


**MSI QUALITY MANAGEMENT SYSTEM
(ISO 9001:2015 MANUAL)**

ISO 9001:2015	MSI QUALITY MANAGEMENT MANUAL
I. Introduction on the Manual (scope of the Operations Manual, content, system of amendment and revision distribution)	Section 1: Scope and Applicability Manual Distribution – page i Amendment History – page ii
II. Definition of terms and acronyms	Section 2: Definition of Terms and Acronyms
III. General Information about the Agency and the Selected Areas of Operation	Section 3: Organizational Profile
IV. Organizational Structure and Responsibilities of Relevant Roles (indicates the organizational structure, duties and responsibilities of relevant roles)	Section 3: Organizational Profile Section 4: Management Responsibility
V. Operational Control and Supervision (describes the powers of authority, supervisory and operational controls)	
VI. Statement of QMS scope, including the Process, Model/Map showing the processes, products and services covered by the QMS	Section 1: Scope and Applicability Section 3: Organizational Profile
VII. Justification for ISO 9001 requirements (s) that is (are) not applicable to the scope of the QMS, if there is any	Not Applicable
VIII. Description of the processes covered by the QMS, e.g. management, core and support processes, including the responsibilities and basic controls applied to ensure effective operations.	Section 1: Scope and Applicability Section 3: Organizational Profile
IX. Description of the organizational context e.g. PESTLE (Political, Economic, Social, Technological, Legal and Environmental)	Section 3: Organizational Profile Section 5: Planning
X. Description of type and extent of control of external providers to ensure that externally provided processes, products and services meet requirements	Section 7: Quality Procedure
XI. Description of key stakeholders and their requirements and expectations	Section 3: Organizational Profile
XII. Annexes	
1. Approved Quality Policy	Section 4: Management Responsibility
2. Approved quality objectives of all offices/units, e.g. OPCR and DPCR, quality objectives and plans, balanced scorecards, and other documented performance targets demonstrating the current Administration's directive to improve frontline or core processes performance	MSI Reference 1*
3. List of internal and externally generated references/documents necessary for the effective planning and operations of the QMS, include the document title, document code originator (source of document), effective date, and revision number if applicable	MSI Reference 2*
4. Mechanisms for determining customer satisfaction and feedback (e.g. customer satisfaction survey form or procedure)	MSI Reference 3*
5. Operations procedures – shall include the operating procedures of the frontline or core	MSI Reference 4*

process(es) covered by the QMS, with clear description of the control of service delivery i.e. characteristics of the products to be produced, the services to be provided, or the activities to be performed and the results to be achieved, and the implementation of actions to prevent human errors.	
6. Tools, forms, templates, guidelines or procedures, for the following processes:	MSI Reference 5*
a. Control of Documented Information	
b. Internal Audit for the QMS	
c. Control of Non-Conforming Outputs	
d. Nonconformity and Corrective Action	
e. Monitoring and Measurement of Client Satisfaction	
f. Management Review	
7. Approved list of identified relevant interested parties, including their issues, and corresponding action plans to address the issues	MSI Reference 6*
8. Approved list of identified risks and opportunities with corresponding action plans	MSI Reference 7*

*In accordance with the company's existing policies on information security, these references are not posted but will be made available upon request for validation purposes.


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 President-CEO/General Manager