

# Rose Electronics Distributing Co., Inc.

## Quality Manual

MAN-06-1

### RESOURCE MANAGEMENT

Section 6.1

Section Rev.: 0001

Rev. Date: 08/01/02

Section Page 1

## Provision of Resources

### *GENERAL POLICY*

Top executive management is committed to provide adequate resources for the implementation and improvement of the quality system, and for addressing customer satisfaction.

### PROCEDURAL POLICIES

#### 1. General

1.1 Resources required for implementation and improvement of the quality system, and for addressing customer satisfaction, may include people, suppliers, information, infrastructure, work environment, and financial resources.

#### 2. Determination of resource requirements

2.1 Quality Assurance manager and other management personnel involved in the quality system are responsible for determining resource requirements for the implementation and improvement of the system.

2.2 Marketing manager is responsible for determining resource requirements for addressing customer satisfaction. This is based on input from other management personnel responsible for activities relevant to particular aspects of customer satisfaction. Operational Procedure QOP-82-01, Customer Satisfaction, explains how information about customer satisfaction is collected and analyzed.

2.3 The principal forum for determining and communicating resource requirements are management reviews of the quality system. Operational Procedure QOP-56-01, Management Review, explains this process.

#### 3. Provision of resources

3.1 Top executive management has the responsibility and authority for provision of resources.

3.2 Allocation of resources for particular activities is integrated with the process of defining and initiating the activity. It may take the form of personnel assignments, allocation of space or equipment, training, procurement decisions, budgets, etc.

Approved by & date:

Effective Date:  
January 1, 2003

Originated by : Sally Chun

This Revision Date : August 1, 2002

**If this is a paper copy, it is uncontrolled. You must verify the on-line revision before using.**

## Provision of Resources

- 3.3 Allocation of resources may be documented in the quality manual, operational procedures, minutes of meetings, memoranda, or any other form. Approvals of resource allocations may be also communicated verbally.
- 3.4 Management review of the quality system is the principal forum for allocation of resources for the operation and improvement of the system. All actions initiated by the review are supported by allocation of specific resources necessary for their implementation. Operational Procedure QOP-56-01, Management Review, defines this process.

### ASSOCIATED DOCUMENTS

- Operational Procedure QOP-56-01: Management Review
- Operational Procedure QOP-82-01: Customer Satisfaction