

VERSION NO. 1	MANUAL TITLE QUALITY MANUAL	DOCUMENT NO. QM 12.0
	DOCUMENT NAME CROSS REFERENCE MATRIX	REVISION NO. 0
		EFFECTIVITY DATE DECEMBER 5, 2016
		PAGE NO. 1 of 4

ISO CLAUSE	DESCRIPTION	REFERENCE
4.0	Context of the organization	QM 4.0
4.1	Understanding the organization and its context	QM 4.0, CIM 4.8, CIM 5.0
4.2	Understanding the needs and expectations of interested parties	QM 4.0, CIM 4.8, CIM 5.0
4.3	Determining the scope of the quality management system	QM 4.0
4.4	Quality management system and its processes	QM 3.3, QM 4.0, QM 11.0, QM 12.0, Quality Manual, Curriculum and Instruction Manual, Student Affairs Manual, Student Services Manual, Finance and Administration Manual, Research, System Office Services Manual, Job Descriptions Manual
5.0	Leadership	QM 5.0
5.1	Leadership and commitment	QM 3.1, QM 5.0, CIM 4.8, FAM 3.0
5.2	Policy	QM 5.0
5.3	Organizational roles, responsibilities and authorities	QM 3.4, QM 5.0, Job Descriptions Manual
6.0	Planning	QM 6.0
6.1	Actions to address risks and opportunities	QM 6.0
6.2	Quality objectives and planning to achieve them	QM 6.0, FAM 3.0
6.3	Planning of changes	QM 6.0, QM 13.5, CIM 3.3, CIM 4.1, FAM 3.0



VERSION NO. 1	MANUAL TITLE QUALITY MANUAL	DOCUMENT NO. QM 12.0
	DOCUMENT NAME CROSS REFERENCE MATRIX	REVISION NO. 0
		EFFECTIVITY DATE DECEMBER 5, 2016
		PAGE NO. 2 of 4

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7.0	Support	QM 7.0
7.1	Resources	QM 7.0, CIM 3.2, FAM 8.1
7.1.1	General	QM 7.0
7.1.2	People	QM 3.4, QM 7.0, CIM 3.1, CIM 3.2, FAM 4.1, FAM 4.4, Job Descriptions Manual
7.1.3	Infrastructure	QM 7.0, CIM 3.2, CIM 4.4, SSM 4.5, SSM 5.2, FAM 6.2, FAM 6.4, FAM 6.5
7.1.4	Environment for the operation of processes	QM 7.0, CIM 3.2, CIM 4.4, SSM 5.2, SSM 6.2, FAM 6.3, FAM 6.6, FAM 7.1
7.1.5	Monitoring and measuring resources	QM 7.0, CIM 3.3, CIM 4.4, CIM 4.5, CIM 5.0, SOM 3.0, SOM 5.0, SOM 6.1-SOM 6.2, SSM 3.1-SSM 3.8, SSM 4.1-SSM 4.5, SSM 5.2, SSM 6.1-SSM 6.3, SSM 6.5, FAM 3.0, FAM 4.6, FAM 4.7, FAM 4.8, FAM 5.3-FAM 5.7, FAM 8.2, FAM 9.4, FAM 9.5
7.1.6	Organizational knowledge	QM 7.0, CIM 4.1, CIM 4.5, CIM 4.8
7.2	Competence	QM 7.0, CIM 5.0, FAM 3.0, FAM 4.7, FAM 4.8
7.3	Awareness	QM 7.0, CIM 5.0, FAM 4.7, FAM 4.8
7.4	Communication	QM 7.0, CIM 4.8, CIM 5.0, SSM 6.4, FAM 3.0, FAM 11.1, FAM 13.0
7.5	Documented information	QM 7.0, QM 13.1, SSM 6.3, SSM 7.2, SOM 5.0, FAM 4.2, FAM 11.2, FAM 12.1-FAM 12.3
8.0	Operation	QM 8.0
8.1	Operational planning and control	QM 8.0, QM 11.0, CIM 3.1-CIM 3.3, CIM 4.2
8.2	Requirements for products and services	QM 8.0, CIM 3.1-CIM 3.3, CIM 4.1, CIM 4.4, SOM 4.0, SOM 5.0, SSM 3.1-SSM 3.4, SSM 3.8, SSM 4.1, SSM 5.1
8.3	Design and development of products and services	QM 8.0, CIM 4.1, SOM 4.0, SOM 5.0
8.4	Control of externally provided processes, products and services	QM 8.0, CIM 3.2, CIM 4.4, SSM 4.1, SSM 8.1, SSM 8.2, FAM 5.1-FAM 5.3, FAM 6.3, FAM 6.6



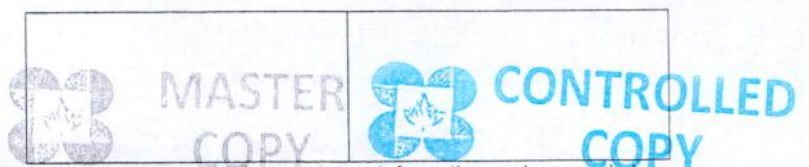
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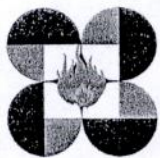


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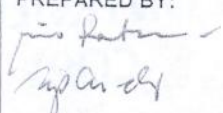
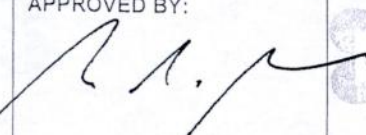
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	DOCUMENT NAME CROSS REFERENCE MATRIX	REVISION NO. 0
		EFFECTIVITY DATE DECEMBER 5, 2016
		PAGE NO. 3 of 4

ISO CLAUSE	DESCRIPTION	REFERENCE
8.5	Production and service provision	QM 8.0
8.5.1	Control of production and service provision	QM 8.0, CIM 3.1, CIM 3.3, CIM 4.2-CIM 4.8, SAM 3.1-SAM 3.3, SAM 4.0-SAM 6.0, SAM 7.1-SAM 7.3, SSM 3.5, SSM 4.1-SSM 4.5, SSM 5.1, SSM 5.2, SSM 6.1, SSM 6.5, SSM 7.1-SSM 7.4, SSM 9.0, FAM 6.1-FAM 6.3, FAM 6.6, FAM 6.7, FAM 7.2-FAM 7.5, FAM 8.2, FAM 9.1-FAM 9.5, FAM 10.1-FAM 10.3, FAM 13.0
8.5.2	Identification and traceability	QM 8.0, CIM 3.1, CIM 4.4, CIM 4.6, CIM 4.7, SSM 4.2
8.5.3	Property belonging to customers or external providers	QM 8.0, CIM 4.4, CIM 4.5
8.5.4	Preservation	QM 8.0, CIM 4.4, CIM 4.6, CIM 4.7, SSM 4.4, SSM 4.5, FAM 5.3, FAM 5.4, FAM 5.6
8.5.5	Post-delivery activities	QM 8.0, SSM 3.6, SSM 3.7
8.5.6	Control of changes	QM 8.0, QM 13.5, CIM 3.3, FAM 3.0
8.6	Release of products and services	QM 8.0, CIM 3.1, CIM 3.3, CIM 4.2, CIM 4.4-CIM 4.8, SAM 3.1-SAM 3.3, SAM 4.0-SAM 6.0, SAM 7.1-SAM 7.3, SOM 3.0, SOM 4.0, SOM 5.0, SOM 6.1-SOM 6.2, SSM 3.2-SSM 3.5, SSM 3.7, SSM 4.1-SSM 4.5, SSM 5.1, SSM 5.2, SSM 6.1, SSM 6.5, SSM 7.2, SSM 7.3, SSM 9.0, FAM 6.1-FAM 6.3, FAM 6.6, FAM 6.7, FAM 8.1, FAM 8.2, FAM 9.1-FAM 9.5, FAM 10.1-FAM 10.3, FAM 13.0
8.7	Control of nonconforming outputs	QM 8.0, QM 13.3, CIM 3.3, CIM 4.4, CIM 4.6, SOM 5.0, FAM 5.5, FAM 5.7



VERSION NO. 1	MANUAL TITLE QUALITY MANUAL	DOCUMENT NO. QM 12.0
	DOCUMENT NAME CROSS REFERENCE MATRIX	REVISION NO. 0
		EFFECTIVITY DATE DECEMBER 5, 2016
		PAGE NO. 4 of 4

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9.0	Performance evaluation	QM 9.0
9.1	Monitoring, measurement, analysis and evaluation	QM 9.0
9.1.1	General	QM 9.0,
9.1.2	Customer satisfaction	QM 9.0, CIM 4.8, CIM 5.0
9.1.3	Analysis and evaluation	QM 9.0, CIM 4.1, CIM 4.5-CIM 4.8, CIM 5.0, SAM 8.2, SOM 4.0, SOM 5.0, SSM 3.6, SSM 4.4, SSM 6.3, SSM 7.1-SSM 7.4, SSM 9.0, FAM 3.0, FAM 13.0
9.2	Internal audit	QM 9.0, QM 13.2
9.3	Management review	QM 9.0
10.0	Improvement	QM 10.0
10.1	General	QM 10.0
10.2	Nonconformity and corrective action	QM 10.0, QM 13.4
10.3	Continual improvement	QM 10.0, CIM 4.1, CIM 4.5-CIM 4.8, CIM 5.0, SAM 8.2, FAM 3.0, FAM 4.7, FAM 4.8

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