



ISO 9001:2015 QUALITY POLICY TEMPLATE

Organization Name:

Document ID: [Unique Identifier]

Date of Issue: [Date]

[Organization Name] Quality Policy

1. **Scope:** This Quality Policy applies to all products, services, and processes within [Organization Name]. It encompasses all aspects of the organization's operations, including design, production, delivery, and customer service. The policy is applicable to all employees, contractors, and third-party entities involved in the provision of products and services.
2. **Applicability:** This policy is applicable to all personnel working within [Organization Name], regardless of their role or level within the organization. It extends to all departments, functions, and activities involved in the provision of products and services to customers.
3. **Commitment to Quality:** [Organization Name] is committed to delivering products and services that meet or exceed customer expectations and regulatory requirements. This commitment is reflected in the following principles:
 - Ensuring customer satisfaction through the consistent provision of high-quality products and services.
 - Continuously improving processes and procedures to enhance product quality and organizational performance.
 - Complying with all relevant legal and regulatory requirements governing the organization's operations.
 - Fostering a culture of quality and accountability throughout the organization.
4. **Customer Focus:** [Organization Name] places a strong emphasis on understanding and meeting customer requirements. This includes:
 - Identifying and addressing customer needs and expectations.
 - Communicating effectively with customers to ensure their satisfaction.
 - Monitoring customer feedback and taking appropriate actions to address any issues or concerns.
5. **Continual Improvement:** Continual improvement is a fundamental principle of [Organization Name]'s quality management system. This involves:



- Regularly reviewing processes and procedures to identify opportunities for improvement.
 - Implementing corrective and preventive actions to address nonconformities and prevent recurrence.
 - Encouraging innovation and creativity to drive ongoing enhancements in product quality and organizational effectiveness.
6. **Compliance:** [Organization Name] is committed to compliance with all applicable legal and regulatory requirements related to product quality and safety. This includes:
- Adhering to relevant industry standards and best practices.
 - Ensuring the safety and integrity of products throughout their lifecycle.
 - Maintaining accurate and transparent records of compliance activities.
7. **Employee Involvement:** [Organization Name] recognizes the importance of employee involvement in achieving quality objectives. This involves:
- Providing training and development opportunities to enhance employee skills and knowledge.
 - Encouraging employees to actively participate in quality improvement initiatives.
 - Recognizing and rewarding employee contributions to quality and performance excellence.
8. **Review and Revision:** This Quality Policy will be reviewed periodically to ensure its ongoing relevance and effectiveness. Any necessary revisions will be made in response to changes in the organization's operations, customer requirements, or the quality management landscape.

Acknowledgment: All employees are required to read, understand, and adhere to this Quality Policy. By signing below, employees acknowledge their commitment to upholding the principles and objectives outlined herein.

Date of Policy Approval: [Insert Date]

Signature: [Authorized Signatory]