

**MANUAL**

**OPERATIONAL**

**ISO: 9001-9004**

**DISTRIBUTION & REVIEW**

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**PURPOSE OF MANUAL**

**INTRODUCTION**

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**PREFACE**

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**DESIGN & DEVELOPMENT**

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**QUALITY OBJECTIVES & STANDARDS**

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**MANAGEMENT RESPONSIBILITY**

**QUALITY MANAGEMENT SYSTEM**

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**QUALITY ANALYSIS**

**QUALITY MEASUREMENT**

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**SERVICE REALIZATION**

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**RESOURCE MANAGEMENT**