

[Organization logo]

[Organization name]

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INTEGRATED MANAGEMENT SYSTEM MANUAL

Code:	
Version:	0.1
Created by:	
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Signature:	

Commented [9A2]: If you want to find out more about the IMS Manual, see these articles:

- The future of the Quality Manual in ISO 9001:2015
<http://advisera.com/9001academy/knowledgebase/the-future-of-the-quality-manual-in-iso-90012015/>
- What is an environmental management system manual?
<https://advisera.com/14001academy/knowledgebase/what-is-an-environmental-management-system-manual/>
- Does your organization need a health & safety manual?
<http://advisera.com/45001academy/blog/2016/10/12/does-your-organization-need-a-health-safety-manual/>

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Change history

Date	Version	Created by	Description of change
	0.1	9001Academy	Basic document outline

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1. About the organization

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

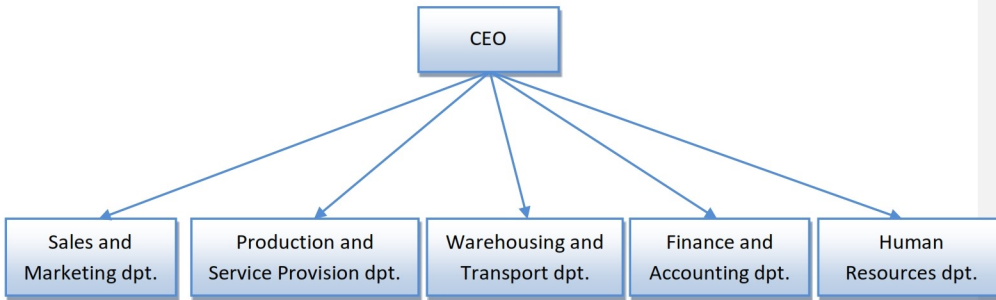


Figure 1: Organizational chart

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.

Commented [9A8]: If Quality Management System is applied only to part of organization, name that part of organization.

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:

-

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 8 of the ISO 9001:2015 standard. Name the clauses excluded from QMS and provide justifications for exclusions.

3. Terms and definitions

[organization name]

The processes of the Integrated Management System Manual [organization name] address the requirements of the standards listed in clause 1 of the ISO 9001:2015, ISO 14001:2015 and the ISO 45001:2018.

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, legal and other requirements**.

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 requirements of the ISO 9001:2015, ISO 14001:2015 and the ISO 45001:2018 standards, including processes needed and their interactions.

[Organization name] determined the processes needed for the IMS and their application throughout the organization.

[Organization name] determined required inputs and desired outputs of the processes, risks and controls needed to achieve objectives and control of these processes, as well as resources needed

and responsibilities and authorities for processes in the **Quality Plan**. Sequences and interactions between the processes are described in Figure 2: Process Map.

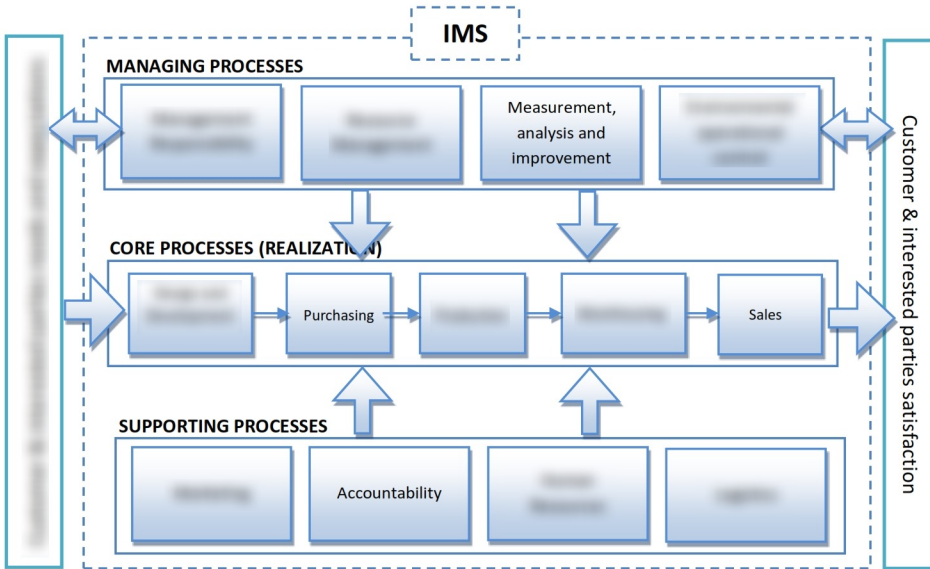


Figure 2: Process Map

During management review, top management of [organization name] evaluates processes and
[blurred text]

5. Leadership

5.1. Leadership and commitment

5.1.1. General

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

The top management ensures that IMS requirements are integrated into [organization name]'s
business processes, and that the IMS is achieving the intended results.

The top management communicates the importance of an effective IMS, provides suitable
incentives, resources, approval, information, training, encouragement, education and support

relevant management roles to demonstrate leadership to their areas of responsibility.

5.1.2. Customer focus

[organization name]

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

- The customer, statutory and regulatory requirements are defined, understood and consistently met
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- Efforts in enhancing customer satisfaction is sustained

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 setting general and specific integrated management system objectives.

5.3. Organizational roles and responsibilities

Responsibilities and authorities for relevant roles are assigned by the top management and communicated within the organization. The top management assigns roles and responsibilities for ensuring that the IMS conforms to the IMS plan, the OH&S plan and the Quality plan and reporting on the performance of the IMS, including the quality, environmental and OH&S 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 work locations.

The procedure defines mechanisms, timing, roles and resources necessary for effective consultation and participation of employees.

6. Planning

6.1. Actions to address risks and opportunities

6.1.1. General

While planning the IMS, organization should consider the context of the organization, needs and expectations of interested parties, and the scope of the IMS.

Organization should determine risks and opportunities related to the ability to plan objectives that the IMS can address intended results, enhance desirable results, prevent or reduce undesired effects, is compatible with the context of the organization, and can achieve continual improvement.

[organization name]

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**.

Commented [9A11]: Please write the option that you have chosen to conduct risk assessment.

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

Organization uses various identification of environmental aspects with the scope of the IMS and considers their significance or potential significance. The process of identification of environmental aspects and evaluation of their impact provides identification of activities from all 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

Risks and opportunities related to OH&S hazards are defined in **Registry of Interested Parties and Opportunities** according to the **Procedure for Addressing Risks and Opportunities and OH&S Hazards**.

6.1.4. Compliance obligations

In accordance with the nature of its business activities, [organization name] complies with a certain number of requirements imposed by regulatory and other authorities, including environmental protection and OH&S.

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**.

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

6.1.5. Planning actions

Organization uses various actions to address OH&S and opportunities, legal and other requirements and regulatory authorities according to **Procedure for Addressing Risks and Opportunities and OH&S Hazards, Procedure for Determining Context of the Organization and Interested Parties and Procedure for Emergency Preparedness and Response**.

Organization uses various actions to address its significant environmental aspects, defined in **Process Aspect Chart**; and risks and opportunities related to the context of the organization,

[organization name]

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 continuously defines measurable and timely quality, environmental and OH&S objectives for the relevant functions and levels within the organization. The objectives are monitored by the IMS in the context of monitoring and measurement and management review.

The IMS objectives are consistent with the Quality Policy, Environmental Policy and OH&S Policy and identified in all levels and functions in organization level, taking into account applicable requirements, reference to conformity of products and services, and enhancement of existing activities, including significant environmental aspects, management and resource prioritization, requirements arising from the process of internal and external communication, commitment to provision of goods and requirements of health, compliance with requirements of the law and regulations and customer requirements.

The plans for achieving the objectives are made for each defined quality, environmental and OH&S objective.

Activities in the plans to achieve quality objectives, responsibilities, deadlines, and resources for the realization of 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 monitor realization and to initiate use of correction measures. In addition, the review during regular management review.

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 IMS plans the changes to the IMS, considering the nature of the change and potential consequences, integrity of the IMS, and allocation or redistribution of responsibilities and authorities.

The process of initiating, evaluating and implementing IMS changes to the IMS is described in the **Procedure for Change Management**.

7. Resources

7.1. Resources

Organization assesses identified and possible resources needed for establishment, implementation, maintenance, and continual improvement of the integrated management system.

7.2. Competence

[organization name]

[Organization name] disposes the necessary staff with the needed knowledge and skills, appropriate resources, and financial resources for identifying, implementing, maintaining, and improving of the EMS.

It also ensures it is deemed necessary and justified, organization cannot afford the competent external personnel and organization may choose to do the activities if activities for which the organization does not have adequate resources.

Managers are responsible for identifying the needs and conducting professional training of employees who carry out activities that may have a significant impact on the quality of product, service, customer satisfaction, environmental performance, and management health and safety.

Each organizational unit manager, division manager is responsible for the suitable competence of the workers, or division of activities, training, advice and experience, in accordance with the requirements of their work.

The method of ensuring the necessary competence for roles, responsibilities, and authorities for implementation of internal control under the EMS are established in accordance with the

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, EMS records and their contribution to the effectiveness of the EMS, and implications of nonconformances with the EMS requirements.

7.4. Communication

Organization cannot use different forms and methods of internal and external communication, as well as communication to regulatory and other interested parties, all in accordance with the

Procedure for Communication, Participation and Consultation.

The EMS makes the decision to periodically communicating confidential information and data from the EMS scope to the interested parties.

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 organization's practices.

Commented [9A12]: Documented information includes policies, procedures, work instructions, records, etc.

8. Operation

8.1. Organizational planning and control

[organization name]

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

Commented [9A13]: If you are using any of the production procedures given in the folder 13.1 Operational Procedures, you need to write the exact name of the procedure.

8.2. Requirements for products and services

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, including management, ultimately, to ensure compliance with specified requirements for products and services 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

Procedure for Production and Service Provision and **Warehousing Procedure**.

Commented [9A14]: Choose from folder 13.1 – Operating procedures the procedure that best fits your organization (for production and service procedure, construction process, etc.) and insert the name of that procedure here.

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]

[Organization name], in order to identify, prevent, and mitigate the negative impact on the environment and the OH&S regarding environmental health and safety, provides the activities and responsibilities when dealing with potential hazardous situations, while taking into account the possibility of their occurrence and severity of environmental consequences that may occur. This 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.

Organization shall maintain the proper equipment necessary for prevention and response in case of hazardous situations.

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 monitoring and measuring will be evaluated at appropriate levels and functions in the organization. Results of top management will include the performance of the OH&S during the management review.

Activities of measurement of significant environmental and OH&S hazards aspects that are regulated

[Job title] is responsible for recording data and measuring and monitoring results that facilitate analysis of corrective and preventive actions that follow.

Equipment for internal monitoring and measurement is used, it will be calibrated, recorded and 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

Organization shall analyze and evaluate compliance with external requirements using their monitoring and measurement.

The results of the analysis will be included

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.

[organization name]

[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**.

The organization controls the established corrective action system to investigate and document the root cause and address the correct supplier, internal, and customer reported nonconformities, corrective actions are assigned to a responsible individual and verified, verified, and completed date.

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**.

The organization considers the results of audits and evaluations, and the output from management review, to determine if there are needs or opportunities to be addressed as part of continual improvement.