

# INTERNATIONAL STANDARD

**ISO  
10013**

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## **Guidelines for developing quality manuals**

*Lignes directrices pour l'élaboration des manuels qualité*



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Contents

	Page
1 Scope .....	1
2 Normative reference .....	1
3 Definitions .....	1
4 Documentation of quality systems .....	1
5 Process of preparing a quality manual .....	3
6 Process of quality manual approval, issue and control .....	3
7 What to include in a quality manual .....	4

Annexes

A Typical quality system document hierarchy .....	7
B Example of a possible format for a section of a quality manual .....	8
C Example of a section of a quality manual .....	10
D Bibliography .....	12

## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

International Standard ISO 10013 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

Annexes A, B, C and D of this International Standard are for information only.

## Introduction

The ISO 9000 family of International Standards includes requirements for quality systems which can be used to achieve common interpretation, development, implementation and application of quality management and quality assurance.

The ISO 9000 family of International Standards requires the development and implementation of documented quality systems, including the preparation of quality manuals.

ISO 8402:1994, *Quality management and quality assurance — Vocabulary*, defines a quality manual as a document stating the quality policy and describing the quality system of an organization. This may relate to an organization's total activities or to a selected part of those activities; for example, specified requirements depending upon the nature of products or services, processes, contractual requirements, governing regulations or the organization itself.

It is important that the requirements and content of the quality system and quality manual address the quality standard they are intended to satisfy. This International Standard provides guidelines for developing such quality manuals.