

Quality management input comprises the standard requirements from ISO 9001:2015 which are deployed by our organization to achieve customer satisfaction through process control.

Environmental input comprises the standard requirements from ISO 14001:2015 which provides our organization with a framework to help protect the environment and respond to changing environmental conditions.

Occupational health and safety management input meets the requirements of ISO 45001:2018 to encourage a safe and healthy workplace and prevent work-related injury and ill-health.

# **EHQMS System Manual**

**ISO 9001:2015, ISO 14001:2015 & ISO  
45001:2018**



## Table of Contents

<b>1</b>	<b>INTRODUCTION .....</b>	<b>5</b>
<b>2</b>	<b>REFERENCES .....</b>	<b>6</b>
<b>3</b>	<b>DEFINITIONS .....</b>	<b>6</b>
<b>4</b>	<b>ABOUT OUR ORGANIZATION .....</b>	<b>7</b>
4.1	ORGANIZATIONAL CONTEXT .....	7
4.2	RELEVANT INTERESTED PARTIES.....	8
4.3	MANAGEMENT SYSTEM SCOPE .....	8
4.4	MANAGEMENT SYSTEM PROCESSES .....	9
<b>5</b>	<b>LEADERSHIP, COMMITMENT AND WORKER PARTICIPATION .....</b>	<b>11</b>
5.1	LEADERSHIP & COMMITMENT.....	11
5.1.1	General.....	11
5.1.2	Customer Focus.....	12
5.2	MANAGEMENT SYSTEM POLICIES.....	12
5.2.1	Establishing our Policies .....	12
5.2.2	Communicating our Policies .....	13
5.3	ROLES, RESPONSIBILITIES AND AUTHORITIES .....	13
5.3.1	Top Management.....	13
5.3.2	QEHS Manager .....	13
5.3.3	Quality Coordinator.....	14
5.3.4	Environmental Coordinator .....	14
5.3.5	Health & Safety Advisors.....	14
5.3.6	Managers & Supervisors.....	15
5.3.7	Workers & Contractors .....	15
5.4	CONSULTATION & PARTICIPATION OF WORKERS AND CONTRACTORS .....	15
<b>6</b>	<b>PLANNING .....</b>	<b>17</b>
6.1	GENERAL.....	17
6.1.1	Risks & Opportunities.....	17
6.1.2	Environmental Aspects.....	18
6.1.3	Hazard Identification & Assessment.....	19
6.1.4	Compliance & Legal Requirements.....	20
6.1.5	Planning Action .....	21
6.2	MANAGEMENT SYSTEM OBJECTIVES.....	21
6.2.1	Integrated Objectives.....	21
6.2.2	Objectives & Planning to Achieve Them.....	22
6.3	PLANNING FOR CHANGE .....	23
<b>7</b>	<b>SUPPORT.....</b>	<b>25</b>
7.1	RESOURCES .....	25
7.1.1	General.....	25

7.1.2	People .....	25
7.1.3	Infrastructure & Natural Resources.....	25
7.1.4	Operational Environment .....	26
7.1.5	Monitoring & Measurement Tools.....	26
7.1.6	Organizational Knowledge .....	27
7.2	COMPETENCE.....	28
7.3	AWARENESS .....	28
7.4	COMMUNICATION .....	29
7.4.1	General.....	29
7.4.2	Internal Communication .....	29
7.4.3	External Communication.....	30
7.5	DOCUMENTED INFORMATION .....	31
7.5.1	Management System Documents.....	31
7.5.2	Creating & Updating.....	31
7.5.3	Controlling Documented Information.....	31
<b>8</b>	<b>OPERATION .....</b>	<b>33</b>
8.1	OPERATIONAL PLANNING & CONTROL.....	33
8.1.1	Quality Operational Planning & Control .....	33
8.1.2	Environmental Operational Planning & Control .....	33
8.1.3	OH&S Operational Planning & Control.....	34
8.2	DETERMINING REQUIREMENTS FOR PRODUCTS .....	35
8.2.1	Customer Communication.....	35
8.2.2	Determining Requirements .....	36
8.2.3	Reviewing Requirements .....	36
8.2.4	Changes in Requirements .....	36
8.3	DESIGN & DEVELOPMENT.....	37
8.3.1	General.....	37
8.3.2	Planning.....	37
8.3.3	Inputs.....	37
8.3.4	Controls .....	38
8.3.5	Outputs.....	39
8.3.6	Changes.....	39
8.4	CONTROL OF SUPPLIERS, EXTERNAL PROCESSES AND CONTRACTORS.....	39
8.4.1	General.....	39
8.4.2	Purchasing Controls.....	40
8.4.3	Purchasing Information.....	40
8.5	PRODUCTION & SERVICE PROVISION.....	41
8.5.1	Control of Production & Service Provision.....	41
8.5.2	Identification & Traceability .....	41
8.5.3	3 <sup>rd</sup> Party Property.....	42
8.5.4	Preservation .....	42
8.5.5	Post-delivery Activities .....	43
8.5.6	Control of Changes.....	43

---

8.6	RELEASE OF PRODUCTS & SERVICES .....	43
8.7	NON-CONFORMING OUTPUTS .....	44
8.8	EMERGENCY SITUATIONS.....	44
<b>9</b>	<b>PERFORMANCE EVALUATION .....</b>	<b>46</b>
9.1	MONITORING, MEASUREMENT, ANALYSIS & EVALUATION .....	46
9.1.1	General.....	46
9.1.2	Customer Satisfaction .....	46
9.1.3	Analysis & Evaluation.....	47
9.1.4	Evaluation of Compliance.....	47
9.2	INTERNAL AUDIT.....	48
9.2.1	General.....	48
9.2.2	Internal Audit Programme .....	48
9.3	MANAGEMENT REVIEW .....	48
9.3.1	General.....	48
9.3.2	Inputs.....	49
9.3.3	Outputs.....	49
<b>10</b>	<b>IMPROVEMENT .....</b>	<b>51</b>
10.1	GENERAL.....	51
10.2	INCIDENT, NON-CONFORMITY & CORRECTIVE ACTION .....	51
10.2.1	Non-conformity & Corrective Action .....	51
10.2.2	Incident Investigation .....	52
10.3	IMPROVEMENT .....	52
<b>APPENDICES.....</b>		<b>54</b>
A.1	QEHS PROCESS INTERACTION .....	54
A.2	ORGANIZATION CHART .....	55

# 1 Introduction

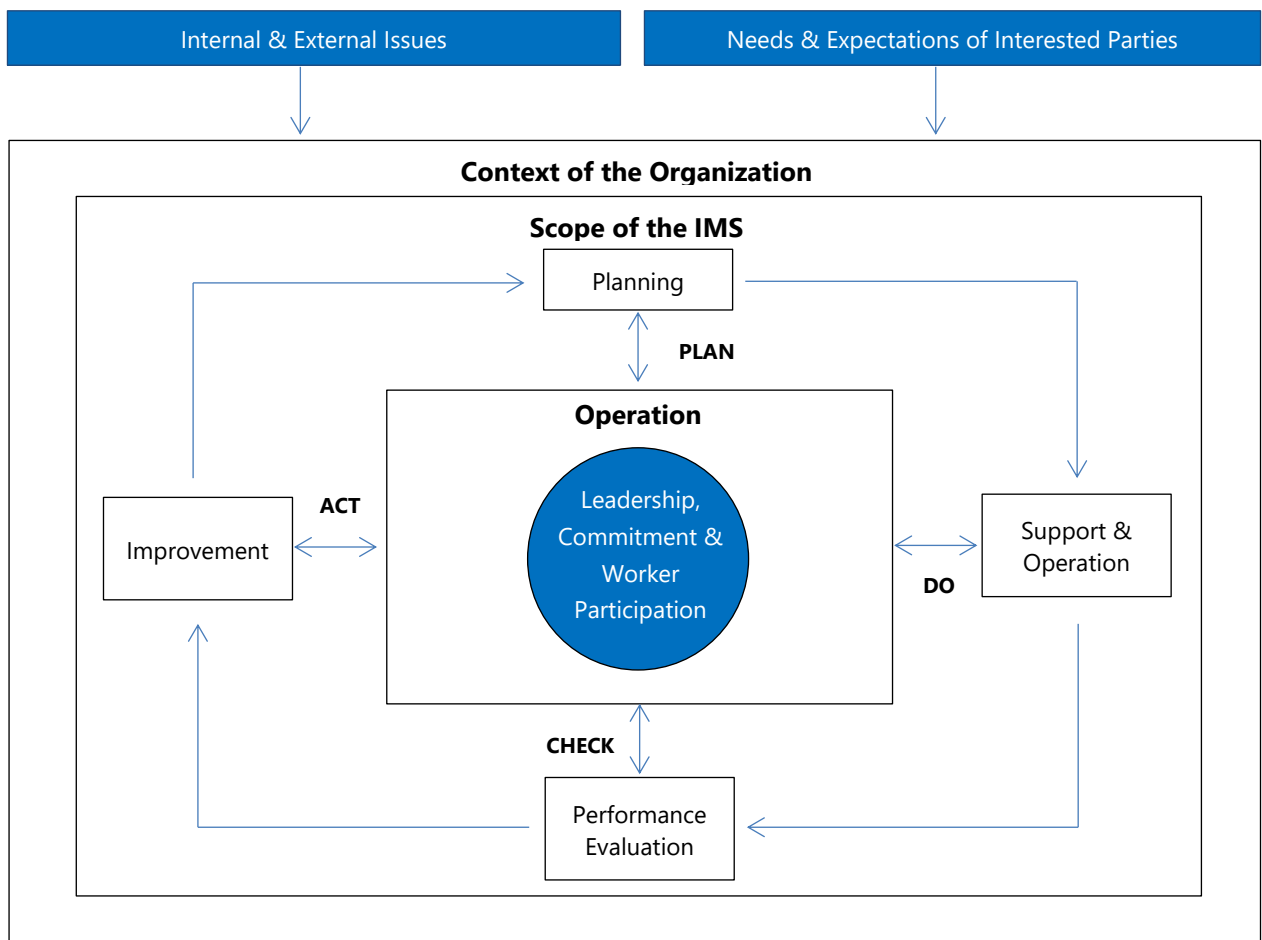
Your organization has developed and implemented an integrated Quality, Environmental and Occupational Health & Safety Management System, which uses ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 as framework for our organization to document and improve our operational practices in order to better satisfy the needs and expectations of our workers, customers, stakeholders and interested parties.

This management system manual is used to familiarise our workers, customers, interested parties, or individuals with the controls that have been implemented and to assure them that the integrity of our management system is maintained and is focused on meeting its intended outcomes.

This manual also describes the structure and interactions of our management system, delineates authorities, inter relationships and responsibilities of personnel who operate within the boundaries of your organization's integrated management system (IMS), whilst providing reference to the procedures, process and activities that comprise it.

The Figure below illustrates our methodology for the development of our integrated management system, which uses the plan, do, check and act cycle to implement the process approach that delivers management system objectives, stakeholder requirements and customer satisfaction.

**Figure 1: Integrated Management System Process Model**



Certification to the international standard ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 will help achieve these intended outcomes and demonstrates that the IMS is effective, provides value for [our organization](#) and its interested parties. Our management system addresses and supports our wider strategies for the [design, development, manufacturing, installation and service of our products](#). [Insert the registered address of your organization and/or facilities here.](#)

[Insert your scope statement here. This should succinctly summarize what your business does and what your products and or services are. A couple of sentences and some bullet points is all that is required, as this text will be shown the certificate.](#)

The following table identifies any ISO 9001:2015 requirements, from Section 8.0, that are not applicable to our organization as well as providing a brief narrative to justify their omission from the scope of our IMS:

Clause	Justification for Exclusion

## 2 References

In addition to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018, we also make reference to other relevant national or International standards as well as customer specifications appropriate to our context.

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9004:2000	Quality management systems	Guidelines for performance improvements
BS EN ISO 19011:2011	Auditing management systems	Guidelines for auditing
BS EN ISO 14004:2016	Environmental management systems	Guidelines for implementation

## 3 Definitions

This document does not introduce any new definitions but rather relies on the following:

1. Definitions typically used by our customers, stakeholders or marketplace;
2. Terms typically used in standards and regulations as they relate to our products and services;
3. Standard business terminology;
4. Terms and vocabulary commonly used in quality and [<engineering, manufacturing>](#) practices.

## 4 About Our Organization

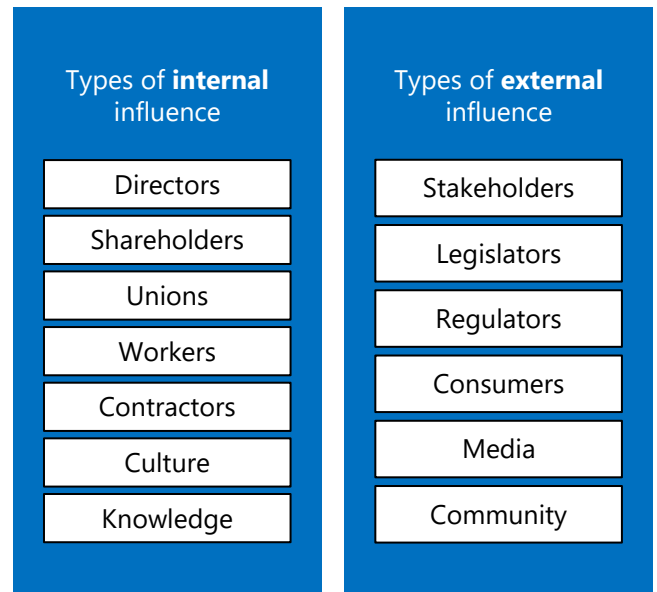
### 4.1 Organizational Context

Your organization is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organizational context.

Your organization identifies, analyzes, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability of our processes and the integrity of the management system.

To ensure that our management system is aligned with our strategy, whilst taking account of relevant internal and external factors; we initially collate and analyze pertinent information in order to determine potential impact on our context and subsequent business strategy.

**Figure 2: Examples of Internal & External Influences**



Such issues include factors that are affected by our organization or are capable of affecting our organization. Broadly, these issues are defined as:

1. **Internal issues** – conditions related to our organizational activities, products, services, strategic direction, culture, people, knowledge, processes and systems. Using *SWOT analysis* provides our organization with framework for reviewing and evaluating our strategies, and the position and direction of our organization, business propositions and other ideas;
2. **External issues** – conditions related to cultural, social, political, legal, regulatory, financial, technological, economic, competition at local, national or international levels. Using *PESTLE analysis* provides our organization with framework for measuring our market and growth potential.

Your organization then monitors and reviews this information to ensure that a continual understanding of each group’s requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings using the *Context & Interested Parties* analysis template. The results of which are conveyed via minutes and business planning documents. We maintain and retain; in addition to this document, the following documented information to describe our organizational context and decisions relating to it:

1. *Context & Interested Parties* analysis underpins our **policies** and drives our **future goals**;
2. *SWOT Analysis* to help understand **internal issues**;
3. *PESTLE Analysis* to help understand **external issues**;
4. Analysis of business plans, strategies, and statutory and regulatory commitments;
5. Analysis of technology and competitors;
6. Economic reports from relevant business sectors;
7. Technical reports from technical experts and consultants;
8. Minutes of meetings (Management and design review minutes), process maps and reports, etc.

The outputs from these activities are evident as an input to determining the scope of our management (4.3) and its processes (4.4), as well as, the consideration of risks and opportunities that may affect the IMS, and the resulting actions that we take to address them (6.1).

SWOT analysis provides our organization with framework for reviewing and evaluating our strategies, and the position and direction of our organization, business propositions and other ideas. Similarly, PESTLE analysis provides our organization with framework for measuring our market and growth potential according to external political, economic, social, technological, legal and environmental factors.

## 4.2 Relevant Interested Parties

**Your organization** identifies and classifies its interested parties, based on current information and knowledge held within our business. Each interested party is allocated to one or more categories and is analyzed to determine whether any relevant needs or expectations exist; which could impact our business activities or the IMS, and which must be adopted by the organization.

Using the *Context & Interested Parties* analysis template, interested parties and their requirements are ranked and scored using simple, subjective criteria to create a Risk Potential Number (RPN). This is calculated by multiplying the perceived power score, by the priority score, by the relevance score.

Prioritized relevant needs or expectations are converted into requirements which become inputs to IMS planning and **product** and/or **service** designs. The outputs from this process are typically used to inform the following sections and processes of the IMS:

1. Management system scope - 4.3;
2. Management system processes - 4.4;
3. Risk and opportunities - 6.1.1;
4. Environmental aspect and impacts - 6.1.2;
5. OH&S hazard identification and assessment - 6.1.3;
6. Compliance obligations and legal requirements - 6.1.4;
7. Communication - 7.4;
8. Operations - 8.0.

**Your organization** recognizes that we have a unique set of interested parties whose needs and expectations change and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to our operational purpose.

## 4.3 Management System Scope

Based on the scope of our activities described in Section 1 - Introduction and the analysis of the issues and requirements identified in Sections 4.1 and 4.2, **your organization** has established the scope of our environmental management system in order to implement the objectives and policies that are relevant to our context, physical and organizational boundaries, product life-cycles and any interested parties.

**Figure 3: Types of Interested Party**





Your organization is able to exert authority and differing levels of control and influence over our activities, as they relate to our products and services, as performed at our facilities. The functional and organizational boundaries for the different physical locations (where applicable) and the level of control and influence are summarised below:

Physical Boundary	Functional Boundary	Organizational Boundary	Authority to Control or Influence
Our facilities at the following address:	All activities performed and managed by our organization which result in product or service outputs	Complete organizational control over current activities	We have a high degree of authority in order to control or influence related processes
External process performed by 3 <sup>rd</sup> parties	Undertaking process as per our specifications	Purchasing and contractual controls	3 <sup>rd</sup> Parties are controlled and influenced through contractual mechanisms

In order for our management system to be robust, all the activities, products and services undertaken by your organization are included with in the scope of the IMS. In this way, we are able to control and influence our activities, products and services.

The scope of this document describes our IMS, delineates authorities, inter-relationships and responsibilities of process owners and personnel that operate within management system and the sequence and interaction of our processes. Conformance to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 has been verified utilizing a formal assessment and review process undertaken by <insert the name of your Registrar>.

Although we recognize that ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 does not require a formal manual, we have decided to retain and update our integrated manual, as our employees, customers, suppliers and other stakeholders perceive it to add value to our operations.

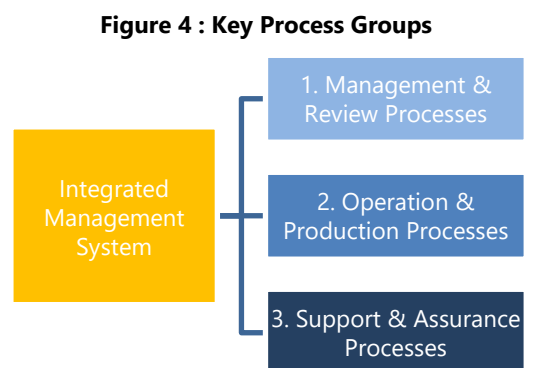
## 4.4 Management System Processes

Your organization has implemented an IMS that exists as part of a larger strategy that has established, documented and implemented our processes, integrated policies and objectives, whilst satisfying the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.

To achieve this, your organization has adopted the process approach advocated by the above management system standards. Top management has determined the processes required for achieving the intended outputs. Refer to the *Process Matrix & Application* template that is used to record and assign requirements to relevant functions, processes, departments and teams. This information forms the basis for programming process audits.

By defining three key process-groups, and by managing their inputs, activities, controls, outputs and interfaces; our organization ensures that system effectiveness is established and maintained. These process groups are described using tools such as procedures, process maps, turtle diagrams, matrices, schedules and charts, etc.

Refer to **Appendix A.2** for the sequence of our processes and the interaction of the processes within our IMS. It is recognized that defining, implementing and documenting our integrated management system is only the first step towards fully implementing its requirements.



The monitoring of key performance indicators (KPIs), which are linked to our objectives, is used to measure and communicate process performance. This approach allows **Top management** to regularly review management system performance and to ensure its ongoing integration with business processes.

As part of the decision-making process; we use trends and statistical data and trends related to non-conformities, environmental, quality and OH&S related aspects, targets, objectives and corrective actions, as well as, monitoring and measurement results, audit results, levels of customer satisfaction, process performance data and compliance data, to ensure that objective management decisions can be made.

Where **your organization** identifies the requirement to outsource any process, or part thereof, which affects conformity with the stated requirements; **your organization** identifies control criteria such as; the competence of workers and contractors, inspection regimes, the provision of product conformity certificates, adherence to specifications and specific job files, etc.

**Supporting documentation:**

Ref.	Title & Description
01	Organizational Context Procedure