

Typical Quality Manual

CORPORATE

SOPS

DJIS

DPSS

FORMS

REFERENCE
DOCUMENTS

SECTION ONE

Corporate

In this section, insert the following:

- Mission Statement
- Corporate Goals
- Critical Success Factors
- Performance Standards
- Corporate Policies
- Service Quality Indicators

CORPORATE

SECTION TWO

Standard Operating Procedures (SOPs)

SOPS

Insert Standard Operating Procedures in this section

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SECTION THREE

Detailed Job Instructions (DJIs)

Insert Detailed Job Instructions in this section

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SECTION FOUR

Departmental Policies and Standards of Service (DPSS)

Insert Departmental Policies
and Standards of Service (DPSS) in this section

SECTION FIVE

Forms

Insert Forms in this section

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SECTION SIX

Reference Documents

Insert Reference Documents in this section