

QUALITY & ENVIRONMENTAL
MANAGEMENT SYSTEMS

**Integrated Management
System Manual**

ISO 9001:2008 and 14001:2004

Table of Contents

S. No.	Title		Page No.
	Introduction to Name of Company		3
1	Purpose & Scope		4
2	References, Documents, & Forms		5
3	Terms & Definitions		6
4	An Integrated Management System		7
5	Management Responsibility & Review		9
6	Planning & Resource Management		11
7	Customer Relationship		12
8	Product Realization		13
9	QMS (ISO 9001) Key Elements		14
10	EMS (ISO 14001) Key Elements		16
11	Measurement, Data Analysis, & Audits		17
12	Continual Improvement		18
Appendix A	Meeting Requirements of ISO 9001: 2008	5 Pages	Appendix A
Appendix- B	Meeting Requirements of ISO 14001: 2004	4 Pages	Appendix- B

Guidance:

Write name of your company (for which you are making this manual)

Correct the page numbers in the table of contents after editing

Delete this guidance from final document.

Introduction to **Name of Company**

Guidance:

Write brief introduction to your company, provide some history, achievements, value of your brand, etc.

Delete this guidance from final document.

1.0 Purpose & Scope

1.1. **Integrated System Manual:**

This manual describes Organization's integrated Quality and Environmental Management System (QMS / EMS). It includes Organization's Quality System policy and describes how it is implemented and sustained throughout the organization. The systems core elements are described with references to the key organizational procedures.

1.2. **Purpose:**

The purpose of Organization's integrated Quality and Environmental Management System is to ensure product and service quality continue to meet the highest standards demanded by the organization and expected by its customers; and to ensure Organization's products, process, and services are carried out in an environmentally responsible and protective manner.

1.3. **Scope:**

The scope of Organization's activities includes the design, manufacture, marketing, sales, and service of **your product**.

Corporate Office: **Your address here**

Works: **Your address here**

Guidance:

Define you scope

Include your product and services

Organize terms describe your nature of business such as design, manufacture, marketing, sales, and service

Provide Corporate Office and works address where this integrated management system is implemented.

Delete this guidance from final document.

2.0 References, Documents & Forms

- 2.1 Quality Management Systems - ISO 9001: 2008
- 2.2 Environmental Management Systems - ISO 14001: 2004
- 2.3 Reference: Integrated Management System Process Model – (Give your document number here)
- 2.4 Reference: Meeting Requirements of ISO 9001: 2008 - Appendix A
- 2.5 Reference: Meeting Requirements of ISO 14001: 2004 - Appendix B
- 2.6 References to Specific procedures, work instructions, and reference documents are referenced throughout this document where appropriate.
- 2.7 References to second level procedures and reference documents are also given in Appendix A and Appendix B.

Guidance:

Replace (Give your document number here) with document numbers from given by you to those documents.

Delete this guidance from final document.

3.0 Terms & Definitions and Abbreviations

3.1 Terminology:

The terminology used through out this manual is consistent with the definitions provided in the ISO 9000:2005 and 14001:2004 standards.

- **Supplier** is used for contract manufacturer, subcontractor, and direct material or service supplier.
- **Organization** refers to Organization's.
- **Product** may also be used to mean services provided.
- **Environmental Aspects** are elements of Organization's activities that may interact with the environment.
- **Environmental Impacts** are the changes (positive / negative) to the environment from the **aspects**.

3.2 Integrated Management System (IMS) / Quality System:

The term integrated management system covers Quality Management System (QMS) and Environment Management System (EMS).

The term **Quality System** is used as synonymous to IMS (Integrated Management System).

Terms Quality and Environmental Management System (QMS / EMS) shall also mean Integrated Management System.

3.3 Environment:

The physical surroundings relative to the Organization's facility given in 1.3 above. This includes the natural resources of air, land, and water; flora, fauna, humans and the interrelation of all of these elements.

3.4 Aspect:

An element of Organization's activities, products, or services that can interact with the environment. Aspects are evaluated based on the location of the activity, the frequency of the activity, and the severity of the resulting impact or potential impact.

3.5 Impact:

Any change in the environment, positive or negative, wholly or partially resulting from Organization's activities, products, or services. The severity of an identified environmental impact is used to establish the objectives and performance targets for the EMS program.

3.6 Abbreviations:

- IMS = Integrated Management System
- QMS = Quality Management System (within IMS)
- EMS = Environment Management System (within IMS)

Guidance:

You can consider defining some other terms important to your business. Also list down all abbreviations that concerns your business.

If you wish to include OHSAS 18001 than the term Quality System can be defined here to include that too.

Try adding more definitions and abbreviations, as you require.

Delete this guidance from final document.

4.0 An Integrated Management System

4.1 ISO 9001:

The ISO 9001 standard is the foundation for Organization's Quality System. The adoption of ISO 9001 ensures a strong foundation for world-class processes and a Quality System that supports continual improvement, business growth, and efficiency.

4.2 ISO 14001:

The ISO 14001 standard is the foundation for the environmental management elements of the Integrated Management system. The addition of ISO 14001 provides a framework for conducting business in an environmentally responsible manner.

4.3 Relationship of Elements:

The interrelationships among Organization's QMS and EMS elements are illustrated by the QMS / EMS Process Map. The links between the ISO 9001 and ISO 14001 elements and Organization's system procedures is illustrated in two separate documents "Meeting Requirements of ISO 9001: 2008 ([Appendix-A](#))" and "Meeting Requirements of ISO 14001: 2004 ([Appendix-B](#))".

4.4 Integrated Quality & Environmental Policy:

Organization's delivers excellence in our products, services and solutions that ensure customer value and contribute to their success. We strive to be recognized by our employees, customers, community and shareholders as a responsible organization that conducts our business in a manner that conserves the environment and minimizes pollution. Our commitment to quality and the environment is reflected through programs focused on continual improvement and reasonable compliance with: applicable regulations, industry standards and best practices, contractual requirements and corporate initiatives. Planned, integrated and consistent efforts involving every element of our organization; create these results.

Note: We provide the products and services our customers want, and this is not by accident. We actively consider the environmental impacts and potential impacts when making decisions and work to minimize our footprint on the environment. As our business changes, the specifics of our quality and environmental programs adapt to meet those needs.

The complete document is available at

http://www.iso-helpline.com/ims_iso_9000_iso_14000_ohsas_18000_document_manual.htm

Please also check

Document manual for ISO 14000 / ISO 14001

http://www.iso-helpline.com/iso_14000_14001_2004_document_manual.htm

Document manual for OHSAS 18000 / OHSAS 18001

http://www.iso-helpline.com/iso_ohsas_18000_18001_2007_document_manual.htm

Document manual for ISO 9000 / ISO 9001

http://www.iso-helpline.com/iso_9001_2008_guide.htm