

Match the columns

ISO review

section 5 Management Responsibility

Management representative	Individual responsible for: promoting customer requirements and reporting on the performance of the QMS
Quality objectives (goals)	Is responsible for customer requirements such as: specific product requirements, availability, delivery, regulatory and legal requirements.
Quality policy	A required meeting to regularly evaluate the performance of the QMS
Upper management	A statement that is: appropriate, commits to meeting requirements, addresses continuous improvement, communicated, understood and reviewed.
Management review	Measurable consistent goals established by upper management

section 6 Resource Management

Work environment	Buildings, works space, equipment and supporting services.
Infrastructure	Failure to enhance customer satisfaction by meeting customer requirements is in this clause.
Training records	The set of conditions under which work is performed.
Provision of resources	Skills, education, training, knowledge and experience
Competency	Documents showing each persons' education, training skills and experience

section 7 Product Realization

Traceability	Clause invoked when gages are found to be inaccurate
Design and development	The plan for validating purchased services and materials.
Product realization	The work the organization goes through to develop, manufacture and deliver the finished goods
Verification of purchased product	Process that transforms requirements into specified characteristics/specification of a product, process or system
Control of monitoring and measuring devices	History, application or location of the item under consideration

section 8 Measurement, Analysis, and Improvement

Control of non-conforming product	The type of data that must be analyzed
Customer satisfaction	Perception of the degree to which the requirements have been fulfilled
Appropriate	Fix it, change, scrap it or have the customer accept it
Corrective action	Action to eliminate the cause of a detected nonconformity or other undesirable situation.
Preventive Action	Action to eliminate the cause of a potential nonconformity or other undesirable potential situation.