

文件编号 DN: QP210	版本号 Version: 1.1
主管部门 Resp. Dept.: 质量部 Quality	发放编号 Distribution No.:

XXXXXXX 有限公司

质量管理体系程序文件

QUALITY SYSTEM PROCEDURE

数据分析、应用程序

**Data Analysis and Application Procedure**

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发放范围(applied for):

生效日期(Effective Date): 2020 年 05 月 21 日

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## 1 目的 Purpose

规范数据的收集、分析和应用，为质量管理体系的适宜性和有效性的判定，为寻求改进的机会提供依据。

The purpose of this procedure is to standardize data collection, analysis and application, and provide basis for the validation and suitability of quality management system as well as seeking opportunities for improvement.

## 2 范围 Scope

适用于与公司产品、过程、体系有关数据的分析和应用控制。

It is applicable for the data analysis and application control related to the Company's products, process and system.

## 3 职责 Responsibility

### 3.1 质量部负责产品质量信息、顾客投诉信息及质量体系运行信息的收集与分析。

Quality department is responsible for collection and analysis of product quality information, customer complaints and quality system operation.

### 3.2 销售部负责市场信息、顾客需求信息的收集和分析。

Sales department is responsible for collection and analysis of market information and customer needs information.

### 3.3 研发部负责产品研发过程中的数据和信息的收集和分析。

R&D department is responsible for data and information collection and analysis in the product R&D process.

### 3.4 采购部负责采购信息以及合同执行、交货信息的收集和分析。

Purchasing department is responsible for collection and analysis of purchasing information, contract implementation and delivery.

### 3.5 工程设备负责公司设施、设备运行过程中的数据和信息的收集和分析。

Project equipment department is responsible for data and information collection and analysis in the operation of facilities and equipment.

### 3.6 生产部负责生产过程能力信息的收集和分析。

Production department is responsible for collection and analysis in the production process.

### 3.7 生产计划部负责公司产品流通过程中的数据和信息的收集和分析。

Production planning department is responsible for data and information collection and analysis in the product circulation process.

### 3.8 人力资源部负责人力资源管理过程中的相关信息的收集和分析。

Human resources department is responsible for collection and analysis of related information in the human resources management process.

3.9 各部门负责设置部门质量目标及行动警戒点（数据、趋势分析后，决定采取改进行动的水平）。

Each department is responsible for establishing department quality objective and action alarm level. (The level deciding to take action after data and trending analysis)

## 4 数据收集：Data collection

4.1 公司收集下列数据:

The following data collected by the Company:

- a. 顾客投诉及相关满意度信息;  
Information about customer complaints and satisfaction
- b. 产品质量的信息（产品不合格、返工、返修、不合格品率等）;  
Information related to product quality (non-conforming products, rework, non-conformities percentages and so on)
- c. 过程能力的信息（生产计划完成率、过程确认、设备管理等有关的信息）;  
Process information (production plan fulfillment, process confirmation, equipment management and so on)
- d. 采购信息（交付期、价格、质量）;  
Purchasing information (delivery, price and quality)
- e. 合同执行及交货信息;  
Contract implementation and delivery information
- f. 市场信息;  
Market information
- g. 质量管理体系运行信息;  
Quality management system operation information
- h. 产品研发过程中的信息;  
Information in the process of product R&D
- i. 人力资源管理信息;  
Information about human resources management
- j. 物流过程信息;  
Logistics process information

4.2 各种记录由各相关部门负责收集、整理。

Various records are collected and organized by the concerned departments.

## 5 数据分析 Data analysis

- 5.1 质量部对质量管理体系的运行情况进行监控，并在例行的管理评审前，对收集的质量管理体系运行信息进行整理分析，作为管理评审的输入之一。

Quality department shall supervise the operation of quality management system and analyse the collected quality management system information before the routine management review as part of the management review input.

- 5.2 质量部每月对产品的质量信息进行分析处理，编制月度质量报告，分为进货检验、过程检验、最终检验中产品的质量状况和趋势以及改进的建议等。月度质量报告报总经理、管理者代表及有关部门。

Quality department analyses product quality information monthly and works out monthly quality report, which contains product quality status and tendency and improvement advice in incoming inspection, process inspection, and finished product inspection. The monthly quality report issued by quality department shall be submitted to general manager, management representative and concerned departments.

- 5.3 质量部每月进行顾客投诉统计后，整理出“顾客投诉调查结果及分析报告”，分发总经理、管理者代表、生产、销售等部门。

Quality department shall write the monthly report of Customer Complaints Investigation Result and Analysis based on the statistical data analysis of the Customer Complaints, and distributes to general manager, management representative, production, sales and other departments.

- 5.4 质量部相关成员协同采购部对采购的过程进行管理，并在每年年底，对采购的生产物资供方就质量、交货准时性、价格、服务态度等做一次全面的评价。

The Quality Department in coordination with purchasing departments shall monitor purchasing process and evaluate suppliers regarding quality, deliver, price and service and so on at the end of every year.

- 5.5 生产部协同质量部每月对生产异常情况进行统计分析，以明确过程的特性和趋势。

Production department, together with quality department, shall analysis various factors which affect production, to understand process characteristics and tendency.

- 5.6 研发部在产品开发过程中，按《设计和开发控制程序》控制产品的设计和开发进程，并运用科学合理的方法对产品研发过程中的数据和信息进行分析，输入到产品的各开发阶段，以利于产品不足的早期发现，从而改进设计，使产品最优化。

R&D shall control the design and the development of the product according with the program of 《Design Control》 during the product design. And analyse the data and information of the product design by applying scientific and reasonable methods and input into the product development phase. In order to facilitate early detection of inadequate products to improve design, product optimization.

- 5.7 人力资源部对公司人员分布状况、学历层次、技术人员比例、员工流动率等数据和信息进行分析，为改进人力资源管理提供有效输入。

Human resources department shall analyse the distribution, the educational level, the technical personnel

ratio, the floating of the employees and so on, to provide efficient input for the improvement of human resources management.

- 5.8 生产计划部对计划完成率、交付及时率、产品库存量等数据和信息及时进行分析，以提高物流的及时性、安全性和有效性。

Production planning department shall analyse the data and information concerning plan fulfilment, delivery, product storage and so on, to improve the timeliness, safety and efficacy of logistics.

- 5.9 在进行管理评审时，各部门应报告对收集到的数据进行分析（适用时，运用统计技术）的结果，以便充分了解质量管理体系运行的有效性，过程、产品质量趋势，产品满足要求的程度，供应商的供货情况以及顾客的满意度等。

Various departments shall report the analysis result of the collected data during management review (if applicable, statistical technology can be used), to fully understand the validity of quality management system, process, product quality tendency, the degree that products satisfy with the requirements, supplies and customer satisfaction and so on.

## 6 分析结果应用 Analysis result application

- 6.1 管理者代表和各部门负责人应将数据分析的结果与相应的质量目标进行对照，用以评价质量管理体系的适宜性、充分性和有效性。

Management representative and the head of the departments shall compare the data analysis results with the corresponding quality goal to evaluate the suitability, sufficiency and validity of quality management system.

- 6.2 当数据（趋势）分析和评价的结果表明体系、过程和产品波动达到所设定的警戒点时，各部门应制定计划，采取相应的改进、纠正和预防措施。

If the data trending analysis and evaluation result shows that the fluctuation of system, process and product reaches to the established alarm level, each department should make plan and take corrective and preventive actions to improve.

## 7 相关文件 Reference Document

纠正预防措施控制程序 Corrective Action and Preventive Action Procedure (QP220)

设计和开发控制程序 Design Control Procedure (QP080)

## 8 记录 Records

各类统计分析报告。

Various statistical analysis reports

