

**Quality Works**  
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Lakewood, CO 80227  
Phone: 303 985 7942  
Fax: 303 984 2350  
[www.quality-works.com](http://www.quality-works.com)

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Date

Name

Position

Company name

Address

**Dear Customer,**

Thank you for your interest in Quality Works services. To follow up on our recent exchanges, I am pleased to offer the attached proposal. Please feel free to contact me if you have any questions or concerns. I will call you in a few days to clarify any aspects of the proposal.

Sincerely,

Mark Kaganov

Director of Operations

E-mail: [mark@quality-works.com](mailto:mark@quality-works.com)

Your Company Name Rev mmddyy

# ISO 9001:2000 QMS Development Proposal

## 1. Executive summary

Company Name ("Client"), located at Your Address, wishes to develop and implement an ISO 9001:2000 compliant quality management system (QMS). Quality Works ("Consultant") has knowledge and expertise to assist Client in developing such a QMS. Consultant will help your business to realize, among others, such benefits as:

- Cost reduction through decrease of non-conforming product;
- Improved utilization of time, human resources and materials through planning processes;
- Consistent quality and punctual delivery of products to the customers through use of documented processes;
- Reduced warranty costs through use of validated production and final inspection processes;
- A reduced number of customer inquiries and audits due to a certified QMS by a recognized registrar.

## 2. Why Quality Works?

We believe that Quality Works is the best choice for your company because:

- Our consultants have decades of cumulative experience in the design and implementations of QMSs in various industries;
- Our associates worked for or with numerous registrars and are familiar with general requirements and expectations of registrars of different calibers;
- Our documentation was developed based on the audits and analysis of QMSs of dozens of companies in various industries
- We focus on the optimization of documentation systems that result in smaller number of procedures. This makes it easier for your personnel to follow established documents.
- We will be glad to provide you with business references to witness our expertise, professionalism and punctuality in development of QMS and project management.

## 3. Deliverables

The Consultant agrees to deliver to the Client documentation for the ISO 9001:2000 QMS per attached Project Plan as following:

- 3.1 Design the QMS to satisfy requirements of the above standard and reflect Client's organization and business practices.
- 3.2 Develop a Quality Manual and Quality Policy to meet requirements of the above standard and Client's operation.

Your Company Name Rev mmddyy

- 3.3 Develop the second (procedures) and limited third level (forms) documentation to support Client's Quality Manual.
- 3.4 Conduct training of Client's personnel, at Client's discretion, for ISO 9001:2000 Standard and auditing techniques on-site for one day.
- 3.5 Consult the Client via the phone and or e-mail for a maximum of three hours per month on provided documents and their implementation.
- 3.6 Using processes established by the Client, assist the Client in selecting ISO 9001 registrar.
- 3.7 Prior to the certification audit, conduct on-site audit of the Client's QMS to determine readiness for the certification audit.
- 3.8 Conduct monthly reviews of the progress with the Client's representative and update the project plan.
- 3.9 Assist the Client during the certification audit for maximum of one day.
- 3.10 Simply speaking, we will walk you by the hand to the end of your registration process, making sure that this project results in certification of your QMS!

#### **4. Client Responsibilities**

In consideration for the above deliverables, the Client agrees to the following:

- 4.1 Appoint a member of its own management team (the "Contact"), whose responsibilities and authority will allow the Contact to effectively implement the documentation provided by the Consultant. (An employee of a business with such responsibilities and authorities is defined by ISO 9001:2000 Standard as a Management Representative).
- 4.2 The Contact shall complete an ISO 9001:2000 Implementation and ISO 9001:2000 Auditor training, provided by the Consultant, or a reputable training provider within the first two months of the Proposal.
- 4.3 The Client shall obtain and use through the course of this Proposal copies of the following publications:
  - 4.3.1 The Perfect Manual, Quality Works (This publication is included in the cost of this Proposal)
  - 4.3.2 ISO 9001:2000, Quality management systems – Requirements,
  - 4.3.3 ISO 9004:2000, Quality management system – Guidelines for performance improvements,

4.3.4- ISO 9000:2000, Quality management systems – Fundamentals and vocabulary

- 4.4 The Client agrees to use PC-compatible (not Macintosh) Microsoft® products, such as Microsoft® Word, Microsoft® Excel and others for documenting Client's QMS.
- 4.5 The Client understands that successful certification depends, among other aspects, on generation of records to establish evidence of functional QMS. Therefore, the Client agrees to conduct and document prescribed by the Consultant activities.

**6. Payments**

In consideration for the above services, Client will pay Consultant \$X,000 a month for Y months of the total amount of \$Z,000. Consultant will withdraw payments from Client's credit card account within the first 10 days of the months in advance on a monthly basis. The first installment will be charged upon the mutual signing of this Proposal.

**7. Attachments**

- Attachment I** Terms and conditions
- Attachment II** Project implementation plan

**8. Acceptance**

By signing below, Client agrees to the terms and conditions of this Proposal.

\_\_\_\_\_  
Client name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Client signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Quality Works  
Mark Kaganov  
Director of Operations

\_\_\_\_\_  
Date

## **Attachment I – Terms and Conditions**

- I.1 Confidentiality. The Consultant acknowledges that all information related to the Client's business must be regarded as strictly confidential, that it may not be used for any purposes other than those defined in this Proposal.
- I.2 In no event will Quality Works be liable for any incidental, consequential, indirect or similar damages, including any lost profits arising out of the use of or inability to use the Service or documentation, even if Quality Works has been advised of the possibility of such damages. Because some jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you. In no case shall Quality Works' liability exceed the amount specified in paragraph 6 of this Proposal.
- I.3 The Client agrees that Consultant does not convey any intellectual property rights to the Client, but grants the Client a license to use the documentation under the terms of this Proposal
- I.4 General: The laws of the State of Colorado will govern this Proposal. This Proposal may only be modified by an addendum that has been signed by an authorized representative of Quality Works.