Process Interaction of The Quality Management System

Function	Top Management	Tender / Contract	Design	Project
Processes				
PLAN	**Quality Planning** - Context of The Organization - Quality Management Programme - Quality Policy & Quality Objective - Responsibility & Authority	**Customer Requirement** - Enquiry Handling - Pre-Tender Handling Tendering Process Estimation / Pricing - Summary / Approval - Tender Submission - Post-Tender Handling Tender Interview - Awarded Contract - Contract Review - Variation Control	**Design & Development** - Design Planning - Design Input / Output - Design Review - Design Verification / Validation - Design Changes	**Project Planning** - Resources & Work - Master Programme - Project Quality Plan - Material Quality Plan - Works Quality Plan
DO			**Administration & Finance** **Resource Management** - Human Resource (Training) - Externally Provided Processes, Products and Services - Infrastructure (Maintenance) - Calibration (Monitoring & Measurement Devices) - Technical Document Control	**Project Management** - Mobilization - Technical / Engineering Document Control (Drawing process / Submission & Approval process) - Site Construction Activities (various trades work) - Material Control (sourcing / inspection & testing) - Work Control (work deployment - work supervision on sub-contracting work / inspection & testing) - Control of Non-conforming Product - Contract Variation - Work Environment & Safety Control - Work Completion (Handover, Authority Inspection, Practical Completion) - Servicing (Rectification works during Defect Liability Period)
CHECK	**Measurement, Analysis & Improvement**	**Customer Satisfaction** / Legal Requirement		
ACT	**System Control** - **Internal Audit** - **Control of Documented Information** - **Management Review** - **Legal Compliance** - **ISO Compliance** - **Policy / Objectives Achievement** - **(QMP) Performance** - **Quality Management System Effectiveness**	**Data Analysis** **(Risk Management** **(Corrective Action** **(Improvement Action** **Continual Improvement**		