Figure 1 Quality assurance system chart

- **Quality system**
  - Business policy
  - Quality policy
  - Marketing research

- **Design**
  - New needs
  - Custom products
  - Design plan

- **Production**
  - Order
  - Production planning
  - Purchasing
  - Supplier registration

- **Use**
  - Complaint
  - Acceptance
  - Customer satisfaction

- **Improvement**
  - Management review

**Quality policy**
- Catalog product proposal
- Quality objectives

**Marketing research**
- Business policy
- Sales/equipment/human resource planning

**Quality system**
- Education, training
- Quality manual, division procedures, document control

**Design**
- Design plan
- Prototype
- Design review
- Design verification
- Design validation
- Design review
- Product commercialization review
- Standard procedures, initial production control planning
- Product authorization

**Production**
- Production planning
- Material manufacture
- Subcontracting
- Supplier planning
- Material registration
- Material manufacture
- Receiving inspection

**Use**
- Complaint reception
- Confirmation
- Root cause investigation, recurrence prevention
- Report
- Corrective/preventive action
- Internal quality audits
- Quality relevant meeting

**Improvement**
- Evaluation of the quality objectives
- Customer satisfaction report
- Customer satisfaction report
- Complaint reception
- Acceptance
- Customer satisfaction report