EQMS PROCEDURE 11

Operational Control

Sets the operating criteria and controls for activities with significant aspects, compliance obligations, or quality risk, and governs how we plan changes.

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<Insert your organization name or logo>

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#	Action	Owner	Output/record
5	Implement the change, update the affected documents, and deliver any new or changed training.	Process Owners	Form 19 Document Change Request; Form 12 Training Attendance
6	Monitor the agreed measures and report the results at the next management review.	EQMS Manager	Form 44 Management Review Agenda & Minutes

Changes to products and designs follow Procedure 13 Design & Development, and changes to production or service provision are also recorded under Procedure 15 Product & Service Provision. When an unintended change is found, the Operations Manager reviews its consequences, records the mitigation taken, and raises a corrective action through Procedure 23 Non-conformity & Corrective Action where the effect is adverse.

> 2026 EDITION
> ISO 9001:2026 and ISO 14001:2026 both have a clause 6.3 Planning of changes, but only ISO 9001 lists considerations; its list now includes the availability of information and how effectiveness is monitored and evaluated and results reviewed. ISO 14001 requires planned, managed change without a list.

7.5 Maintain controls in normal and abnormal conditions

Normal conditions. Every six months, the Environmental Coordinator reviews each operational control for suitability and effectiveness. The review uses monitoring and measurement results, compliance evaluation results, incident investigations, nonconformities, and corrective action status.

Abnormal conditions. When an operation runs outside normal conditions, the Environmental Coordinator invokes Procedure 18 Emergency Situations where needed and Procedure 24 Incident Investigation where an incident has occurred. Once the situation is stable, the related controls are reviewed with the EQMS Manager.

#	Action	Owner	Output/record
1	Review each control against its operating criteria and recent performance data.	Environmental Coordinator	Six-monthly control review record
2	Identify controls that failed, were bypassed, or are no longer adequate, and raise actions.	Environmental Coordinator	Form 45 Corrective Action Report
3	Confirm Fire Marshals are appointed for each area, trained, and listed on notice boards.	EQMS Manager	Emergency personnel list
4	Check that fire equipment, spill kits, and other emergency equipment are stocked and serviceable.	Facilities Manager	Form 37 Emergency Equipment Log

Fire Marshals are trained in evacuation and firefighting equipment. Nobody fights a fire unless it can be done without undue risk.

7.6 Document, communicate and review

Work instructions are written in enough detail for a competent person to achieve the intended result without harm to the environment. They are issued and controlled through Procedure 10 Documented Information, and communicated through the training set out in Procedure 08 Competence & Awareness.

#	Action	Owner	Output/record
1	Prepare and approve work instructions for each selected activity, combining quality and environmental controls in one document where practical.	EQMS Manager	Controlled work instruction

#	Action	Owner	Output/record
2	Consider the experience and competence of users and the consequences of missing information when deciding the level of detail.	EQMS Manager	Approved level of detail
3	Revise instructions after incidents, spills or releases, audit findings, new processes or products, and new legal requirements.	Environmental Coordinator	Revised work instruction
4	Register all instructions and their revision status.	Document Controller	Form 17 Master Document & Record Index

8 Records

Record	Form/location	Owner	Retention
Life cycle analysis	Form 20	Environmental Coordinator	Current + 3 years
Process matrix	Form 04	EQMS Manager	Current + 3 years
Equipment maintenance and service log	Form 10	Facilities Manager	Life of equipment + 3 years
Change requests, plans and approvals	Form 51	EQMS Manager	Current + 3 years
Six-monthly operational control review	No form	Environmental Coordinator	3 years
Emergency equipment log	Form 37	Facilities Manager	3 years

9 Performance Indicators

Indicator	Target	Reviewed
Operational controls reviewed on schedule	100% every six months	Six-monthly
Changes implemented with an approved Form 51 Change Request & Plan	100%	Quarterly
Incidents or releases linked to a missing or failed control	Zero	Monthly

10 Related Documents

Reference	Title
Procedure 03	Aspect Identification & Assessment
Procedure 04	Legal & Compliance Requirements
Procedure 06	Infrastructure & Natural Resources
Procedure 14	Purchasing & Procurement
Procedure 18	Emergency Situations
Procedure 24	Incident Investigation

Reference	Title
Form 20	Life Cycle Analysis Template
Form 51	Change Request & Plan