Process Responsibility Matrix			Management				Operation					Support					Other									
The process matrix provides a very convenient overview of all the processes that make up your management system. Defining the sequence and interaction of processes is also a requirement. This process matrix itself can satisfy this requirement.  1. Enter the process/functional area names in Row 2, we've included examples to get you started.  2. Enter an 'X' in the cell if the process has responsibility for ensuring conformity to clause(s) listed below.  3. Using the 'filter' drop-down menu, select 'X' to show the applicable clauses for each process.		ISO 9001:2015	Management System & Processes	Business Planning	Sales & Marketing	Quality Management	Business Review & Improvement	Operational Planning	Order/Quote Fulfillment	Design & Development	Procurement & Supply	Production/Manufacturing	Inspection & Calibration (QC)	Storage, Packing & Shipping	Facilities & Maintenance	Corrective Action	Internal Audit	Customer Service	Human Resources & Training	Document Control & Knowledge	Other 1	Other 2	Other 3	Other 4	Other 5	Other 6
4	Context of the Organization																									
4.1	Organizational Context	Q	Х	Х																						
4.2	Relevant Interested Parties	Q	Х	Х																						
4.3	Management System Scope	Q	Х	Х																						
4.4	Management System Processes	Q	Х	Х	Х	х	х	х	Х	х	Х	х	X	х	Х	X	X	Х	X	X						
5	Leadership, Commitment and Worker Participation																									
5.1	Leadership and Commitment																									
5.1.1	General	Q	X	X																						
5.1.2	Customer Focus	Q	X	Х	Х	х	Х	х	Х	Х	Х	х	X	Х	X	X	X	X	X	X						
5.2.1	Establishing our Policies	Q	X	Х																						
5.2.2	Communicating our Policies	Q	X	Х																						
5.3	Roles, Responsibilities and Authorities	Q	Х	Х				х											X							
6	Planning																									
6.1	Actions to Address Risks and Opportunities	Q	Х	Х	Х	х	Х	х	Х	Х	х	х	X	х	X	X	X	X	X	X						
6.2	Objectives & Planning to Achieve Them	Q	Х	Х				х																		
6.3	Planning for Change	Q	Х	Х		Х		Х							Х											
7	Support																									
7.1	Resources																									
7.1.1	General	Q	Х	Х	Х	Х	х	Х	Х	Х	Х	х	Х	Х	Х	Х	X	Х	Х	X						
7.1.2	People	Q	Х	Х				Х											Х							
7.1.3	Infrastructure & Natural Resources	Q	X	Х				х							X											

## **Process Application**

- 4. Use this worksheet to map out how your organization establishes, implements, maintains and continually improves its management system, its processes and their interactions, in accordance with the requirements of ISO 9001:2015 Clause 4.4.
- 5. The completed process matrix becomes the roadmap to the entire management system. It allows personnel to clearly understand how your organization's processes fit together.

Process Name	4.4.1a	4.4.1a	4.4.1a	4.4.1b	4.4.1c	4.4.1d	4.4.1e	4.4.1f	4.4.1f	4.4.1g	4.4.1h	
Process Name	Inputs	Activities	Ouputs	Interaction	Criteria & Methods	Resources	Responsibility	Risks	Opportunities	Evaluation	Improvement	
Management System & Processes	Standards	Conformance to requirements	Customer satisfaction	See quality manual and	Process performance	Defined in business plan	Top Management	Refer to the Risk & Opportunity	Refer to the Risk & Opportunit	y Internal audit	Refer to the Corrective Action	
	Management system data		Compliance data/evidence	interactions Map (Appendix 1)	Process control		Quality Manager	Register	Register	Business review meetings	Log and the Process	
				and Process Matrix						Scorecards/dashboards	Effectiveness Assessment Form	
Business Planning	Interested party requirements	Strategic planning	Business plan	See quality manual and	Achievement of business plan	Defined in business plan	Top Management	Refer to the Risk & Opportunity	Refer to the Risk & Opportunit	y Internal audit	Refer to the Corrective Action	
	Environmental risks	Risk management	Key measures	interactions Map (Appendix 1)	Improvement of key measures			Register	Register	Business review meetings	Log and the Process	
	OHS hazards		Communication	and Process Matrix	Net income					Scorecards/dashboards	Effectiveness Assessment Form	
	Market research		Policies									
	Customer feedback		Objectives									
	Organizational vision											
	Past experience											
Sales & Marketing	Market research	Explore new product	Pricing	See quality manual and	Revenue growth	Defined in business plan	Sales & Marketing Manager	Refer to the Risk & Opportunity	Refer to the Risk & Opportunit	y Internal audit	Refer to the Corrective Action	
	Innovation	opportunities	Design inputs	interactions Map (Appendix 1)	Net income			Register	Register	Business review meetings	Log and the Process	
	Competitive data	Set pricing	Marketing media	and Process Matrix						Scorecards/dashboards	Effectiveness Assessment Form	
	Industry benchmarking	Develop marketing								Customer feedback		
		Publish sales literature										
Quality Management												
Business Review & Improvement												
Operational Planning												
Order/Quote Fulfillment												
Design & Development												
Production/Manufacturing												
Procurement & Supply												
Inspection & Calibration (QC)												
Storage, Packing & Shipping												
Facilities & Maintenance												
Corrective Action Internal Audit											+	
Customer Service												
Human Resources & Training												
Document Control & Knowledge					<u> </u>							
Other 1												
Other 2												
Other 3												
Other 4												
Other 5												
Other 6												