INTEGRATED MANAGEMENT SYSTEM MANUAL

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1. About the organization

1.1. Organizational structure

[Diagram of organizational structure]

Figure 1: Organizational chart

2. Purpose, scope and users

The Integrated Management System Manual documents the management system 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 and ISO 14001.

3. Terms and definitions

For the purpose of this Integrated Management System Manual, [organization name] references the terms and definitions listed in

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
[Organization name] has determined the interested parties and their needs and expectations according to the Procedure for Determining the Context and Interested Parties and listed them in the List of Interested Parties.

4.3. Determining the scope of the Integrated Management System

[Organization name] has determined the boundaries and applicability of the Integrated Management System in the Scope of Integrated Management System.

4.4. Integrated Management System and its processes

[Organization name] has established and implemented the IMS, which is maintained and continually improved according to the

[organization name] determined the

[Organization name] determined the 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
5. Leadership

5.1. Leadership and commitment

5.1.1. General

The top management of [organization name] is taking accountability for the effectiveness of the IMS and providing resources to ensure that the Quality Policy, Environmental Policy and IMS Objectives are compatible with the strategic direction and the context of the organization.

The top management communicates the

5.1.2. Customer focus

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

- that customer and statutory and regulatory requirements are defined, understood, and consistently met
- that the organization considers customer feedback, customer complaints, or potential customers' needs and expectations
- that the organization maintains the necessary processes needed to meet customer requirements

5.2. IMS Policies

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

5.3. Organizational roles and responsibilities

Responsibilities and authorities for relevant roles are assigned by the top management and communicated within [organization name]. The top management assigns

6. Planning

6.1. Actions to address risks and opportunities

6.1.1. General
While planning the IMS, [organization name] considers the

[organization name] determines risks and opportunities related to

Risks and opportunities related to the IMS are addressed according to the Procedure for Addressing Risks and Opportunities.

6.1.2. Environmental aspects

[Organization name] performs identification of environmental aspects within the scope of the IMS and evaluates their significance or potential significance. The process of identification of environmental aspects and evaluation of their impact provides

6.1.3. Compliance obligations

In accordance with the nature of its business activities, [organization name] complies with a certain

The process of identification and periodic evaluation of compliance with these requirements is described in the Procedure for Determining Context of the Organization and Interested Parties.

6.2. IMS objectives and planning to achieve them

[job title] continuously defines

The IMS objectives are consistent with the Quality Policy and Environmental Policy and prescribed to

The plans for achieving the objective are made for each defined quality objective.

Activities in the plans to achieve quality objectives, responsibilities, deadlines, and resources for the

6.3. Planning changes

When the organization determines a need for changes to the Integrated Management System,
7. Resources

7.1. Resources

[organization name] determines and assigns the necessary resources for establishing, implementing, maintaining, and improving the IMS. The resources may include personnel, facilities, equipment, and information resources.

7.2. Competence

[Organization name] disposes the necessary staff with the needed knowledge and skills, organizational infrastructure, and financial resources for establishing, implementation, maintenance, and improvement of the IMS. In cases where it is deemed necessary, managers are responsible for identifying the needs and training of their staff. Each organizational part manager/ process owner is responsible for the suitable competency of his section and for informing the top management about not having the necessary competence. The method of ensuring the necessary competencies for roles, responsibilities, and authorities for the implementation of the IMS is described in the competence management policy.

7.3. Awareness

[organization name] ensures that persons doing work under its control are aware of the Quality Policy and Environmental Policy, relevant IMS objectives, their contribution to the effectiveness of the IMS, and implications of nonconformance with theIMS requirements.

7.4. Communication

[organization name] uses different forms and methods of internal and external communications, as well as communication to legislative and other interested parties, all in accordance with the Procedure for Communication.
Documented information

Documented information is created, updated, distributed, and withdrawn according to the...

8. Operation

8.1. Organizational planning and control

[Job title] is responsible for...

Environmental operational controls for...

8.2. Requirements for products and services

Communication with customers, the process of determining and reviewing the requirements related...

8.3. Design and development of products and services

[Job title] appoints persons responsible for planning, realization, and management of product design...

8.4. Control of externally provided processes, products and services

By documenting an adequate method for evaluation and selection of suppliers, [organization name]...

8.5. Production and service provision

[Organization name] defines activities of planning and executing the product realization process under controlled conditions, in order to ensure full capability of the process and to prevent...

8.6. Release of products and services

The organization has implemented planned arrangements, at appropriate stages, to verify that the...

Commented [9A7]: Documented information includes policies, procedures, work instructions, records, etc.

Commented [9A8]: If you are using any of the production procedures given in the folder 12.03 Operational Procedures, you need to write the exact name of the procedure.

Commented [9A9]: For example, each of the process procedure refers to guidelines used for operational control of the significant environmental aspects in the process.
8.7. Control of nonconforming outputs

The organization ensures that...

8.8. Emergency preparedness and response

[organization name], in order to identify, prevent, and mitigate the negative impact on the environment, according to the Procedures for Preparedness and Emergency Response and...

Employees training for the prevention and remediation of...

[organization name] maintains the proper equipment necessary for prevention and response in case of a hazardous situation.

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, as well as the methods and timing for monitoring and measuring. Results of the...

Activities of measurement of significant environmental aspects that are regulated and prescribed by...

If equipment for internal monitoring and measurement is used, it will be calibrated and recorded in the Equipment Calibration Record.

9.1.2. Customer satisfaction

[Organization name] monitors customers' perceptions of the degree to which their needs and...

9.1.3. Analysis and evaluation of compliance

[Organization name] analyzes and evaluates appropriate data and information arising from monitoring and measurement.
The results of the analysis are used to evaluate:

- conformity of products and services;
- the degree of customer satisfaction;
- 

An activity of evaluation of compliance with legal and other requirements, with which the organization has agreed, is

9.2. Internal audit

[Organization name] conducts internal audits at planned intervals to demonstrate conformance and

9.3. Management review

[Top-level management] of [organization name] conducts

10. Improvement

10.1. General

[organization name] determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

- 
- 
- 

10.2. Nonconformity and corrective action

[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.
[Organization name] has established a corrective action system to investigate and document the root cause and

[Organization name] continually improves the suitability, adequacy, and effectiveness of the
Integrated Management System.