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1.0 – USER'S GUIDE

1.1 About the NEDA Quality Manual

This Quality Manual is the second version of the NEDA-ICC Secretariat's Quality Management System prepared to define the Agency's interpretation of ISO 9001:2015 Quality Management System requirements, and also to reflect its intentions and commitments to comply with international standards. This Manual will be the primary document of the NEDA-ICC Secretariat's QMS, providing a top-level perspective of its operating policies and subsequent approaches to ensure that it consistently conforms to specified requirements, including applicable statutory and regulatory requirements.

1.2. Purposes of the NEDA Quality Manual

This Quality Manual is published to fulfil the following purposes:

- To formally define NEDA-ICC Secretariat's QMS commitments, policies, and directions towards meeting the ISO 9001:2015 requirements;
- To strengthen internal communication within the NEDA-ICC Secretariat's and ensure compliance by all concerned;
- To define desired outcomes as basis for purposeful action leading to effectiveness and efficiency of all processes in the QMS;
- To streamline NEDA/ICC processes and ensure process continuity, accountability, and clarity of roles, responsibilities, and authorities as part of defining process ownership;
- To provide objective evidences (indications) of process implementation, control, and improvement while consistently providing proactive risk controls and maximizing opportunities through a process approach.

1.3 Quality Manual Distribution


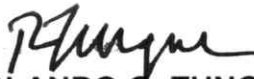

This Quality Manual is distributed to the NEDA Management Committee and other officials as detailed in Annex 9: Quality Manual Distribution List.



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1.4 QMS Documentation Structure

Level	Type and Description of Documented Information
1	Quality Manual. Documented information that describes the specification for the Quality Management System of the NEDA-ICC Secretariat. It covers the operating policies, processes, responsibilities, authorities, and commitments of the NEDA-ICC Secretariat to enable it to consistently comply with the requirements of ISO 9001:2015.
2	Procedure. Documented information that describes a specified way to carry out an activity or a process; describes the flow and interaction of activities using flow chart, narrative description, or other means, including the relevant forms and references.
3	Support Documents. Documented information that provide specific details about activities and how to do them. In the NEDA-ICC Secretariat's QMS, these include: Work Instructions, Forms, Guidelines, Plans, Job Descriptions, Risk Registers, among others.
4	Records. Documented information retained to provide evidence of conformity to requirements, the activities performed or results achieved.

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