

Reading sample / Table of contents



QM template according to DIN EN ISO 9001:2015 – Hotel

Contents

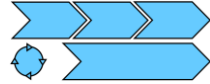
Complete manual with chapters 1 to 10

Process Instructions / procedures (29)

- | | |
|---|----------------------------------|
| 6 1 0 Identification of risks and opportunities | 8 4 2 Procurement Purchasing |
| 6 2 0 Quality objectives | 8 4 2 Control Services |
| 7 1 3 External maintenance | 8 4 2 Control deliveries |
| 7 1 3 Internal maintenance | 8 4 2 Framework agreements |
| 7 2 0 Required skills | 8 4 3 Communication Provider |
| 7 2 0 Training | 8 5 1 Menu |
| 7 2 0 Further training | 8 5 2 Labelling and traceability |
| 7 4 0 External Communication | 8 6 0 Ongoing self-assessment |
| 7 4 0 Internal Communication | 8 7 0 Nonconformities Errors |
| 7 5 3 2 Control of recorded information | 9 1 3 Service Provider |
| 7 5 3 2 Control of external information | 9 1 3 Performance analysis |
| 7 5 3 2 Control of internal information | 9 2 2 Internal Audit |
| 8 2 1 Reservations | 10 1 0 Planning Improvements |
| 8 2 2 Handling of complaints | 10 2 0 Corrective actions |
| 8 4 2 Selection of providers | |

Work instructions (12)

- | | |
|---------------------------|--|
| 4 4 0 Process creation | 8 5 1 Expiry date monitoring |
| 7 1 3 Scullery | 8 5 3 Data Protection Lost and Found Customer Property |
| 7 1 4 HACCP | 8 5 4 Inventory provisions |
| 7 1 4 Hygiene management | 9 1 3 Controlling Inventory Costs |
| 7 1 4 Cleaning Areas | Explanation of process instructions |
| 8 4 2 Control Deployments | |
| 8 5 1 Cash management | |



QM information (24)

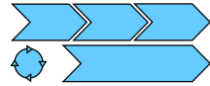
4 4 0 Religious Cultural Features
7 1 3 / 7 1 4 Operator obligations
7 1 3 Repairs
7 1 3 Laundry
7 1 4 Disposal Deposit Management
7 1 4 Disaster management
7 1 4 General protection
7 4 0 The good restaurant
7 4 0 The good event management department
7 4 0 The good building services department
7 4 0 The good housekeeping department
7 4 0 The good kitchen department

Forms / forms of proof 52)

4 0 0 Context
4 1 0 Context, requirements and expectations
4 4 0 processes
5 2 0 Politics
5 3 0 Organizational chart
5 3 0 Responsibilities and authorities
6 1 0 Opportunities and risks
6 1 0 Emergency Plan
6 1 0 Risks Measures
6 2 0 Quality objectives
7 1 2 Appointment of Quality Manager
7 1 3 Checklist for premises
7 1 3 External maintenance
7 1 3 Hygiene management
7 1 3 List of infrastructure requiring maintenance
7 1 3 List of infrastructure requiring maintenance
7 1 3 Technical Service Roundabout Plan
7 1 5 Measuring equipment management
7 1 6 Organizational knowledge
7 2 0 Company agreement internal
7 2 0 Training plan
7 2 0 Competencies – Event Department
7 2 0 Competencies – F and B
7 2 0 Competencies – Building Services
7 2 0 Competencies – Housekeeping

7 4 0 The good marketing department
7 4 0 The good reception department
7 4 0 The good administration department
7 4 0 The good wellness department
8 1 0 Buffet assembly dismantling stocking
8 1 0 roster
8 2 1 Paid services
8 2 1 Sales
8 5 1 Calculation
8 5 1 Menu
8 5 1 Special nutrition
9 1 2 Market surveillance

7 2 0 Competencies – Kitchen
7 2 0 Competencies – Marketing
7 2 0 Competencies – Reception
7 2 0 Competencies – Service
7 2 0 Competencies – Administration
7 2 0 Competencies – Wellness
7 4 0 List of communication channels
7 4 0 Minutes Meeting
7 5 1 Documented information (this list)
8 1 0 Planning and Control
8 2 1 Sales
8 4 2 List of providers Scope of control
8 5 2 Labelling and traceability
8 5 2 Signature list
8 5 6 Monitoring Changes
8 6 0 Test plan
8 7 0 Error list service
9 1 2 Customer satisfaction
9 1 3 Service Provider
9 1 3 Performance Evaluation Statistics
9 2 2 Audit report
9 2 2 Audit checklist 9001:2015
9 2 2 Audit plan
9 2 2 Audit program
9 3 3 Management review
10 2 2 Action plan
10 3 0 Continuous improvements



You will find the excerpt on the following pages.