Figure 1  Quality assurance system chart

- **Quality system**
  - Business policy
    - Sales/equipment/human resource planning
  - Quality policy
    - Marketing research
      - Catalog product proposal
        - Product commercialization review
          - Design review
            - Prototype
              - Design verification
                - Pilot first sample, first product
                  - Design validation
                    - Standard procedures, initial production control planning
                      - Product authorization
                        - Order
                          - Receive order
                            - Production planning
                              - Purchasing
                                - Supplier registration
                                  - Material registration
                                    - Incoming
                                      - Subcontracting
                                        - Production
                                          - Calibration
                                            - Receiving inspection
                                              - Nonconforming product control
                                                - Inspection
                                                  - Product storage
                                                    - Shipment
                                                      - Delivery
                                                        - Complaint
                                                          - Reception
                                                            - Confirmation
                                                              - Root cause investigation, recurrence prevention
                                                                - Acceptance
                                                                  - Answer
                                                                    - Customer satisfaction report
                                                                      - Management review
                                                                        - Corrective/preventive action
                                                                          - Internal quality audits
                                                                            - Quality relevant meeting
                                                                              - Evaluation of the quality objectives