

QUALITY & ENVIRONMENTAL  
MANAGEMENT SYSTEMS

**Integrated Management  
System Manual**

**ISO 9001:2008, 14001:2004 and OHSAS 18001: 2007**

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**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, Environmental and Occupational Health and Safety Management System (QMS / EMS/ OHSAS). 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, Environmental and Occupational Health and Safety Management System (QMS / EMS/ OHSAS) 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, protective and safe 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 System - ISO 9001: 2008
- 2.2 Environmental Management System - ISO 14001: 2004
- 2.3 Occupational Health and Safety Management System – OHSAS 18001: 2007
- 2.4 Reference: Integrated Management System Process Model – (Give your document number here)
- 2.5 Reference: Meeting Requirements of ISO 9001: 2008 - Appendix A
- 2.6 Reference: Meeting Requirements of ISO 14001: 2004 - Appendix B
- 2.7 References to Specific procedures, work instructions, and reference documents are referenced throughout this document where appropriate.
- 2.8 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 given by you to those documents.

Integrated Management System Process Model can be defined based on process model diagrams given in the three standards ISO 9001, ISO 14001 and OHSAS 18001 based on your scope.

**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, ISO 14001:2004 and OHSAS 18001: 2007 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**.
- **Acceptable Risk is the risk reduced to a level that can be tolerated by the organization.**

### 3.2 Integrated Management System (IMS) / Quality System:

The term integrated management system covers Quality Management System (QMS), Environment Management System (EMS) and Occupational Health and Safety Assurance System (OHSAS)

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

Terms Quality, Environmental and Occupational Health and Safety Management System (QMS / EMS/ OHSAS) 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 Hazard

Source, Situation or act with a potential to harm in terms of human injury or ill health or combination of two.

### 3.7 Occupational Health and Safety

Conditions and Factors that affect, or could affect the health and safety of employees, or other workers (including temporary workers and contractor personnel), visitors, or any other person in the workplace.

### 3.8 Abbreviations:

- IMS = Integrated Management System
- QMS = Quality Management System (within IMS)
- EMS = Environment Management System (within IMS)
- OHSAS = Occupational Health and Safety Management System (or OHSMS)

#### **Guidance:**

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

Try adding more definitions and abbreviations, as you require.

## 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 OHSAS 18001

The OHSAS 18001 standard is the foundation for occupational health and safety elements of the Integrated Management System. The addition of OHSAS 18001 provides a framework for conduction business in a safe and healthy (*in relation to ill health*) manner.

### 4.4 Relationship of Elements:

The interrelationships among Organization's QMS, EMS and OHSAS elements are illustrated by the QMS / EMS / OHSAS Process Map. The links between the ISO 9001, ISO 14001, OHSAS 18001 elements and Organization's system procedures is illustrated in three separate documents "Meeting Requirements of ISO 9001: 2008 (Appendix-A)", "Meeting Requirements of ISO 14001: 2004 (Appendix-B)" and "Meeting Requirements of OHSAS 18001: 2007 (Appendix-C)".

### 4.5 Integrated Quality, Environmental and Safety 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, minimizes pollution and provides safe working environments. Our commitment to quality, environment and safety 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. We provide safe working environments. As our business changes, the specifics of our quality, environmental and safety programs adapt to meet those needs.

#### **Customer Excellence:**

Organization's recognizes that consistently delivering defect-free products on time is only one characteristic of a world-class supplier. Quality relationships with our customers are equally important. Organization's continually strives to improve its responsiveness to customers, to anticipate customer requirements, and to provide customers with top-tier service.

#### **Employer Excellence:**

Participation in the development and improvement of Organization's business model occurs at all levels of the organization. Organization's management strives to implement and improve core value creation processes by providing employees with information, training, and opportunities.

#### **Supplier Excellence:**

Organization's expects its suppliers to provide defect-free products and services that conform to our requirements. Organization's is responsible for ensuring requirements are defined clearly and delivered in an effective and timely manner. Organization's partners with suppliers committed to continual improvement in their own quality system, and to a relationship with Organization's. As part of that business relationship, Organization's expects contract manufacturing partners and key suppliers to maintain a ISO 9001, ISO 14001 and OHSAS 18001 certified System.

### 4.6 Policy Communication & Review:

The goals, objectives, and key elements of the integrated management system are discussed with new employees as part of their orientation. Additionally, quality system information is displayed in key locations throughout the

workplace, and included in employee trainings, communication, and meetings on an on-going basis. Periodically, management reviews the policy statement, and key system elements to ensure appropriateness, effectiveness, and continued suitability to the organization.

#### 4.7 Control of Documentation

**Controlled Documents:**

The Integrated QMS / EMS /OHSAS Manual, subordinate procedures, work instructions, and references are controlled documents. Changes to these items are maintained under revision control.

**Uncontrolled Documents:**

All controlled copies are issued with a controlled stamp and copy number. Printed copies of electronically issued documents are considered **uncontrolled**. Photocopies are also considered uncontrolled.

QMS / EMS / OHSAS are maintained in a legible format and identifiable to the appropriate product(s), process (es), or program(s). (Refer procedure P-MR-01 procedure for control of documents).

#### 4.8 Control of Records:

Records required in support of the Quality System are identified and maintained by the appropriate team. Records are stored and maintained in a manner that is readily accessible and minimizes deterioration, damage, or loss. Wherever possible, records are maintained electronically with the appropriate security and/or network backups. After the minimum retention period, records may be stored at an off-site location or destroyed. (Refer P-MR-02 procedure for control of records)

**Guidance:**

Try considering re-writing these paragraphs to meet your thoughts and your business nature and objectives. You can also download our other documentation sets and club together to make your own unique manual set. That way it will give your manual your own signature style. Rewrite Quality, Environment and Safety Policy.

You can also give two separate policies.

Change procedure numbers for procedure for control of documents and control of records, if you have adopted different numbering system.

Delete this guidance from final document.

## 5.0 Management Responsibility & Review

### 5.1 Management Commitment:

Organization's **Central Core Committee** (or top management) establishes organizational goals and expectations, the Quality System framework, and corporate policies. Periodically, the **Central Core Committee** participates in a review of the Quality System – it strengths, opportunities for improvement, and need for changes based new business directions. Organization's management team is responsible for:

- i. Providing leadership and communication to the organization.
- ii. Defining strategic quality goals and objectives, including statutory and customer requirements.
- iii. Ensuring continual improvement of products, processes, and the quality system.
- iv. Delegating appropriate responsibilities to meet quality objectives.
- v. Defining job descriptions, and organizational responsibilities / authority for all staff.

### 5.2 Responsibility, Authority and Accountability for Integrated Systems:

The Systems team is responsible for ensuring that the Integrated Management System is established, implemented, and maintained per the goals and objectives set by the **Central Core Committee**, and in accordance with ISO 9001, ISO 14001 and OHSAS 18001. The **Management Representative** coordinates the performance of the integrated management system. The **Quality Manager and Functional Manager** jointly coordinate the performance of the environmental, Health and Safety elements of the management system. Wherever term "Authority" appears in IMS documents, it is considered to include "Accountability".

### 5.3 Organizational Responsibility, Authority and Accountability:

Functional responsibilities and interrelationships are defined through organizational charts, job descriptions, corporate policies, and key system procedures. Functional managers are responsible for ensure all members of their team understand corporate goals and objectives, the scope of the quality system, and the role of their team within that system.

Organization's **Central Core Committee** develops and implements quality policies and procedures. Each process owner(s) ensure these processes are properly controlled. All employees are responsible for the quality of their work, as it contributes to the quality of Organization's products, services, and organizational environment and safety issues. Managers and team leaders ensure every team member is appropriately trained, has access to tools and resources, and is and able to implement corrective action when required. Finally, opportunities to improve existing processes are sought and taken. Executive planning strategies are communicated to the employees through management staff and quarterly company meetings. The Quality Systems team is responsible for:

- **Ensuring** the requirements of the ISO 9001, ISO 14001 and OHSAS 18001 Standards are understood, implemented, and maintained throughout the organization.
- **Ensuring** corrective actions are implemented to resolve issues identified in internal and/or external audits.
- **Ensuring** preventive actions are taken based on potential nonconformities accessed through data analysis.
- **Conducting** system audits per the ISO 9001, ISO 14001 and OHSAS 18001 standards and Organization's Quality System.
- **Reporting** to the executive staff on the effectiveness of the Quality System including a review of pertinent product, process, and customer data.

(Refer xxx Organization chart and xxx responsibility and authority)

### 5.4 Management Representative:

Managing Director or CEO will appoint Management Representative (s) for Integrated Management System. Management may appoint more than one management representative giving them clear responsibility and authorities with regard to QMS, EMS and OHSAS. ((Refer xxx Appointment of Management Representative)

### 5.5 Internal Communication:

Communication within the organization is primarily done through "circulars" either distributed on corporate email network, posted on corporate website with secured access to employees or posted on notice boards available in various departments. After every meeting, minutes are prepared and circulated to all concerned authorities. (Refer

P-HR-02 Procedure for Internal and External Communication)

**5.6 Management Review:**

Management review of the Quality System part of the Quarterly Business Review. Data from various program teams and/or functional departments is evaluated against established corporate objectives. This periodic review is intended to determine whether the data is representative of a functional Quality System. The review includes: metrics, internal process audits, continual improvement activities, business changes, and corporate initiatives and programs. This review of the Quality System ensures its suitability, accuracy, and relevance. Recommendations for changes and improvements are presented to the Executive Staff for discussion and approval. Action items from the review are assigned to appropriate teams and support continual improvement objectives and customer and employee satisfaction. Meeting minutes are used to communicate the effectiveness of the QMS / EMS / OHSAS, and to document continual improvement progress. (Refer P-MR-03 procedure for management review)

**Guidance:**

Consider revising responsibilities. You can rename Central Core Committee to something like Corporate Systems Committee or Team. If you change use find and replace option to change in the entire manual. Delete this guidance from final document.

Provide Reference number for xxx in references given above or elsewhere in this document.

**The complete document is available at**

[http://www.iso-helpline.com/ims\\_iso\\_9000\\_iso\\_14000\\_ohsas\\_18000\\_document\\_manual.htm](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](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](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](http://www.iso-helpline.com/iso_9001_2008_guide.htm)