet requirements and to		
maintain the effectiveness of the		
QMS?		
c) Provides a framework for		
establishing and reviewing quality		
objectives?		
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