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# 1 Introduction

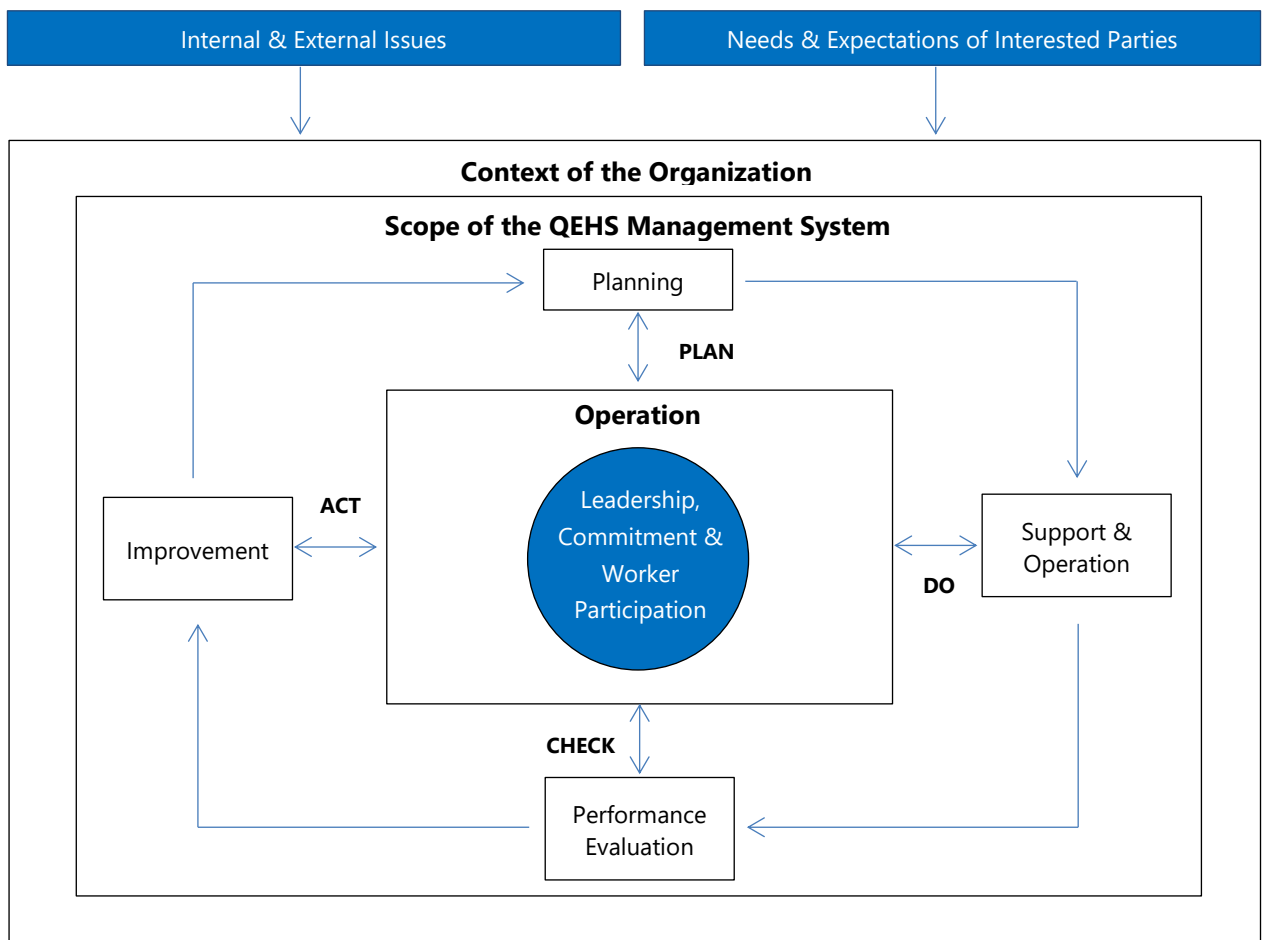
Your organization has developed and implemented an integrated Quality, Environmental and Occupational Health & Safety (QEHS) Management System, which uses ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 as framework for our organization to document and improve our operational practices in order to better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

This integrated 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 QEHS management system, whilst providing reference to the procedures, forms, reports, process and activities that comprise it.

The Figure below illustrates our methodology for the development of an integrated management system, which uses the iterative Plan, Do, Check, Act cycle to implement the process approach that helps deliver management system objectives, stakeholder requirements and customer satisfaction.

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



Our integrated QEHS 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 the QEHS management system:

Clause	Justification for Exclusion

## 2 Quality Management Principles

Your organization has adopted and realizes the benefits of the ISO 9000:2015 quality management principles into our daily activities. The intent of the quality management principles is to provide a foundation to continually improve upon our performance. Subsequent sections of this management system manual demonstrate our commitments of the following principles:

1. Customer focus;
2. Leadership;
3. Engagement of our people;
4. Process approach;
5. Improvement;
6. Evidence-based decision making;
7. Relationship management.

## 3 References & Definitions

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

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

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



**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. Broadly, these issues are defined as:

**Internal issues** are 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;

**External issues** are 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 according to external political, economic, social, technological, legal and environmental factors.

**Your organization** monitors and reviews this information to ensure that a continual understanding of each party'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 Party 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. Analysis of business plans, strategies, and statutory and regulatory commitments;
2. Analysis of technology, competitors, economic reports from relevant business sectors or from technical experts and consultants;

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 QEHS management system, and the resulting actions that we take to address them (6.1).

## 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 QEHS management system, and which must be adopted by the organization.

Interested parties and their requirements are ranked and scored using simple, subjective criteria to create a Risk Potential Number (**RPN**). This is captured using the *Context & Interested Party Analysis* template.

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

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 - 6.1.3;
6. Legal and compliance 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

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	Functional	Organizational	Authority
The facilities at our registered 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

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 QEHS management system in order to implement the objectives and policies that are relevant to our context, our

**Figure 3: Types of Interested Party**



physical and organizational boundaries, product life-cycles and related interested parties. 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 management system. In this way, we are able to control and influence our activities, products and services.

The scope of this document describes our management system, 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 the QEHS management system which exists as part of a broader management landscape 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 by adopting the 'process approach' into our daily operations and by using the PDCA cycle to for process management and to stimulate improvement. The utilization of risk-based thinking is considered and applied when developing, implementing, and improving the effectiveness of our management system.

The process landscape is defined three key groups, their sub-processes, and by managing their inputs, activities, controls, outputs and interfaces; our organization ensures that management system effectiveness is established, monitored, maintained and improved. The process landscape is described and reported using tools such as documented procedures, process maps, turtle diagrams, matrices, schedules and charts, etc.

Process Landscape		
Key Process	Sub-processes	Output
Business Management Processes	Business Planning, Sales & Marketing, QEHS Management, Business Review & Improvement, and Operational Planning	Customer satisfaction and all supporting information, documented information and indicators necessary to demonstrate the ability of the QHES management system and processes to achieve planned results.
Operation & Production Processes	Order/Quote Fulfilment, Design & Development, Procurement & Supply, Production/Manufacturing, Inspection & Calibration, and Storage, Packing & Shipping	
Support & Assurance Processes	Facilities & Maintenance, Corrective Action, Internal Audit, Customer Service, Training & Human Resources, and Document Control & Knowledge	

Refer to **Appendix A.1** for the sequence and the interaction of the processes comprising our QEHS management system and refer to **Appendix A.2** for schedules of current QEHS procedures, reports, forms and checklists.

The monitoring of key performance indicators (KPIs), which are linked to our objectives, is used to measure, monitor and communicate process performance. This approach allows **Top management** to regularly review QEHS 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.

Refer to the *Process Matrix & Application* template which is used to map out and assign responsibilities for achieving requirements to relevant functions, processes, and departments. This information forms the basis for our internal audit programme.

**Supporting documentation:**

Ref.	Title & Description
01	Organizational Context Procedure

## A.2 Integrated Management System Document Index

### A.2.1 List of Procedures

Ref.	Title & Description	Ref.	Title & Description
01	Organizational Context	14	Design & Development
02	Risks & Opportunities	15	Purchasing & Procurement
03	Aspect Identification & Assessment	16	Product & Service Provision
04	Hazard Identification & Assessment	17	Testing & Inspection
05	Legal & Compliance Requirements	18	Non-conforming Outputs
06	Objectives, Targets & Indicators	19	Emergency Situations
07	Infrastructure & Natural Resources	20	Customer Satisfaction
08	Calibrated Equipment	21	Data Analysis & Evaluation
09	Competence & Awareness	22	Internal Audits
10	Communication & Participation	23	Management Reviews
11	Documented Information	24	Non-conformity & Corrective Action
12	Operational Control	25	Incident Investigation
13	Contract Review	26	Continual Improvement

### A.2.2 List of Report & Forms

Ref.	Title & Description	Ref.	Title & Description
01	Context & Interested Parties	27	Supplier Evaluation
02	Process Matrix & Application	28	Receiving Inspection Log
03	SWOT Analysis Template	29	Customer Property Log
04	PESTLE Analysis Template	30	Production Control Plan
05	Risk & Opportunity Register	31	Traceability Log
06	Aspect Identification Register	32	Inspection & Test Report
07	Hazard Identification Register	33	First Article Inspection Log
08	OHS Hazard Assessment	34	In-process Inspection Log
09	Legal & Compliance Register	35	Final Inspection Log
10	Register of QEHS Objectives & KPIs	36	Non-conformity Report
11	Objectives Management Programme	37	Concession Request
12	Equipment Maintenance & Service Log	38	Concession Request Log
13	Competency Review	39	Emergency Equipment Log
14	Training Attendance	40	Emergency Preparedness & Response Matrix
15	Training Evaluation	41	Customer Feedback Log
16	Controlled Equipment Log	42	Customer Satisfaction Survey
17	Calibration Log	43	Internal Audit Report
18	Software Validation Log	44	Internal Audit Assignment
19	Master Document & Record Index	45	Internal Audit Feedback
20	Document Issue Sheet	46	Management Review Agenda & Minutes
21	Document Change Request	47	Corrective Action Report
22	Life Cycle Analysis Template	48	Corrective Action Log
23	Requirements Review Checklist	49	Incident Investigation Form
24	Design Change Request	50	Incident Report
25	Design Change Request Log	51	Improvement Activity Form
26	Approved Supplier Index	52	Process Effectiveness Assessment Form

### A.2.3 List of Audit Documents

Ref.	Title & Description
01	Internal Audit Programme (10-year & 2-year programmes)
02	Integrated Audit Checklist (with compliance charts)
03	Process Audit Report
04	Supplier Audit Checklist

### A.2.4 List of Gap Analysis Documents

Ref.	Title & Description
01	ISO 9001-2015 Gap Analysis & Transition Guide
02	ISO 14001-2015 Gap Analysis & Transition Guide
03	ISO 45001-2018 Gap Analysis & Transition Guide