### NQA INTEGRATED PDCA

**Context of the Organization**
- **4.1** Understanding the organization and its context
- **4.2** Understanding the needs and expectations of interested parties
- **4.3** Determining the scope of the quality management system
- **4.4** Quality management system and its context

**Quality**
- 5 Leadership
  - 5.1 Leadership commitment
  - 5.2 Policy
  - 5.3 Organizational roles, responsibilities and authorities
- 6 Planning
  - 6.1 Actions to address risks and opportunities
  - 6.2 Objectives and planning to achieve them
  - 6.3 Planning of changes
- 7 Support
  - 7.1 Resources
  - 7.2 Competence
  - 7.3 Awareness
  - 7.4 Communication
  - 7.5 Documented information
  - 7.1.4 Environment for the operation of processes
  - 7.1.5 Monitoring and measuring resources
  - 7.1.6 Organizational knowledge
  - 7.1.9 Organizational change
  - 7.2.1 Customer communication
  - 7.2.2 Customer feedback
  - 7.2.3 Review of the requirements for products and services
  - 7.2.4 Changes to requirements for products and services
  - 7.3.1 General
  - 7.3.2 Design and development planning
  - 7.3.3 Design and development controls
  - 7.3.4 Design and development inputs
  - 7.3.5 Design and development outputs
  - 7.3.6 Design and development changes
- 8 Operation
  - 8.1 Operational planning and control
  - 8.2 Requirements for products and services
  - 8.3.1 General
  - 8.3.2 Design and development planning
  - 8.3.3 Design and development controls
  - 8.3.4 Design and development inputs
  - 8.3.5 Design and development outputs
  - 8.3.6 Design and development changes
  - 8.4 Control of externally provided processes, products and services
  - 8.4.1 General
  - 8.4.2 Type and extent of control
  - 8.4.3 Information for external providers
  - 8.4.4 Production and service provision
  - 8.4.5 Control of production and service provision
  - 8.4.6 Identification and traceability
  - 8.4.7 Property belonging to customers or external providers
  - 8.4.8 Preservation
  - 8.4.9 Post-delivery activities
  - 8.4.10 Control of changes
  - 8.4.11 Release of products and services
  - 8.4.12 Control of nonconforming outputs

**Health & Safety**
- 5 Leadership
  - 5.1 Leadership commitment
  - 5.2 Policy
  - 5.3 Organizational roles, responsibilities and authorities
- 6 Planning
  - 6.1 Actions to address risks and opportunities
  - 6.2 Objectives and planning to achieve them
  - 6.3 Planning of changes
- 7 Support
  - 7.1 Resources
  - 7.2 Competence
  - 7.3 Awareness
  - 7.4 Communication
  - 7.5 Documented information
  - 7.1.1 General
  - 7.1.2 People
  - 7.1.3 Infrastructure
  - 7.1.4 Environment for the operation of processes
  - 7.1.5 Monitoring and measuring resources
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**Environment**
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  - 5.1 Leadership commitment
  - 5.2 Policy
  - 5.3 Organizational roles, responsibilities and authorities
- 6 Planning
  - 6.1 Actions to address risks and opportunities
  - 6.2 Objectives and planning to achieve them
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  - 7.1 Resources
  - 7.2 Competence
  - 7.3 Awareness
  - 7.4 Communication
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**Energy**
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  - 6.3 Planning of changes
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  - 7.1 Resources
  - 7.2 Competence
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**Check**
- 9.1 Monitoring, measurement, analysis and evaluation
- 9.2 Internal audit
- 9.3 Management review

**Act**
- 10.1 General
- 10.2 Nonconformity and corrective action
- 10.3 Continual improvement