INTEGRATED MANAGEMENT SYSTEM MANUAL

<table>
<thead>
<tr>
<th>Code:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Version:</td>
<td>0.1</td>
</tr>
<tr>
<td>Created by:</td>
<td></td>
</tr>
<tr>
<td>Approved by:</td>
<td></td>
</tr>
<tr>
<td>Date of version:</td>
<td></td>
</tr>
<tr>
<td>Signature:</td>
<td></td>
</tr>
</tbody>
</table>

Distribution list

<table>
<thead>
<tr>
<th>Copy No.</th>
<th>Distributed to</th>
<th>Date</th>
<th>Signature</th>
<th>Returned Date</th>
<th>Signature</th>
</tr>
</thead>
</table>

©2018 This template may be used by clients of Advisera Expert Solutions Ltd. www.advisera.com in accordance with the License Agreement.
## Change history

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Created by</th>
<th>Description of change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.1</td>
<td>9001Academy</td>
<td>Basic document outline</td>
</tr>
</tbody>
</table>

## Table of contents

1. ABOUT THE ORGANIZATION .................................................................................................................. 4

2. PURPOSE, SCOPE AND USERS ............................................................................................................... 4

   2.1. EXCLUSIONS ........................................................................................................................................ 4

3. TERMS AND DEFINITIONS ...................................................................................................................... 4

4. CONTEXT OF THE ORGANIZATION ......................................................................................................... 5

   4.1. UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT ............................................................ 5

   4.2. UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES ............................... 5

   4.3. DETERMINING THE SCOPE OF THE INTEGRATED MANAGEMENT SYSTEM ........................................ 5

   4.4. INTEGRATED MANAGEMENT SYSTEM AND ITS PROCESSES .......................................................... 5

5. LEADERSHIP ........................................................................................................................................ 6

   5.1. LEADERSHIP AND COMMITMENT .................................................................................................... 6

      5.1.1. General ........................................................................................................................................... 6

      5.1.2. Customer focus ............................................................................................................................ 6

   5.2. IMS POLICIES .................................................................................................................................... 7

   5.3. ORGANIZATIONAL ROLES AND RESPONSIBILITIES ......................................................................... 7

   5.4. CONSULTATION AND PARTICIPATION OF WORKERS ....................................................................... 7

6. PLANNING ............................................................................................................................................ 7

   6.1. ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES ...................................................................... 7

      6.1.1. General ........................................................................................................................................... 7

      6.1.2. Environmental aspects ............................................................................................................... 8

      6.1.3. Hazard identification and assessment of risks and opportunities ................................................ 8

      6.1.4. Compliance obligations .............................................................................................................. 8

      6.1.5. Planning actions ............................................................................................................................ 8

   6.2. IMS OBJECTIVES AND PLANNING TO ACHIEVE THEM .................................................................. 9
6.3. Planning Changes

7. Resources

7.1. Resources

7.2. Competence

7.3. Awareness

7.4. Communication

7.5. Documented Information

8. Operation

8.1. Organizational Planning and Control

8.2. Requirements for Products and Services

8.3. Design and Development of Products and Services

8.4. Control of Externally Provided Processes, Products and Services

8.5. Production and Service Provision

8.6. Release of Products and Services

8.7. Control of Nonconforming Outputs

8.8. Emergency Preparedness and Response

9. Performance Evaluation


9.1.1. General

9.1.2. Customer satisfaction

9.1.3. Analysis and evaluation of compliance

9.2. Internal Audit

9.3. Management Review

10. Improvement

10.1. General

10.2. Incident, Nonconformity and Corrective Action

10.3. Continual Improvement
1. About the organization

[Add Basic information about the organization and its production and/or service provisioning program including the organization structure]

![Organizational chart]

Figure 1: Organizational chart

2. Purpose, scope and users

The Integrated Management System Manual is applied to the processes and locations of [organization name] and demonstrates the capability of [organization name] to continuously provide products and services that address customers’ and interested parties’ requirements by complying with requirements of ISO 9001. It also serves to demonstrate the organization’s commitment to pollution prevention and continuous improvement of environmental protection according to ISO 14001, and to demonstrate the organization’s commitment to occupational health and safety according to ISO 45001.

2.1 Exclusions

The following is not included in the scope: [specify individual organizational elements/resources which are to be specifically excluded from the scope].

[Organization name] excludes the following clauses of ISO 9001:2015:

- [Include the specific clauses excluded and explain the rationale]

[Commented [9A9]: Scoping should not be used to exclude activities, processes, products, services, or facilities that have significant environmental aspects, that have significant occupational health and safety hazards and risks, or to evade the organization’s compliance obligations.]

[Commented [9A10]: Exclusions can be made only from Clause B of the ISO 9001:2015 standard. Name the clauses excluded from QMS and provide justifications for exclusions.]

3. Terms and definitions
4. Context of the organization

4.1. Understanding the organization and its context

[Organization name] considers the context of the organization according to the Procedure for Determining the Context and Interested Parties.

4.2. Understanding the needs and expectations of interested parties

In this section, the organization defines the needs and expectations of interested parties, which are identified and described for the purposes of determining the context of the organization and the Integrated Management System. The needs and expectations of interested parties are identified and included in the Procedure for Determining the Context and Interested Parties.

4.3. Determining the scope of the Integrated Management System


4.4. Integrated Management System and its processes

For the scope of the Integrated Management System, the organization considers the processes, their interactions, and the responsibilities and authorities for processes in the Quality Plan. Sequences and interactions between the processes are described in Figure 2: Process Map.
During management review, top management of [organization name] evaluates processes and
results against targets set to ensure that the processes meet customer needs and improve
process and the IMS.

5. Leadership

5.1. Leadership and commitment

5.1.1. General

The top management ensures that IMS requirements are integrated into organizational
strategic direction and its business processes, and that the IMS is under the responsibility
of relevant management roles to demonstrate leadership to their areas of responsibility.

5.1.2. Customer focus

[ Zimmer and colleagues, 2013 ]
The top management of [organization name] demonstrates leadership and commitment with respect to customer focus through ensuring:

- Their customer, customer and regulatory requirements are defined, understood, and implemented.
- The role and responsibilities of the customer and customer-focused processes are clearly defined and communicated to all personnel involved.

5.2. IMS Policies

[Organization name] has defined the Quality Policy, Environmental Policy and the OH&S Policy as separate documents and made them available to employees and the public.

The policies represent the framework for planning and improving the IMS and aligning it with the organization’s strategic objectives.

5.3. Organizational roles and responsibilities

Responsibilities and authorities for relevant roles are assigned by the top management and are documented in the IMS. The organization ensures that all employees are trained in their roles and are aware of their responsibilities. Employee performances, to the top management.

5.4. Consultation and participation of workers

The organization has an established process for consultation and participation of employees according to the Procedure for Communication, Participation and Consultation at all applicable levels.

The procedure defines mechanisms, timing, tools, and resources necessary to effectively consult and participate of employees.

6. Planning

6.1. Actions to address risks and opportunities

6.1.1. General

While defining the IMS, organization must consider the context of the organization, needs and expectations of interested parties, and opportunities related to the strategy to give assurance that the IMS can contribute to the achievement of the organization’s long-term strategic objectives.

is compatible with the context of the organization, and can achieve continual improvement.
Risks and opportunities related to the context of the organization and interested parties are addressed according to the Procedure for Addressing Risks and Opportunities. They are documented in the Registry of Key Risks and Opportunities.

Risks and opportunities related to the Quality are addressed according to the Procedure for FMEA Application, which describes how to perform risk assessment using Failure Mode Effect Analysis. They are documented in the registry FMEA Risks and Opportunities Record.

IMS interested parties and environmental and OH&S compliance obligations are documented in List of Interested Parties, Legal and Other Requirements.

6.1.2. Environmental aspects

Environmental aspects are the potential for adverse impacts on the environment that are connected with the organization's activities, products, or services. These aspects are part of the wider aspects of the sustainability strategy and must be integrated into the organization's overall strategy and business processes that can have a negative impact, including consideration of situations that deviate from environmental aspects and evaluation of their impact has been prescribed in Procedure for Identification and Evaluation of Environmental Aspects and risks.

Risks and opportunities related to environmental aspects are defined in Process Aspect Chart.

6.1.3. Hazard identification and assessment of risks and opportunities

Hazard identification and assessment of risks and opportunities are described in the Process for Determining Context of the Organization and Interested Parties.

 IMS compliance obligations are listed in List of Interested Parties, Legal and Other Requirements

6.1.4. Compliance obligations

In accordance with the nature of its business activities, [organization name] complies with a certain number of mandatory regulations, laws, standards, and other requirements. The organization has in place documented procedures to ensure the implementation of these regulations, laws, and other requirements.

The organization also has procedures for determining the context of the organization and interested parties and Procedure for Determining Context of the Organization and Interested Parties.

6.1.5. Planning actions


Process Aspect Chart, and risks and opportunities related to the context of the organization,
documented in Registry of Key Risks and Opportunities, implements them in IMS processes and evaluate the effectiveness of these actions.

6.2. IMS objectives and planning to achieve them

The IMS objectives are consistent with the Quality Policy, Environmental Policy and OH&S Policy and describe the desired level of performance with respect to achieving the IMS requirements. The objectives are supported by the policies and procedures, and the commitment and responsibilities of the relevant personnel.

The plans for achieving the objectives are made to suit the requirements, and matched with the realization of the objectives. The objectives are defined and documented in the QM Objectives, Environmental Objectives and OH&S Policies. Realization of the plans is regularly reviewed by [job title] in order to ensure compliance with requirements of the IMS requirements.

6.3. Planning changes

When the organization determines a need for changes to the Integrated Management System, [job title] is responsible for carrying them out in a planned manner.

The purpose of this procedure is to ensure and implement changes in the IMS so as to [job title].

The procedure for Change Management is described in the

7. Resources

7.1. Resources

The organization shall maintain and provide the necessary resources needed for implementation, maintenance and continual improvement of the Integrated Management System.

7.2. Competence
[Organization name] disposes the necessary staff with the needed knowledge and skills, training, and supervision in order to carry out their responsibilities and requirements of the QMS, and the organization does not have adequate resources.

Managers are responsible for identifying the needs and conducting professional training of employees with respect to the requirements of the QMS. This training is provided at least annually, including personal development and training materials. This training is conducted in a manner that ensures the suitability, competence, and adequate education of all employees in order to implement the QMS. The training results are documented and records of training are kept by the management representative.

**Competence, Training and Awareness Procedure.** Records of completed training and training effectiveness are kept by the management representative.

7.3. **Awareness**

[Organization name] ensures that persons doing work under its control are aware of the Quality Policy, Environmental and OH&S Policies, relevant objectives, significant environmental aspects, and the process approach as well as the relevant standards of the QMS and requirements of the QMS.

7.4. **Communication**

[Organization name] uses different forms and methods of communication and communication processes in order to promote understanding of its management system and adapt it to the needs of its stakeholders. The management system is implemented in order to adapt it to the needs of its stakeholders and ensure the effectiveness of the organization's processes.

**Procedure for Communication, Participation and Consultation.**

The management representative is responsible for communicating organizational information and taking measures in order to ensure the effectiveness of the management system and the relevant information.

7.5. **Documented information**

Documented information is created, updated, distributed, and withdrawn according to the **Procedure for Documents and Record Control** according to the standards' requirements and the organization's practices.

8. **Operation**

8.1. **Organizational planning and control**
8.2. Requirements for products and services

[Job title] is responsible for planning and developing processes needed for product realization according to the **Procedure for Production and Service Provision**.

controls related to customers and visitors are defined in the **Sales Procedure**.

8.3. Design and development of products and services

[Job title] appoints persons responsible for planning, realization, and management of product design and development according to the **Procedure for Design and Development**.

8.4. Control of externally provided processes, products and services

Ensures that the delivered product is compliant with specified purchasing requests according to the **Procedure for Purchasing and Evaluation of Suppliers**.

8.5. Production and service provision

[Organization name] defines activities of planning and executing the product realization process according to the **Procedure for Production and Service Provision** and **Warehousing Procedure**.

8.6. Release of products and services

The organization has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements are met, according to the **Procedure for Production and Service Provision**.

8.7. Control of nonconforming outputs

controlled to prevent their unintended use or delivery, according to the **Procedure for Management of Nonconformities and Corrective Actions**.

8.8. Emergency preparedness and response
[Organization name], in order to identify, prevent, and mitigate the negative impact on the environment and human health, has implemented an Integrated Management System (IMS). This system includes a series of proactive and reactive measures to ensure compliance with regulations and best practices. The implementation is done according to the Procedures for Preparedness and Emergency Response and guidelines given as appendices in the Procedure.

Employees training for the prevention and remediation of hazardous situations are considered when defining the training programs and their implementation.

9. Performance evaluation

9.1. Monitoring, measurement, analysis and evaluation

9.1.1. General

[Top-level management] and process owners in [organization name] define what will be monitored and measured, and the frequency and method of monitoring. The performance of the organization is reviewed within the context of the organization’s objectives and expected results. The results of this review are used to evaluate performance.

Activities of measurement of significant environmental and OH&S hazards aspects that are regulated are documented in the Environmental and OH&S Management System. [Job title] is responsible for recording data and measuring and monitoring results that facilitate analysis of corrective and preventive actions that follow.

controlled in the Equipment Calibration Record.

9.1.2. Customer satisfaction

[Organization name] monitors customers’ perceptions of the degree to which their needs and expectations have been fulfilled according to the Procedure for Measuring Customer Satisfaction.

9.1.3. Analysis and evaluation of compliance

The results of the audits are used to evaluate compliance with the organization’s objectives and expected results. The results of the audits are used to evaluate compliance with the organization’s objectives and expected results.

Commented [9A15]: The measurements that are needed, but that the organization doesn’t have the capacity or resources to conduct. E.g., measuring of CO2 emissions, concentration of hazardous matters in waste, etc.

Commented [9A16]: Adapt to the organization's needs.
9.2. Internal audit

[Organization name] conducts internal audits at planned intervals to demonstrate conformance and effectiveness of the Integrated Management System according to the Procedure for Internal Audit.

9.3. Management review

[Top-level management] of [organization name] conducts regular reviews of the IMS, at least once a year, according to the Procedure for Management Review.

10. Improvement

10.1. General

[Organization name] conducts improvements and actions necessary to improve and improve any processes within the context of customer requirements and customer satisfaction.

These include:

- improving products and services to meet requirements, as well as to address future needs
- ensuring customer satisfaction
- ensuring consistent and effective performance of the integrated management system

10.2. Incident, nonconformity and corrective action

The ISMS is responsible for investigating, recording, and analyzing incidents, according to the Procedure for Incident Investigation.
[Organization name] handles nonconformities in order to control and correct them and deal with the consequences, according to the Procedure for Management of Nonconformities and Corrective Action.

10.3. Continual improvement

[Organization name] continually improves the suitability, adequacy, and effectiveness of the IMS to enhance its performance according to the Procedure for Continual Improvement.