Quality management input comprises the standard requirements from ISO 9001:2015 which are strategically 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 in balance with socio-economic needs.

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1   Introduction

Your organization has developed and implemented an integrated Environmental and Quality Management System (EQMS), which uses ISO 9001:2015 and ISO 14001:2015 as a framework that allows our organization to document and improve our quality and environmental practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties. Your organization is committed, through our environmental policies, to the operation of an EQMS that elicits the following intended outcomes:

1. Enhance environmental performance, by protecting the environment by preventing or mitigating adverse environmental impacts;
2. Fulfil compliance obligations by mitigating potential adverse effects of environmental conditions;
3. Achieve environmental objectives by controlling or influencing the way our organization's products and services are designed, manufactured, distributed, consumed and disposed.

The figure below illustrates our methodology for the development of our EQMS, using the plan, do, check and act process approach, to implement and deliver management system objectives, stakeholder requirements and environmental compliance.

Figure 1: EQMS & PDCA Interaction

Certification to 14001:2015 and ISO 9001:2015 will help achieve these intended outcomes and demonstrates that the EQMS is effective, provides value for the environment, our organization and its interested parties.

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This document describes our EQMS, delineates authorities, inter relationships and the responsibilities of personnel within the system. The manual also provides references to procedures and activities that comprise our Environmental and Quality Management System (EQMS).

The document is used to familiarise customers and other external organizations or individuals with the quality and environmental controls that your organization has implemented. The controls defined herein demonstrate to all interested parties that our EQMS is focused on implementing processes that deliver customer satisfaction while limiting the environmental impact of our operations.

Our EQMS meets the requirements of ISO 9001:2015 and ISO 14001:2015 and uses the Plan, Do, Check and Act approach to process planning. Our EQMS addresses and supports our strategies for the <design, development, manufacturing, installation and servicing of our products>, <also insert the registered address of your organization and/or facilities here>

Insert your scope statement here. This should succinctly summarize your products and/or services. A single sentence is all that is required, as this will be shown your ISO 9001:2015 and ISO 14001:20015 certificates.

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 EQMS:

Clause	Justification for Exclusion
8.3	We exclude design and development from our EQMS, as we do not design or modify components

2   References

In addition to ISO 9001:2015 and ISO 14001:2015 we also make reference to other relevant British and/or international standards as well as customer specifications appropriate to our products and market.

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 14004:2015	Environmental management systems	Guidelines for implementation
BS EN ISO 19011:2011	Auditing management systems	Guidelines for auditing

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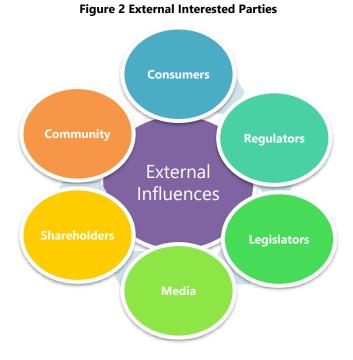
This document does not introduce any new definitions but rather relies on the following:

1.   Definitions typically used by our customers, stakeholders, interested parties or marketplace;
2.   Terms typically used in standards and regulations as they relate to our processes and products;
3.   Standard business terminology;
4.   Terms and vocabulary commonly used in <engineering> practices.

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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.

Figure 2 External Interested Parties

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 and integrity of our processes and our management system.

To ensure that our organizational context is aligned with our strategy, whilst taking account of relevant, influential, internal and external factors; your organization collates and analyzes information pertinent to those influential factors to identify issues that have the potential to be affected by our activities, products and services. Similarly, we identify internal and external issues that could be capable of affecting our organization's ability to deliver products, services or activities.

understanding of the relevance of each factor is derived and maintained. To facilitate the understanding of our

Figure 3 Internal Interested Parties

Your organization and assesses information about our influential factors to ensure that a continual understanding of the relevance of each factor is derived context, we regularly consider issues that influence our business during management review meetings, the results of which are conveyed via minutes and business planning documents.

The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions that we take to address them. For more information about our risk and opportunity management framework, refer to Section 6.1.

Although we acknowledge that ISO 9001:2015 does not require our organizational context to be maintained as documented information, we maintain and retain; in addition to this document, the following documented information that describes our organizational context:

1.	Analysis of business plans, strategies, and statutory and regulatory commitments;

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2.   Analysis of technology and competitors;

3.   Technical reports from experts & consultants;

4.   SWOT analysis reports or schedules for internal issues;

5.   PESTLE analysis reports or schedules for external issues;

6.   Minutes of meetings (management and design review minutes), process maps and reports, etc.

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 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 operations or to our EQMS. Such needs and expectations broadly include those shown in the table below.

Interested Parties	Needs & Expectations
Customers	Price, reliability & value
Distributors & retailers	Quality, price & logistics
Owners/shareholders	Profitability & growth
Employees	Shared values & security
Suppliers	Beneficial relationships
Regulatory & statutory	Compliance & reporting

To ensure that our products and processes continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be elicited from interested parties.

Where appropriate, to ensure that our processes are aligned to deliver the requirements of our interested parties; we convert relevant needs and expectations into requirements which become inputs to our EQMS and to our product and service designs.

4.3   Integrated Management Scope

Based on the analysis of the issues and requirements identified in Sections 4.1 and 4.2, your organization has established the scope of our EQMS in order the implement our objectives and the policies relevant to our context, compliance obligations, the life cycle perspective of our products and activities, our authority and ability to exercise control and influence over environmental impacts.

This document describes our integrated environmental and quality management system (EQMS) and delineates authorities, inter-relationships and responsibilities of process owners and personnel that operate within the system. Although we recognize that nether ISO 9001:2015 and ISO 14001:2015 require a management system manual, we have decided to retain and update our EQMS manual as our employees; customers, suppliers and other stakeholders perceive it to add value to our operations. The scope statement, contained within this manual is available to interested parties via our website.

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:

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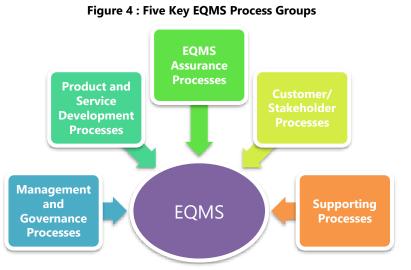| Physical Boundary	Functional Boundary	Organizational Boundary	Authority to Control or Influence
Our facilities at the following address:	All activities performed and managed by our organization which result in product or service outputs	Complete organizational control over current activities	We have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

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

This document also demonstrates the relationship between our management system and the sequence and interaction of our key processes. Conformance to ISO 9001:2015 and ISO 14001:2015 has been verified utilizing a formal assessment and review process by a UKAS Accredited Registrar. <Insert name of Registrar>.

4.4   Integrated Management Processes

Your organization has implemented an integrated management system 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 of ISO 14001:2015. 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. By defining five key process-groups and by managing their inputs, activities, controls, outputs and interfaces; our organization ensures that system effectiveness is established maintained. These process groups are described using tools such as procedures, process maps, activity flow diagrams, matrices, schedules, and charts, etc.

Figure 4 : Five Key EQMS Process Groups

Refer to Appendix A.1 for the sequence of our processes and interaction of the process groups within our EQMS. It is recognized that defining, implementing and documenting our integrated management system is only the first step towards fully implementing its requirements.

The effectiveness of each process and its subsequent output is measured and evaluated through regular internal audits, inspections and data analysis. We use key performance indicators (KPIs) that are linked to our objectives to monitor our processes, as well as assessments to determine the risks and opportunities inherent to each process. We also use trends and indicators relating to non-conformities, objectives and corrective action, as well as; monitoring and measuring results, customer satisfaction and process performance data.

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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 personnel, inspection regimes, the provision of product conformity certificates, adherence to specifications and specific job files, etc. Refer to Section 8.4.

The controls identified do not absolve us of the responsibility to conform to client, statutory and regulatory requirements but instead they enhance our capacity to effectively manage our supply chain. The controls adopted are influenced by the potential impact of outsourcing on meeting customer or stakeholder requirements, and the degree to which control of the process is shared. Outsourced processes are controlled via purchasing and contractual agreements. Refer to Section 8.4.