7.5.1 Control of production and service provision

With a general process (7.5.1) the emphasis is about controlling the product and that all necessary elements of the production process are planned and conducted under control conditions to ensure customer requirements are met.

The availability of specifications that define the characteristics of the product should be defined as part of the order acceptance process. The availability of clearly understandable work instructions for subsequent activities necessary for achieving product conformity should be provided.

The following items should be implemented to maintain control of production processes:

* The availability of information describing product characteristics
* The availability of work instructions
* The use of suitable equipment
* The availability of monitoring and measuring devices
* The implementation of monitoring and measurement processes
* The implementation of release, delivery and post-delivery activities

This clause is applicable to both product and service provision and therefore cannot be excluded from the scope of your QMS.

### Should I document Control of Production and Service Provision?

It is not a mandatory requirement to document your production and service provision process. However, you should always look to adequately define and control any operational processes that directly impact upon product quality. Therefore, the implementation of a production and service provision procedure will be appropriate to most businesses where such activities are undertaken.

### How's best to document the process?

Develop and implement a procedure that defines:

* How the organisation ensures purchased products conform to specified requirements
* How the organisation evaluates potential suppliers
* What information is required for product approval
* Any QMS requirements
* Any design and development interfaces
* How the purchased product is verified

### Looking for help documenting this process?

We provide a Process Control Procedure template to help you manage this process in many of our [ISO Templates](http://www.iso-9001-checklist.co.uk/products.htm).

### Measuring Control of Production and Service Provision effectiveness

The effectiveness of the production and service provision may be evaluated by reviewing all elements of process and by looking for evidence that all activities are planned and conducted under controlled conditions.