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EQMS PROCEDURE 20

Data Analysis & Evaluation

Defines how we plan, collect, analyze, and evaluate EQMS data, including evaluation of compliance, so that decisions and improvements rest on evidence.

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1 Purpose

This procedure sets out how we decide what to monitor and measure, how we collect and check data, which analysis techniques we use, how we evaluate the results and how we report them. It aims to give managers reliable evidence for decisions and to show where action or improvement is needed.

It also defines how we evaluate whether we are meeting our compliance obligations, as required by ISO 14001:2026.

2 Scope

This procedure covers all data generated by, or relevant to, our integrated management system: product and service conformity, process performance, customer satisfaction, supplier performance, environmental performance, compliance with legal and other requirements, audit results, and the effectiveness of actions on risks and opportunities.

Identifying and recording compliance obligations is covered by Procedure 04 Legal & Compliance Requirements. Setting objectives and KPIs is covered by Procedure 05 Objectives, Targets & Indicators. Calibration of measuring equipment is covered by Procedure 07 Calibrated Equipment.

3 Requirements Addressed

Standard	Clause(s)	What this procedure covers
ISO 9001:2026	9.1.1, 9.1.3	What to monitor and measure; analysis and evaluation, including the effectiveness of actions on risks and on opportunities
ISO 14001:2026	9.1.1, 9.1.2	Environmental performance criteria and indicators; evaluation of compliance

4 Terms

Term	Meaning in this procedure
Data source	A process or activity that produces information about performance, such as inspection, complaints handling or environmental monitoring.
Data element	An individual item of data within a source, such as the number of rejects, the reason for a complaint or an emission reading.
Criteria	The limits, targets or acceptance levels against which a data element is judged, including the point at which it is escalated.
Statistical technique	A mathematical method used to describe, compare, or model data and its variation, such as a control chart or regression.
Non-statistical technique	A structured, judgment-based method of examining information, such as FMEA or a review meeting.
Horizontal analysis	Linking data from different sources to judge the extent and significance of a problem or trend.
Evaluation of compliance	A planned check of whether we are meeting each of our compliance obligations, with action where we are not.

5 Responsibilities

Responsibilities are shown as a RACI matrix: **R** responsible (does the work), **A** accountable (one owner, signs off), **C** consulted, **I** informed.

Activity	TM	EQMS	PO	EC	QC
Select the data sources critical to the business and approve criteria	**A**	**R**	C	C	C
Define data elements, methods, frequencies, and criteria	I	**A**	**R**	**R**	**R**
Collect and verify data		I	**A**	**R**	**R**
Choose techniques and provide tools and training	I	**A**	C	C	**R**
Analyze data within and across sources		**A**	**R**	**R**	**R**
Evaluate compliance with legal and other requirements	I	**A**	C	**R**	
Report results and trends to management review	I	**A**	C	C	**R**

TM Top Management · **EQMS** EQMS Manager · **PO** Process Owners · **EC** Environmental Coordinator · **QC** Quality Coordinator

6 Triggers & Frequency

- Annual planning cycle, when data sources, criteria, and frequencies are confirmed.
- Monitoring at the frequency set for each data element, from continuous to annual.
- Monthly analysis of process and performance data by Process Owners.
- Quarterly EQMS performance report to Top Management.
- Evaluation of compliance at the frequency set for each obligation, at least annually.
- A data element breaching or approaching its limit, or showing an adverse trend.
- New processes, products, markets or compliance obligations, or changes to existing ones.

7 Method

7.1 Plan what to measure

Top Management reviews the processes that are critical to quality, environmental and regulatory performance and selects the data sources that will be measured and analyzed. Planning takes account of the type of product or service, intended markets and users, objectives, and the requirements of interested parties and regulators.

For each data source, the responsible Process Owner records the following in the monitoring and measurement plan.

- The data elements to be collected and the method of collection.
- How often data is collected and when it is analyzed.
- Criteria: limits, acceptance levels, escalation points, and the reporting route for actual or potential nonconformities.
- Indicators used to evaluate environmental performance.
- The technique to be applied and who performs the analysis.
- Resources needed, such as specialists, laboratories, software, or training.

Criteria are set in numbers wherever possible so that results are consistent and repeatable. Where criteria have to be qualitative, they are written precisely enough to keep personal judgment to a minimum. Acceptance criteria come from product, process and system specifications, many of which are set during design and development.

Typical data sources and data elements

Data source	Typical data elements	Owner
Compliance obligations	Inspection results from regulators, permit monitoring results, new or changed requirements	Environmental Coordinator
Environmental aspects	Energy and water use, waste by stream, emissions, discharges, spills	Environmental Coordinator
Environmental incidents	Spills, releases, permit or consent breaches, environmental complaints, near misses	Environmental Coordinator
Supplier performance	Batches received, rejects and reasons, on-time delivery, by supplier	Purchasing Manager
Process control	In-process results, control parameters, by product, shift, operator and equipment	Process Owners
Finished product and service	Final inspection results, rejects, rework, release data	Quality Coordinator
Complaints and feedback	Count, product family, customer, reason, severity	Sales Manager
Returned product and service reports	Reason for return, defect type, repairs, parts replaced	Operations Manager
Audits	Findings by category, repeat findings, programme completion	EQMS Manager
Monitoring and measuring equipment	Calibration status and out-of-tolerance results	Quality Coordinator
Risks and opportunities	Status and effectiveness of planned actions	EQMS Manager
External information	Trade press, research, failures of similar products, stakeholder concerns	EQMS Manager

7.2 Collect and verify data

#	Action	Owner	Output/record
1	Collect data at the planned frequency, using the methods and forms set in the plan.	Process Owners	Raw data
2	Use only calibrated or verified monitoring and measuring equipment, as listed on Form 14 and Form 15.	Quality Coordinator	Valid measurements
3	Check data for completeness, accuracy, and currency before it is analyzed; query gaps and outliers with the source.	Process Owners	Verified data
4	Store data in a retrievable form that suits analysis and meets EQMS and regulatory retention rules.	Process Owners	Data set
5	Review annually whether each monitoring activity is still suitable and remove or add elements as needed.	EQMS Manager	Updated monitoring plan