



ROSEWOOD MACHINE AND TOOL CO.	QMSP-1009 Control of External Products and Services		
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Purpose

This procedure is established to define the controls needed to ensure that externally provided processes, products, and services conform to specified requirements.

General

The organization ensures that externally provided processes, products, and services conform to specified requirements. The organization applies the specified requirements for the control of externally provided products and services when:

- products and services are provided by external providers for incorporation into the organization’s own products and services;
- products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- a process or part of a process is provided by an external provider as a result of a decision by the organization to outsource a process or function.

When externally provided products and services meet any of the criteria listed above, the actions listed below within the “Procedure for Control of External Products and Services” are completed at the company.

The organization has established and applied criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers based on their ability to provide processes or products and services in accordance with specified requirements. This is accomplished by executing and reviewing the results of the procedure, *QMSP-1004 Supplier Evaluation*.

The organization retains appropriate documented information of the results of the evaluations, monitoring of the performance and re-evaluations of the external providers. See the procedure, *QMSP-1004 Supplier Evaluation*, for details of where the documented information in the E2 System is recorded.

Procedure for Control of External products and services

In determining the type and extent of control applied to suppliers and outsourced services, the organization takes into consideration:

- the potential impact of the externally provided processes, products and services on the organization’s ability to consistently meet customer and applicable statutory and regulatory requirements;
- the perceived effectiveness of the controls applied by the external provider.



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At a minimum, the company provides the requirements for the following information to suppliers and outsourced services. This information is listed on the E2 Purchase Order, on the “Comments” tab:

- the requirements for the products and services to be provided or the processes to be performed on behalf of the organization;
- the approval or release of products and services, methods, processes or equipment;
- the competence required of personnel, including necessary qualification;
- their required interactions with the organization's quality management system;
- the controls and monitoring of the external provider’s performance to be applied by the organization;
- verification activities that the organization, or its customer, intends to perform at the external provider’s premises.

This also ensures that documented information is retained regarding this type of work at the company.

The organization ensures the adequacy of specified requirements prior to the communication to the external provider.