

Contents

Generic Requirements	
Notice Of Disclaimer	iii
Preface	vii
1. Introduction	1-1
1.1 Purpose of Document	1-1
1.2 Related Documents	1-1
1.3 Scope	1-1
1.4 Organization	1-2
1.5 Document Terminology	1-2
1.6 General Requirements	1-2
1.7 Requirements Terminology	1-2
2. Customer Sensitive Quality Infrastructure Requirements	2-1
2.1 Leadership	2-1
2.2 Customer/Supplier Relationship	2-1
2.3 Strategic Quality Planning	2-3
2.4 Human Resource Development and Management	2-3
2.5 Quality Assurance of Products and Services	2-5
2.6 Quality Results and Customer Satisfaction	2-5
Appendix A: References	A-1
Appendix B: Glossary	B-1