# Business Management

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## Privacy

**PRIVACY CODE CD**
A Matter of Privacy - Understanding & Applying the New Canadian Privacy Law. For more information on other privacy products, please visit our Privacy website at http://www.privacy.csa.ca.

**PRIVACY PACKAGE** ★
Consists of PLUS 8300, Making the CSA Privacy Code (CAN/CSA-Q830-96) Work for You - A Workbook on Applying the CSA Model Code for the Protection of Personal Information to Your Organization, PLUS 8830, Implementing Privacy Codes of Practice - Commentary and CAN/CSA-Q830-03, Model Code for the Protection of Personal Information (236 pages)

**PLUS 8300**
Making the CSA Privacy Code (CAN/CSA-Q830-03) Work for You - A workbook on applying the CSA Model Code for the Protection of Personal Information to your organization (90 pages)

**PLUS 8830**
Implementing Privacy Codes of Practice - Commentary (135 pages)

**CAN/CSA-Q830-03 (R2009)** Ⓕ
Model Code for the Protection of Personal Information (28 pages)

## Public Involvement

**Z764-96 (R2002)** Ⓕ
A Guide to Public Involvement (164 pages)

## Reliability

**CAN/CSA-CEI/IEC 300-3-9-97 (R2001)** Ⓑ
Dependability Management - Part 3: Application Guide - Section 9: Risk Analysis of Technological Systems (Adopted IEC 300-3-9:1995) (34 pages)

## Risk Management

**CAN/CSA-Q850-97 (R2009)** Ⓕ
Risk Management: Guideline for Decision Makers (66 pages)

## Transportation

**CAN/CSA-B619-00** Ⓕ
Carrier Safety Management Systems (13 pages)

# Handbooks and Other Publications

**PLUS 9018**
Guideline for Corporate Social Responsibility (19 pages)

**PLUS 9901**
Some Assembly Required - A CSA Guide to Writing Instruction Manuals (37 pages)

# Non-CSA Publications

**APQP** ★
Advanced Product Quality Planning and Control Plan (114 pages)

**FMEA** ★
Potential Failure Mode and Effects Analysis (78 pages)

**M-110.2** ★
Reliability and Maintainability Guideline for Manufacturing Machinery and Equipment (88 pages)

**MSA** ★
Measurement Systems Analysis (225 pages)

**OHSAS 18001:2007** ★
Occupational Health and Safety Management Systems - Requirements (34 pages)

**OHSAS 18002:2000** ★
Occupational Health and Safety Management Systems - Guidelines for the Implementation of OHSAS 18001

**PPAP** ★
Production Part Approval Process (92 pages)

**QS-9000** ★
Quality System Requirements (142 pages)

**QS-9000 Semiconductor Supplement** ★
Quality System Requirements - Semiconductor Supplement (34 pages)

**QS-9000 Tooling & Equipment Supplement** ★
Quality System Requirements - Tooling & Equipment Supplement (24 pages)

**QSA** ★
Quality System Assessment (56 pages)

**QSA - TE** ★
Quality System Assessment - Tooling & Equipment (55 pages)

**SPC** ★
Statistical Process Control (161 pages)

# Quality Management Systems and Tools

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## Auditing Documents

**CAN/CSA ISO 19011-03** Ⓕ
Guidelines for Quality and/or Environmental Management Systems Auditing (Adopted ISO 19011:2002, first edition, 2002-10-01) (46 pages)

**PLUS 1133** Ⓕ
Guidelines for Sustainable Forest Management - General Audit Principles and Audit Procedures for Auditing Sustainable Forest Management (17 pages)

**PLUS 1134** Ⓕ
Guidelines for Sustainable Forest Management - Qualification Criteria for Sustainable Forest Management Auditors (14 pages)

## Quality Assurance

**CAN3-Z299.0-86 (R2002)** Ⓕ
Guide for Selecting and Implementing the CAN3-Z299-85 Quality Assurance Program Standards (63 pages)

**CAN3-Z299.1-85 (R2002)** Ⓕ
Quality Assurance Program - Category 1 (27 pages)

**CAN3-Z299.2-85 (R2002)** Ⓒ Ⓕ
Quality Assurance Program - Category 2 (25 pages)

**CAN3-Z299.3-85 (R2002)** Ⓕ
Quality Assurance Program - Category 3 (23 pages)

**CAN3-Z299.4-85 (R2002)** Ⓕ
Quality Assurance Program - Category 4 (17 pages)

## Quality Management Guidelines and Tools

**CAN/CSA-ISO 10001-08** Ⓕ
Quality Management - Customer Satisfaction - Guidelines for Codes of Conduct for Organizations (Adopted ISO 10001:2007, first edition, 2007-12-01) (40 pages)

**CAN/CSA-ISO 10002-04 (R2009)** Ⓕ
Quality Management - Customer Satisfaction - Guidelines for Complaints Handling in Organizations (Adopted ISO 10002:2004, first edition, 2004-07-01) (40 pages)

**CAN/CSA-ISO 10003-08** Ⓕ
Quality Management - Customer Satisfaction - Guidelines for Dispute Resolution External to Organizations (Adopted ISO 10003:2007, first edition, 2007-12-01) (56 pages)

**CAN/CSA-ISO 10005-05** Ⓕ
Quality Management Systems - Guidelines for Quality Plans (Adopted ISO 10005:2005 second edition, 2005-06-01) (38 pages)

**CAN/CSA-ISO 10006-03 (R2008)** Ⓕ
Quality Management Systems - Guidelines for Quality Management in Projects (Adopted ISO 10006:2003, second edition, 2003-06-15) (46 pages)

**CAN/CSA-ISO 10007-03 (R2008)** Ⓕ
Quality Management Systems - Guidelines for Configuration Management (Adopted ISO 10007:2003, second edition, 2003-06-15) (24 pages)

**CAN/CSA-ISO 10012-03 (R2008)** Ⓕ
Measurement Management Systems - Requirements for Measurement Processes and Measuring Equipment (Adopted ISO 10012:2003, first edition, 2003-04-15) (34 pages)

**CAN/CSA-ISO/TR 10013-01**
Guidelines for Quality Management System Documentation (Adopted ISO/TR 10013:2001, first edition, 2001-07-15) (13 pages)

**CAN/ CAN/CSA-ISO 10014-06**
Quality management - Guidelines for realizing financial and economic benefits (Adopted ISO 10014:2006, first edition, 2006-07-01) (46 pages)

**CAN/CSA-ISO 10015-00 (R2005)** Ⓕ
Quality Management - Guidelines for Training (Adopted ISO 10015:1999, first edition, 1999-12-15) (14 pages)

**CAN/CSA-ISO/TR 10017-03 (R2008)**
Guidance on Statistical Techniques for ISO 9001:2000 (Adopted ISO/TR 10017:2003, second edition, 2003-05-15) (40 pages)

## Quality Management Systems

**PLUS 9001** Ⓕ
The ISO 9000 Essentials: A Practical Handbook for Implementing the ISO 9000 Family of Standards (4th edition) (214 pages)

**PLUS 13485**
The ISO 13485 Essentials - A Practical Handbook for Implementing the ISO 13485 Standard for Manufacturers of Medical Devices (196 pages)

**CAN/CSA-ISO 9000-05 (R2005)** Ⓕ
Quality Management Systems - Fundamentals and Vocabulary (Adopted ISO 9000:2005 third edition, 2005-09-15) (41 pages)

**CAN/CSA-ISO 9001-09** Ⓕ
Quality Management Systems - Requirements (Adopted ISO 9001:2008, fourth edition, 2008-11-15) (50 pages)

**CAN/CSA-ISO 9004-00 (R2005)** Ⓕ
Quality Management Systems - Guidelines for Performance Improvements (Adopted ISO 9004:2000, second edition, 2000-12-15) (56 pages)

**CAN/CSA-ISO/TS 16949-02** Ⓕ
Quality Management Systems - Particular Requirements for the Application of ISO 9001:2000 for Automotive Production and Relevant Service Part Organizations (Adopted ISO/TS 16949:2002, second edition, 2002-03-01) (54 pages)

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