

	ISO 9001-2008 PROCEDURE	PROCESS OWNER Managing Director		
PROCEDURE TITLE:	DOCUMENT NUMBER: ISO_4-1	REVISION LEVEL: Final Draft	REVISION DATE: 11/19/08	Approval: Managing Director
General Requirements				

Purpose/Scope:

Define responsibilities and requirements for management and maintenance of the Washtenaw County Road Commission quality system to ensure its effectiveness and continual improvement.

Responsibility:

The Managing Director with support from department Directors and the Quality System Management Representative are responsible to assure that the WCRC quality system is representative of current procedures and policies to implement an effective quality management system.

ISO 9001:2008 Reference: 4.1 - General Requirements

Policy:

WCRC has established and maintains a documented quality system to assure that products and services conform to customer requirements. WCRC Senior Management is responsible for providing resources to manage and maintain the quality system including the following:

- Maintaining methods to assure the quality system processes are controlled and effective
- Provide adequate resources and direction to support the quality system
- Monitor, measure, and analyze the quality system processes
- Taking actions necessary to achieve planned results and continual improvement of the quality system
- Maintaining adequate control over contracted processing or services to assure product quality

The WCRC Macro Business flow chart has been designed to identify key business processes and the overall flow of how work and business is conducted within the road commission. The purpose of the macro process flow includes:

- Identification of the key business processes needed to support the quality management system and implementation
- Define the sequence and interaction between these processes



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