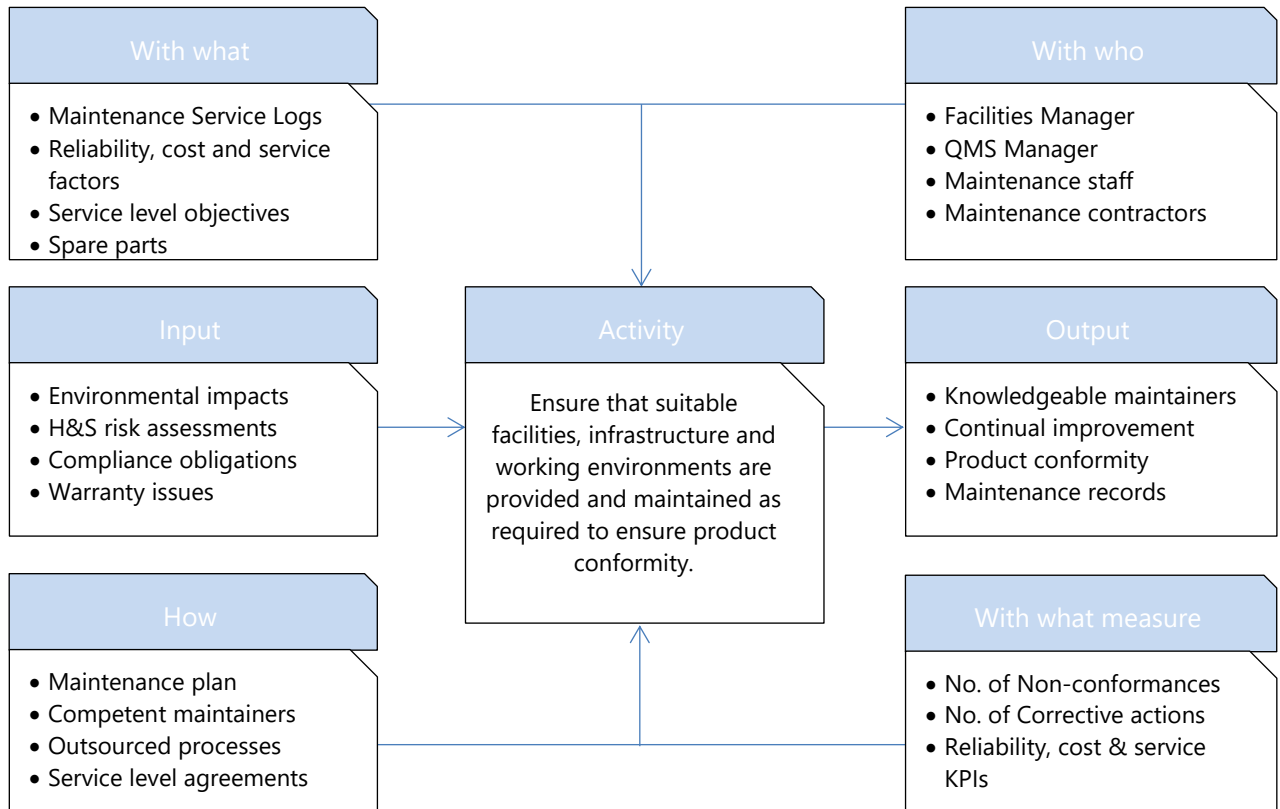


1 Infrastructure & Natural Resources

1.1 Introduction & Purpose

The purpose of this procedure is to define [your organization's](#) process for ensuring that suitable facilities, infrastructure and working environments are provided and maintained as required to ensure product conformity. This includes planning, provision and maintenance of employee facilities, workspaces, equipment, software and associated services.

1.1.1 Process Activity Map



1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 9004:2018	Quality management systems	Guidelines for performance improvements
BS EN ISO 19011:2018	Auditing management systems	Guidelines for auditing

1.1.3 Terms & Definitions

Term	ISO 9000:2015 Definition
Infrastructure	System of facilities, equipment and services needed for organizational operation
Work environment	Set of conditions under which work is performed
Natural resources	Materials or substances occurring in nature needed for organizational operation