# ISO 9001:2015
# QUALITY MANAGEMENT SYSTEM

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# ISO 14001:2015
# ENVIRONMENTAL MANAGEMENT SYSTEM

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# OHSAS 18001:2007
# OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

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## QMS-EMS-OHS MANUAL


**Your Company Name**

**Street Address**

**City, State Zip**

**Instructions:**

**This manual is to be used as a template in developing your Manual for the integrated ISO 9001 Quality, ISO 14001 Environmental, and OHSAS 18001:2007 Health and Safety management systems.**

- Methods and systems used in the development and operation of management systems vary widely from company to company.
- The blue text and suggestions displayed in the manual are intended to offer some options and to highlight the areas that need attention / update / replacement.
- Review the text and suggestions and at a minimum replace or update them to reflect the unique / customized information of your integrated system requirements.
- Delete the blue text after each task is completed.
- Use replace function – enter “Your Company” in find space, enter your company name in replace space – system should make changes throughout the entire document.
- In the header, replace the generic logo with your company name and logo.

**To help with the identification of the documented information as it applies to the IMS, the QMS, the EMS, and the OHS, the Documentation Master Lists form F-750-003 and the IMS-Docs Flow Down Matrix are color coded to highlight the documents where:**

- Common to the QMS, the EMS and the OHS – **in Yellow Highlight,**
- Specific to the QMS – **in Blue Highlight**,
- Specific to the EMS – **in Green Highlight.**
- Specific to the OHS – **in Beige Highlight**
- Common to the EMS and the OHS – **in Green and Beige Highlight,**

**Introduction**

Your Company developed and implemented an integrated Quality, Environmental and Occupational Health and Safety Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers, enhance its environmental performance, support and promote good health and safety practices and improve the overall management of the company.

To fully understand the organization and its context, Your Company determined the external and internal issues that are relevant and that affect its ability to achieve the intended results of the Integrated Management System (IMS).

Your Company meets the requirements of the international standard ISO 9001:2015. The system addresses the design, development, production, installation, and servicing of the company's products. It incorporates the process approach where consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes.

Your Company meets the requirements of the international standard ISO 14001:2015. The system addresses the management of environmental aspects, compliance obligations, the actions to address risks and opportunities. The management of the interactive processes provides for the achievement of continual improvement and focus on efforts leading to the prevention of undesirable outcomes.

Your Company meets the requirements of the international standard OHSAS 18001:2007. It addresses the OH&S policy commitments to comply with applicable legal requirements, to the prevention of injury and ill health and to continual improvement.

A process approach provides for the management of the integrated management system and its processes through the application of a "Plan-Do-Check-Act" methodology and a focus on "Risk-Based-Thinking" leading to the prevention of undesirable outcomes.

The manual is divided into sections that correlate to the clauses of ISO 9001:2015 and ISO 14001:2015 and incorporate the requirements of OHSAS 18001:2007. The manual describes the Integrated Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible within the system. The manual also provides the documented information with procedures or references for all activities comprising the management system that ensures the compliance to the requirements of the standards.

This manual is used internally to guide the company's employees through the various requirements of the quality, environmental, and health and safety standards that must be met and maintained in order to ensure good health and safety, environmental performance, customer satisfaction, and continual improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Integrated Management System to our customers and other external organizations or interested parties. The manual is also used to

## Section 01 Scope or the Integrated Management System

### General

To determine and establish the scope of the Integrated Management System (IMS) Your Company determined the boundaries and applicability of the quality and environmental systems and considered the external and internal issues, the requirements of relevant interested parties, and the products and services of the company.
The scope is available and maintained as documented information stating the products and services covered by the IMS.

### Scope of the Quality and Environmental and Occupational Health and Safety Management System.

Your Company applies all the requirements of ISO 9001:2015, ISO 14001:2015, and OHSAS 18001:2007 when they are applicable within the determined scope of the IMS.

As developed with procedure P-400 for Organizational context, include the scope of your IMS here: For example, if you are a manufacturer of toys, the scope may be:

The scope of the Quality and Environmental Management System includes the major product and service categories associated with the primary functions of manufacturing wooden toys at the North Pole location and distributing the product to children of all ages.

Conformity to the international standards may only be claimed if the requirements determined as not being applicable do not affect the organization's ability or responsibility to meet requirements. In the event that any requirement is not applicable at Your Company, justification for any instance where a requirement cannot be applied is documented.

Your Company has determined that the following requirement(s) is/are not applicable to the operations at this site: _____.

As determined with procedure P-400, identify the requirement(s) that do not apply and document the justification here: For example, if you are a manufacturer of toys, a requirement that does not apply may be:

Clause 8.5.5 for post-delivery activities does not apply to the company. Customer feedback has shown that conformity to post-delivery services is achieved with the initial delivery.

## Section 02 Normative References

There are no normative references.

## Section 03 Definitions

Applicable definitions are included in documented procedures and instructions at par 3.0 to enhance the understanding of the process.

**c. Quality Policy – Attachment A-520-001**

As developed with the Leadership procedure P-500, include the information here:

**QUALITY POLICY**

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**QUALITY OBJECTIVE**

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**STRATEGIC DIRECTION**

**VISION**

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**MISSION**

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**GOALS**

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**Top Management Approvals:**

Title: ---------- Name ----------, Date ----------

Title: ---------- Name ----------, Date ----------

Title: ---------- Name ----------, Date ----------

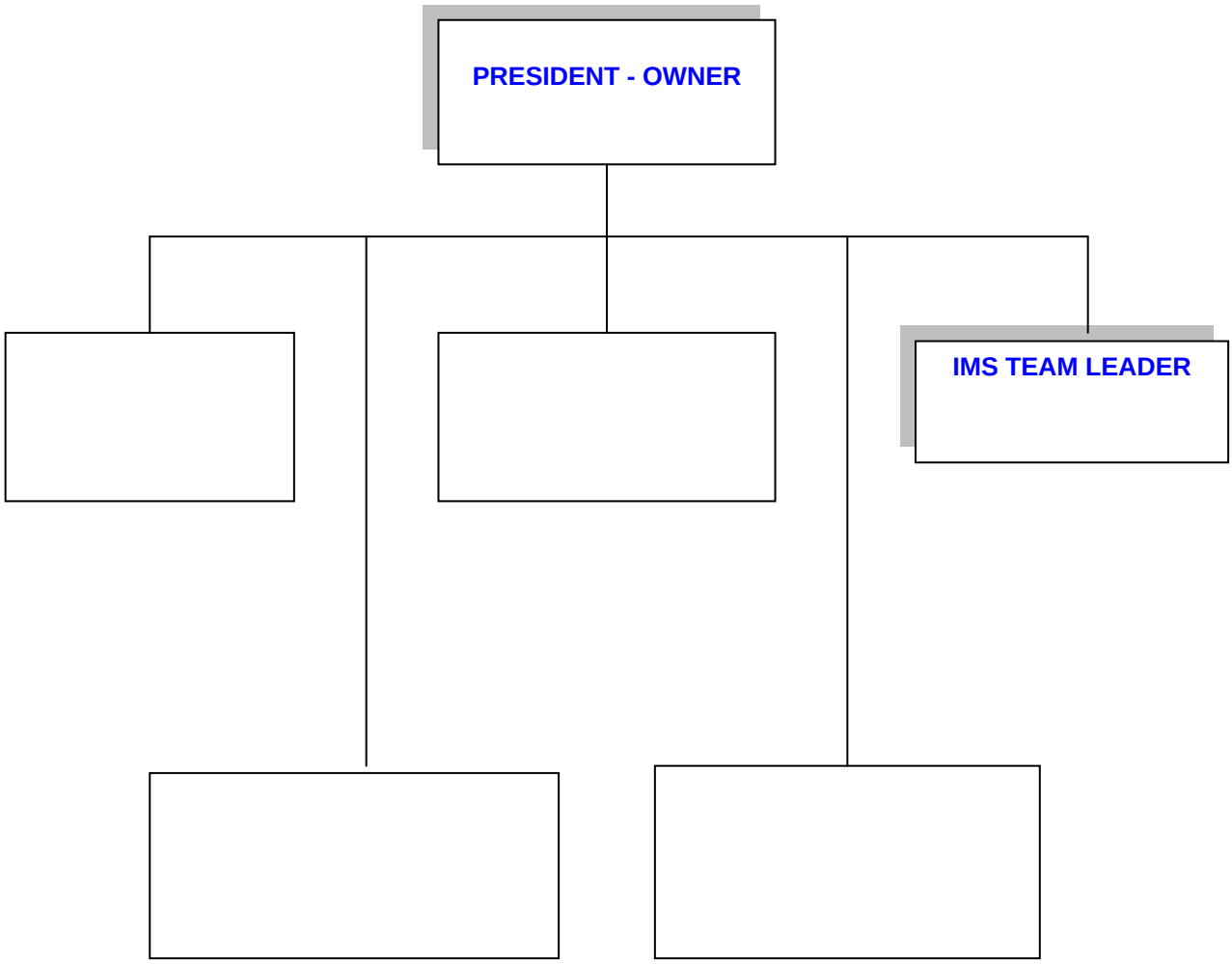
Title: ---------- Name ----------, Date ----------

Title: ---------- Name ----------, Date ----------

**f. Organization chart – Attachment A-530-001**

As developed with the Leadership procedure P-500, insert Your Company's Organization Chart in this page.

**ORGANIZATION CHART for YOUR COMPANY**



**Section 04 Documented information** – Form F-750-001

List of Documented Information for IMS Manual Section 04

This master list for Procedures provides the responsibility, approval date, and revision status for the documents.
A latest copy of each Procedure and Instruction is included in the applicable section of the manual.

- The IMS designation indicates an Integrated Management System Manual.
- The P designation indicates Procedures.
- The WI designation indicates Work Instructions.
- The number following the document numbers listed in the Document column below identifies the section of the standard that the document is associated with.

| Doc. # | Description | Responsibility | Approve date | Revise date | Revise date |
|---|---|---|---|---|---|
| **Quality Management System** | | | | | |
| IMS-002 | QMS-EMS-OHS Manual – Document Information | President | | | |
| **Manual Section 04 – Context of the Organization** | | | | | |
| P-400 | Organizational context | President | | | |
| **Manual Section 05 – Leadership** | | | | | |
| P-500 | Leadership | President | | | |
| **Manual Section 06 – Planning** | | | | | |
| P-600 | Planning for the IMS | IMS team leader | | | |
| P-610 | QMS – Risk management planning | Quality team leader | | | |
| P-612 | EMS – Risk management planning | Environmental team leader | | | |
| P-631 | OHS – Risk management planning | Health and safety team leader | | | |
| WI-622-001 | Environmental program – Water | Technical services manager | | | |
| WI-622-002 | Environmental program – Air | Technical services manager | | | |



Approved by: _____ Date: _____

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|---|---|---|---|---|
| F-851-005 | Service projects log | | | P-851 |
| F-851-006 | External property control log | | | P-851 |
| F-851-007 | Project inspection / report | | | P-851 |
| F-852-001 | Identification tag | | | P-715 / WI-810-050 / P-851 / P-852 / P-870 |
| F-852-002 | Traceability serial number log | | | P-852 |
| F-852-003 | Traceability label | | | P-852 / P-854 |
| F-854-001 | Storage inspection report | | | P-854 |
| F-870-001 | Nonconforming output report | | | WI-810-050 / P-870 |
| F-910-001 | Product Realization-Monitoring, measuring & analysis | | | P-810 / P-830 / P-840 / P-851 / P-852 / P-910 / P-1010 |
| F-910-002 | QMS-Monitoring, measuring & analysis table | | | P-810 / P-910 / P-1010 |
| F-910-004 | Inspection report | | | P-851 / P-852 / P-910 |
| F-911-001 | EMS-Monitoring, measuring & analysis table | | | P-815 / P-830 / P-840 / P-851 / P-911 / P-830 / P-1010 |
| F-912-001 | Customer survey and analysis | | | P-912 |
| F-915-001 | Evaluation of compliance obligations plan | | | P-915 |
| F-920-001 | Procedure by work area | | | P-920 |
| F-920-002 | Internal audit checklist | | | P-920 |
| F-920-003 | Audit plan | | | P-920 |
| F-920-004 | Audit report | | | P-920 |
| F-930-001 | QMS-Management review agenda | | | P-930 |
| F-930-002 | QMS-Management review output report | | | P-930 |
| F-930-003 | EMS-Management review agenda | | | P-930 |
| F-930-004 | EMS-Management review output report | | | P-930 |



Approved by: _____ Date: _____

# INSERT YOUR COMPANY LOGO/NAME HERE

**P-715-A**

**Control of Monitoring and Measuring Equipment**

## 1.0 Purpose/Scope

1.1 The purpose of this procedure is to outline the requirements for control of measuring and monitoring equipment at Your Company.

1.2 The procedure applies to the measuring and monitoring resources required to meet the objectives of the Quality Management System (QMS), the Environmental Management System (EMS), and the Occupational Health and Safety Management System (OHS) as an integrated management system (IMS).

## 2.0 Responsibilities and Authorities

2.1 The IMS team leader has the prime responsibility and approval authority for this procedure.

2.2 In support of the IMS team leader, the IMS team leader is responsible for determining the monitoring and measuring resources needed.

2.3 The IMS team leader is responsible to designate the Equipment coordinator, and to assign responsibility for calibration and maintenance of the equipment.

## 3.0 References and Definitions

3.1 This document addresses clause 7.1.5 of ISO 9001:2015 covering monitoring and measuring resources and the part of clause 9.1.1 of the ISO 14001:2015 standard dealing with the calibration and verification of monitoring and measuring equipment.

3.2 This document considers clause 8 of OHSAS 18001:2007 where operational controls include the calibration and verification of monitoring and measuring equipment.

3.3 No definitions

## 4.0 Resources

4.1 None, (unless an electronic equipment calibration tracking system is used).

## 5.0 Instructions

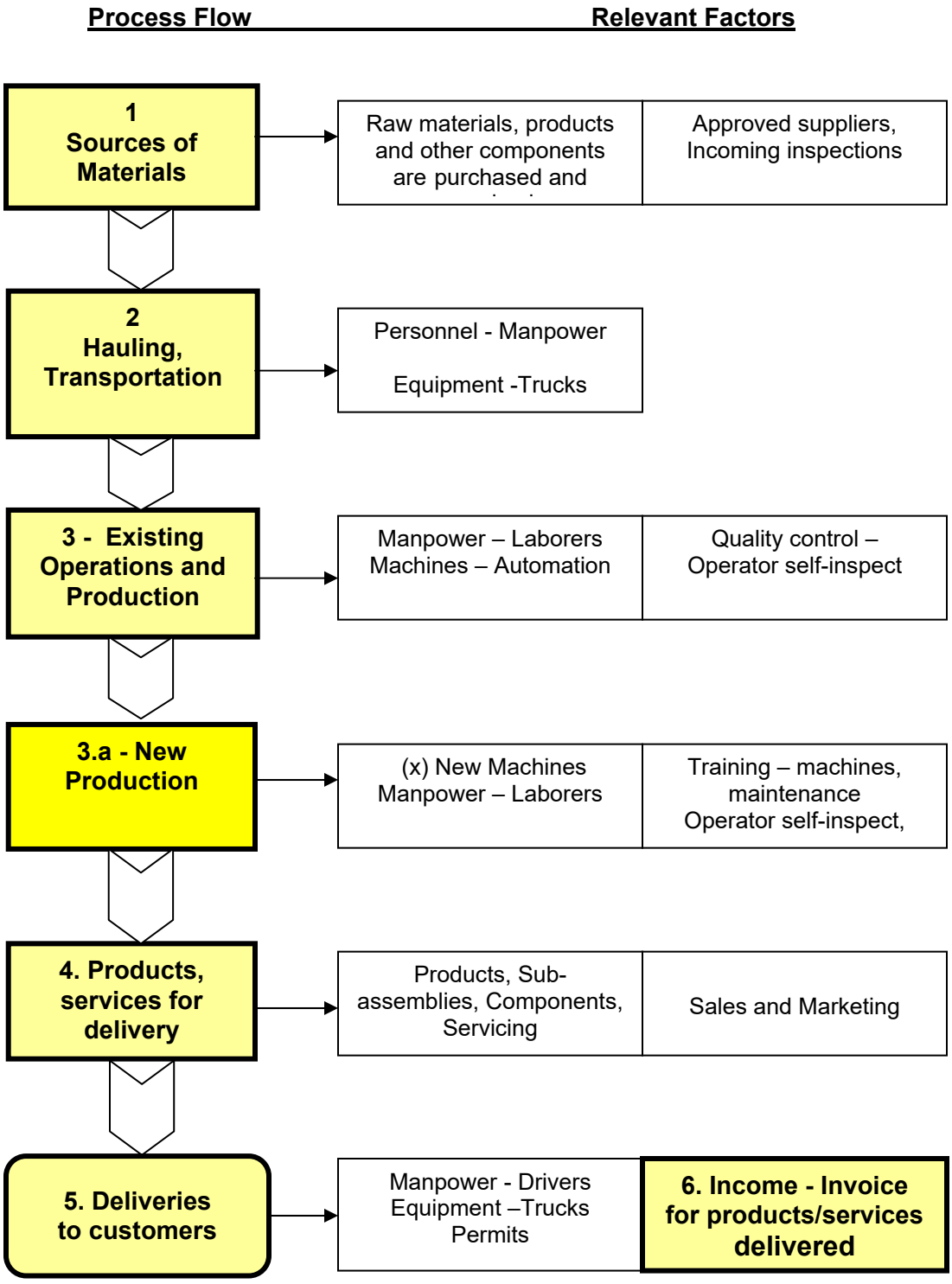
5.1 The IMS team determines and provides the resources needed to ensure valid and reliable results when monitoring and measuring is used to verify conformity to requirements and to enhance environmental and health and safety performance and controls.

5.1.1 With procedures P-810, P-815, P-846 for QMS, EMS, and OHS Operational planning and control, P-851 for Control of production and service provision, P-910, P-911, and P-951 for QMS, EMS and OHS Monitoring, measurement, analysis and evaluation, consideration is given to monitoring and measuring resources to ensure that they are:

# INSERT YOUR COMPANY LOGO/NAME HERE

**FD-810-001**
**Process Flow Diagram**

The **FD-810-001** Process Flow Diagram represents each step in the manufacturing process and includes other relevant factors associated with the steps.



This worksheet is used to identify the processes required for the **Integrated Management System (IMS).** It is designed to ensure that all the requirements of both the **ISO 9001:2015** and **ISO 14001:2015** and **OHSAS 18001:2007** standards are addressed and documented information available. In addition, the worksheet can be used as a training tool to help interested parties, such as employees, customers, auditors, and registrar understand your IMS. .

| **IMS - PROCESS INPUTS ISO 9001:2015 / ISO 14001:2015 and OHSAS 18001:2007** | **PROCESS OUTPUTS Key Processes** | **DOCUMENTED INFORMATION for Processes** | **RESPONSIBILITY for Processes** | **Application** |
|---|---|---|---|---|
| **Integrated Management Systems - Requirements**<br>1 Scope<br>2 Normative references<br>3 Terms and definitions<br>----------<br>**1 Scope**<br>**2 Reference publications**<br>**3 Terms and definitions**<br>**4 OH&S management system requirements** | **QMS-EMS-OHS Manual** | IMS-002<br>[<br>[<br>[<br>Manual p.<br>[<br>[<br>[<br>[ | President | QMS-EMS-OHS |
| **4 Context of the organization** | Context of the organization | IMS-Section 4 | ----- | |
| 4.1 Understanding the organization and its context | **Organizational context**<br>Context | P-400<br>P-400 par 5.1 | President | QMS-EMS-OHS |
| 4.2 Understanding the needs and expectations of interested | Needs and expectations | P-400 par 5.2 | | |
| 4.3 Determining the scope of the quality management system | [<br>[<br>[ | | | |
| 4.3 Determining the scope of the environmental management system | Scope of the IMS<br>[<br>[ | P-400 par 5.4 | | |
| **4.1 General requirements** -- define and document the scope of the OH&S management system | [<br>[ | | | |
| 4.4 Quality management system and its processes. | Process interactions | P-400 par 5.5 | | |
| 4.4 Environmental management system and its processes | IMS Processes - this form | F-440-001 | IMS team leader | |

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|---|---|---|---|---|
| **4.3 Planning** | OH&S Planning | | | |
| **4.3.1 Hazard identification, risk assessment and determining controls** | **OHS – Risk management planning** | **P-631** | IMS team leader | **OH&S** |
| **4.3.2 Legal and other requirements** | Legal and other requirements | P-631 par 5.3 | | |
| **4.3.3 Objectives and programs** | OH&S Objectives & Targets | P-631 par 5.4 | | |
| | Health & safety programs | P-631 par 5.5 | | |
| | **Injury prevention** | **WI-631-001** | Technical services | |
| | **Ill health prevention** | **WI-631-002** | Technical services | |
| | **Hazard reduction** | **WI-631-003** | Technical services | |
| **7 Support** | Support | IMS-Section-7 | ----- | |
| 7.1 Resources | **Resource management** | P-710 | Operations manager | QMS-EMS-OHS |
| 7.1.1 General | Provision of resources | P-710, par 5.1 | | |
| **4.4.1 Resources, roles, responsibility, accountability and authority** | Resources | | | |
| 7.1.2 People | Personnel | P-710, par 5.2 | | |
| 7.1.3 Infrastructure | Infrastructure | P-710, par 5.3 | | |
| 7.1.4 Environment for the operation of processes | Environment | P-710, par 5.3. | | |
| 7.1.5 Monitoring and measuring resources<br>9.1.1 Calibration and verification …<br>4.5.1 Calibration and maintenance …. | **Control of monitoring and measuring equipment** | P-715 | IMS team leader | QMS-EMS-OHS |
| 7.1.5.1 General | General | P-715, par 5.1 | | |
| 7.1.5.2 Measurement traceability | Traceability | P-715, par 5.2 | | |

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|---|---|---|---|---|
| 7.5.3.1 Documented information … | ISO standards is controlled… Address distribution access, etc | P-750. par 5.1.2 | | |
| 7.5.3.2 For the control… | | P-750. par 5.1.3 | | |
| **8 Operation** | Operation | IMS-Section-8 | ----- | |
| 8.1 Operational planning and control – QMS | **QMS - Operational planning and control** | P-810 | Operations manager | QMS |
| Typical -- Operational control instruction | **Incoming inspection** | WI-810-050 | IMS team leader | QMS-EMS-OHS |
| 8.1 Operational planning and control - EMS | **EMS - Operational planning and control** | P-815 | Operations manager | EMS |
| **4.4 Implementation and operation** | Operations | | | |
| **4.4.6 Operational control** | **OHS - Operational planning and control** | P-846 | | OH&S |
| 8.2 Requirements for products and services | **Customer related processes** | P-820 | Sales & marketing manager | QMS-EMS-OHS |
| 8.2.1 Customer communication | Communication | P-820, par 5.2, 5.6 | | |
| 8.2.2 Determining the requirements related to products and services | Determine requirements | P-820, par 5.3 | | |
| 4.2 Understanding the needs and expectations of interested parties | Needs of customers as interested parties | P-820 par 1.3, 5.3.4 | | |
| 8.2.3 Review of requirements related to products and services | Review requirements | P-820, par 5.4 | | |
| 8.2.3.1 The organization shall ensure… | Ensure ability | P-820, par 5.4.1 | | |
| 8.2.3.2 The organization shall retain… | Documented information | P-820, par 5.4.3 | | |
| 8.2.4 Changes to requirements for products and services | Changes | P-820, par 5.5.6 | | |