

QMS Documentation Hierarchy

ISO 9001 Certification Goal: embed a quality management system in an organization to provide a company with the ability to consistently provide products and services that meet customer and regulatory requirements. The standards help organize processes, improve efficiency, and continually improve.

- **Level I** - The Quality Management System Manual is the highest-level document outlining company-level quality requirements and procedures. The quality policy can be included in the QMS.
- **Level II** - Procedures describe how the organizations will satisfy the general requirements defined in the QMS manual.
- **Level III** - Work instructions define the activity to be performed, including the requirements, responsibilities and supporting specifications.

