

ISO 9001-14001-OHSAS 18001 All In One Certification Package Contents

- Documentation - A complete IMS Manual, including:
 - 50 Procedures in MS Word which are integrated to save duplication between the standards
 - Over 75 Forms covering the required records of all three standards
- Guidance
 - Step by Step Workbook and PowerPoint Presentations on how to create an integrated IMS Solution
 - ISO 9001 Implementation Training
 - Gap Checklists for Quality, Environment and Health & Safety
 - Initial Environmental Review
- Power Points on all three management systems with quizzes and student guides Plus Integrating PPT
 - Understanding ISO 9001
 - Understanding ISO 14001
 - Understanding OHSAS 18001
 - Integrating ISO 9001-ISO 14001-OHSAS 18001*
- ISO 9001 and ISO 14001 Employee Training*
 - Web based training with audio, quizzes and Certificate of Completion
- Internal Audit Checklists
 - ISO 9001 QMS
 - ISO 14001 EMS
 - OHSAS 18001 OHSMS*
- Internal Auditor Training Materials for all three standards
 - ISO 9001 Quality Audits*
 - ISO 14001 Environmental Audits
 - OHSAS 18001 Health & Safety Audits
- Employee Newsletters to keep the organization updated on progress of project

ISO 9001:2008
QUALITY MANAGEMENT SYSTEM

ISO 14001:2004
ENVIRONMENTAL MANAGEMENT SYSTEM

OHSAS 18001:2007
OCCUPATIONAL HEALTH AND SAFETY
MANAGEMENT SYSTEM

QMS-EMS-OHS-001 MANUAL

Type Your Company Name

Street Address

City, State Zip

Here

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 Occupational health and safety management system.

Review the text:

- Replace the text to match your Quality, Environmental and OH&S system requirements.
- Insert any other available information that would further enhance the company introduction, (preferably electronically).

At a minimum, the blue text should be replaced with your information. “*Your Company*” indicates that you should use your company name in that spot.

- 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 ISO store name with your Company name and logo.

In the footer of the manual, the inclusion of the **Blue-Globe**, the **Green-Recycle** and the **Yellow-Triangle Icons** indicates that the document is relevant to the ISO 9001, the ISO 14001 and the OHSAS 18001 standards.



In the footer for the procedures, instructions, forms and attachments required for the integrated Quality, Environmental and OH&S management system, a **single Blue Icon** indicates a document that is specific to ISO 9001, a **single Green Icon** indicates a document that is specific to ISO 14001 and a **single Yellow Icon** indicates a document that is specific to OHSAS 18001.

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, stakeholders and improve the overall management of the company.

Quality Manual

The Quality Management System of *Your Company* meets the requirements of international standard ISO 9001:2008. This system addresses the design, development, production, installation, and servicing of the company's products.

The quality manual is divided into eight sections that correlate to the Quality Management System sections of ISO 9001:2008. Each section begins with a policy statement expressing *Your Company's* obligation to implement the basic requirements of the referenced Quality Management System section. Each policy statement is followed by specific information pertaining to the procedures that describe the methods used to implement the necessary requirements.

This manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continual improvement.

Environmental Manual

The Environmental Management System of *Your Company* meets the requirements of the international standard ISO 14001:2004 and addresses the environmental issues associated with *Your Company's* activities, operations, services and products.

Additional environmental manual information is provided in a separate section that follows the Quality section of the manual.

Occupational Health and Safety Manual

The OH&S Management System of *Your Company* meets the requirements of the international standard OHSAS 18001:2007 and addresses the health and safety issues associated with *Your Company's* activities, operations, services and products.

Additional OH&S system and manual information is provided in a separate section that follows the Environmental section of the manual.

President: _____ Date: _____



4.2 Documentation Requirements

4.2.1 General

The QMS documentation includes:

- § A documented Quality Policy and Quality Objectives
- § This integrated Quality, Environmental and OH&S Manual
- § Documented Procedures
- § Documents identified as needed for the effective planning, operation and control of our processes, and
- § Quality Records

The EMS documentation includes:

- § A documented Environmental Policy and Objectives
- § This integrated Quality, Environmental and OH&S Manual
- § Documented Procedures
- § Documents identified as needed for the effective planning, operation and control of our processes, and
- § Environmental Records

The OH&S documentation includes:

- § A documented OH&S Policy and Objectives
- § This integrated Quality, Environmental and OH&S Manual
- § Documented Procedures
- § Documents identified as needed for the effective planning, operation and control of our processes, and
- § OH&S Records

4.2.2 Quality, Environmental and OH&S manual

This Manual has been prepared to describe *Your Company's* integrated Quality, Environmental and OH&S management system. Each section of the manual references documented procedures and instructions relating to the requirements outlined in that section.

4.2.3 Control of documents

All of the QMS, EMS and OH&S documents are controlled according to the procedure, **QEH-AP-423** for document control.

The procedure defines the process for:

- § Approving documents for adequacy prior to issue
- § Reviewing and updating as necessary and re-approving documents
- § Ensuring that changes and current revision status of documents are identified



8.5 Improvement

8.5.1 Continual improvement

Your Company continually improves the effectiveness of the integrated quality, environmental and OH&S management system through the use of the quality, environmental and OH&S policies, relevant objectives, audit results, analysis of data, corrective and preventive actions and management review.

8.5.2 Corrective action

Your Company takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. A documented procedure **QEH-QP-852** defines requirements for

- § Reviewing nonconformities (including customer complaints),
- § Determining the causes of nonconformities,
- § Evaluating the need for action to ensure that nonconformities do not recur,
- § Determining and implementing action needed,
- § Records of the results of action taken, and
- § Reviewing corrective action taken.

8.5.3 Preventive action

Your Company determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems. A documented procedure **QEH-QP-853** defines requirements for:

- § Determining potential nonconformities and their causes
- § Evaluating the need for action to prevent occurrence of nonconformities
- § Determining and implementing action needed
- § Records of results of action taken
- § Reviewing preventive action taken

QMS Section 8 - Related Documents

QEH-AP-500, Management Responsibility

9SP-720, Customer Related Processes

9AP-821, Monitoring, Measuring and Analysis of Customer Satisfaction

QEH-QP-822, Internal Audits

9MP-824, Monitoring and Measuring of Product and Realization Processes

QEH-WI-824-001, Incoming inspection

9QP-830, Control of Nonconforming Product

QEH-QP-852, Corrective Action

QEH-QP-853, Preventive Action



**This section of the
Integrated Quality, Environmental and
Occupational Health and Safety Manual
Covers the
ISO 14001:2004
Environmental
Management System**

**This section incorporates the requirements that are specific to
ISO 14001:2004 and the common requirements of
OHSAS 18001:2007 that are integrated in the
ISO 14001:2004 EMS.**



Section 4.3 Planning

4.3.1 Identification of Environmental Aspects

Your Company establishes, implements, documents and maintains a system to identify environmental aspects and related impacts that the company can control or have influence over, and determine those which are significant to the company. A consistent risk analysis process is used to determine the significance of the impacts.

The EMS procedure **14AP-431** is used to assist the company identify how its activities, products, and services affects the environment by identifying the aspects, setting the priorities for them, using the EMS to manage, control, improve upon the impacts and continually improve the system.

4.3.2 Legal and Other Requirements

Your Company establishes, implements, documents and maintains a system to explain how the information regarding its legal and other requirements is obtained, and how it makes that information known to relevant functions within the company and incorporated into the integrated EMS and OH&S system.

The EMS-OHS procedure **EHAP-432** is used to identify the legal and other requirements, and to determine if these requirements have significant environmental and health and safety impacts.

It follows that high significance impacts and high risk items identified (with the above 4.3.1 and 4.3.2) become candidates for environmental and OH&S programs (4.3.3 below) and OH&S and environmental programs are candidates for operational controls (4.4.6 below).

4.3.3 Objectives, Targets, and Programs

Your Company establishes, implements, documents and maintains a system to ensure that the objectives and targets are incorporated into the integrated EMS and OH&S system. The objectives and targets are consistent with the management system policies, which includes the commitments to compliance with legal and other requirements, continual improvement, prevention of pollution, and prevention of injuries and ill health.

The EMS-OHS procedure **EHAP-433** is used to describe the process of setting the objectives and targets to achieve the commitments in *Your Company* Environmental and OH&S policies. In addition, consideration is given to significant environmental aspects, OH&S risks, legal and other requirements, views of interested parties, technological, financial, and business issues when deciding what is to be accomplished as an objective. The objectives and targets exist at relevant functions and levels of the company, and where practical are measurable.

The EMS procedure **14MP-434** describes the development of the environmental programs required to achieve the objectives and targets, and provides for the process of developing action plans for those identified environmental programs.

Environmental programs that result focus on the three basic pollution prevention needs associated with:

“The Water we drink, the Air we breathe, and the Earth we inhabit”



**This section of the
Integrated Environmental and OH&S Manual
Covers the
OHSAS 18001:2007
Occupational Health and Safety
Management System**

**This section incorporates the requirements that are specific to the
OHSAS 18001:2007 OH&S standard.**



Section 4.3 Planning

4.3.1 Hazard Identification, Risk Assessment and Determining Controls

Your Company establishes, implements, documents and maintains a system to identify health and safety hazards, assess risks associated with them and determine the necessary controls. A consistent risk analysis process is used to identify hazards, assess risks, determine controls, implement controls, monitor & review and manage changes.

As introduced in this OH&S section 4.3.1, the OHS procedure **18AP-431** is used to assist the company identify how its activities, products, and services affect health and safety by identifying the hazards, setting the priorities for them, using the OH&S system to manage, control, improve upon the performance and continually improve the system. It follows that high priority hazards identified become candidates for OH&S programs (4.3.3 below) and these are candidates for operational controls (4.4.6 below).

4.3.2 Legal and Other Requirements

Your Company establishes, implements, documents and maintains a system for identifying and accessing the legal and other requirements that are applicable and to explain how the information regarding its legal and other requirements is obtained.

As introduced in the EMS section 4.3.2, the EMS-OHS procedure **EHAP-432** is used to identify the legal and other non legal requirements to which the company subscribes, and describes how the information is made known to relevant functions within the company and incorporated into the integrated EMS and OH&S management system.

4.3.3 Objectives and Programs

Your Company establishes, implements, documents and maintains a system to ensure that the objectives and targets are incorporated into the integrated EMS and OH&S system. The objectives and targets are consistent with the management system policies, which includes the commitments to compliance with legal and other requirements, continual improvement, and prevention of pollution, and prevention of injuries and ill health.


As introduced in the EMS section 4.3.3, the EMS-OHS procedure **EHAP-433** is used to describe the process of setting the objectives and targets to achieve *Your Company's* environmental and health and safety commitments and objectives.

As introduced in this section of the OH&S manual, the OHS procedure **18MP-434** provides for the development of the OH&S programs required to achieve the objectives and targets, and provides for the process of developing action plans for those identified OH&S programs.

Programs that result focus on the fundamental health and safety needs to control OH&S risks and improve OH&S performance. The implementation of OH&S programs is effected with the use of typical action plans and instructions where the responsible personnel, benchmarks, milestones and dates, and measurements of success are identified for:

- *18WI-434-010 prevention of injury,*
- *18WI-434-020 prevention of ill health and*





**The 3-in-1
Implementation Workbook**

Integrating

ISO 9001

ISO 14001

OHSAS 18001

Management Systems

The Three-in-One Implementation Workbook – Integrating the ISO 9001, ISO 14001 and OHSAS 18001 management systems

Contents

Workbook cover page

Workbook contents page

Section 1

- The Preparation Phase

Section 2

- The Development Phase

Section 3

- The Implementation and Registration Phase

Notes:

This 3-in-1 implementation workbook is suitable for use with the **ISO 9001:2008** Quality, the **ISO 14001:2004** Environmental and the **OHSAS 18001:2007** Occupational Health and Safety standards for management systems.

The workbook is best utilized with implementation training tools as provided in a series of ppt presentations covering the three sections.

Visit <http://www.the9000store.com> for the presentation package that matches the workbook sections.

The Three-in-One Implementation Workbook – Integrating the ISO 9001, ISO 14001 and OHSAS 18001 management systems

Comments and Instructions:

Congratulations on the management decision to implement the integrated ISO 9001:2008 quality, ISO 14001:2004 environmental and OHSAS 18001:2007 occupational health and safety management systems. This commitment and your participation say a lot about you and show that you are interested in learning, in growing, and in improving your business.

This ISO 9001, ISO 14001 and OHSAS 18001 implementation workbook becomes a project management tool and is intended to make your project as organized as possible when executing a set of tasks in the sequence that they are normally required on the journey to multiple certifications.

An important first activity or prerequisite as the integrated Quality, Environmental and Health and Safety program is launched, is for the QMS-EMS-OHS Management Representative to become as familiar as possible with the workbook format and content.

The Workbook:

The workbook is presented in three sections where the Tasks and Exercises are introduced, initiated and completed. You will find that your workbook can be used and marked up to develop and detail the information required for each task and exercise.

The Workbook Forms:

However, since more than one person will be involved in the project, the workbook forms that represent tasks and exercises are provided in word format for distribution to the staff that will be participating and providing inputs.

The Workbook Presentations:

The workbook is best utilized with the implementation training tools as provided in a series of ppt presentations that match the workbook sections. The presentations become very effective tools that the Management Representative, as the project manager, can use to keep the momentum moving toward a target registration date.

Good Luck with this important initiative.



Building the Integrated

ISO 9001

ISO 14001

OHSAS 18001

Management System

Section 1

The Preparation Phase

Section 1 The Preparation Phase

Responsibility: Management
QMS- EMS-OHS Steering Team
QMS-EMS-OHS Support Team
(Quality/Environmental/OH&S Team)

Top management must identify the QMS-EMS-OHS steering team for the integration of the quality, environmental and health and safety project.

It should be made up of managers from the different areas of the organization.

The purpose of this team will be to allocate resources and assign responsibilities for the project tasks as well as providing leadership for the program. Members of the top management should be included on the team.

In support of the QMS-EMS-OHS steering team, the QMS-EMS-OHS Support Team is selected to function as a combined Quality/Environmental/Health & Safety Team. Once the QMS-EMS-OHS steering team and the QMS-EMS-OHS support team are in place, the teams can work together to complete the assigned tasks for the workbook section 1. This section helps you prepare for the project and put together the project plan and timeline.

- | | |
|------------------------------|---|
| Task 1: Management | Describe your company |
| Task 2: Management | Choose the Management Systems |
| Task 3: Management | Obtain the latest Standards |
| Task 4: Management | a. Select the Management Representative
b. Select the QMS-EMS-OHS Steering Team |
| Task 5: Steering Team | Prepare an Organizational Chart |
| Task 6: Steering Team | Establish the QMS-EMS-OHS Support Team |
| Task 7: Steering Team | Conduct First Team Meeting |
| Task 8: Support Team | a. Formulate the Quality Policy & Objectives
b. Formulate the Environmental Policy
c. Formulate the OH&S Policy |

Task 12.d Perform the Initial OH&S Review – Plant Workplace

The current position with regard to health and safety as related to the plant-manufacturing workplace is established by means of an initial review and recorded from the review areas / questions tabled below.

Refer to the flow diagrams (ref Task 11) showing your plant operations to assist with the location and identification of areas that need attention.

The examples outlined below do not list all the possible items for assessing manufacturing facilities. A better checklist is one that covers your specific needs.

Reviewed by:		Date:	
	Comments / Observations	OK = Under Control	X = Needs Attention
TRAINING			
Is training provided for each person newly assigned to a job?			
Does initial training include a thorough review of hazards and accidents associated with the job?			
Is adequate instruction in the use of personal protective equipment provided?			
Is training for the use of emergency equipment provided?			
Are workers knowledgeable in the "Right to Refuse" procedures?			
ENVIRONMENT			
Are resources available to deal with very hot or very cold conditions (drinking water, lined gloves, insulated boots)?			
Is the rain gear that is provided comfortable, and light enough so as not to constitute a hazard?			
Are work surfaces and grip surfaces safe when wet?			
Do workers know the symptoms of heat cramps, heatstroke?			
WORK PROCESS			
Are repetitive motion tasks properly paced and kept to a minimum?			



Building the Integrated

ISO 9001

ISO 14001

OHSAS 18001

Management System

Section 2

The Development Phase

Section 2 The Development Phase

Responsibility: Management
QMS-EMS-OHS Steering Team
QMS-EMS-OHS Support Team

For the preparation phase in Section 1, management identified the QMS-EMS-OHS steering team. For the development phase this Section 2, the Steering Team and the Support Team work together to complete the assigned tasks for workbook section 2.

This section helps you prepare for the project and continue to put together the project plan and timeline.

Task 14: Steering Team

- a. Provide ISO 9001 training - Exercises A thru F
- b. Provide ISO 14001 training - Exercises A thru E
- c. Provide OHSAS 18001 training - Exercises A thru E

Task 15: Steering Team

- a. Manage the EMS aspects and impacts
- b. Manage the OH&S risks – Office
- c. Manage the OH&S risks – Plant

Task 16: Steering Team

- a. Identify applicable QMS regulations
- b. Identify the EMS legal and other requirements
- c. Identify the OH&S legal and other requirements

Task 17: Steering Team

- a. Maintain a register of regulations - Quality
- b. Maintain a register of legal and other requirements - Environmental
- c. Maintain a register of legal and other requirements – Health and Safety

Task 14.a Plan the training and review Clauses 4 thru 8 of ISO 9001:2008

You will have to become familiar with the requirements of ISO 9001. This means that you will have to read and perhaps re-read the different sections of the publication and get some training to help you understand the requirements.

Training Options are available, where for example and under the direction of the Management Representative:

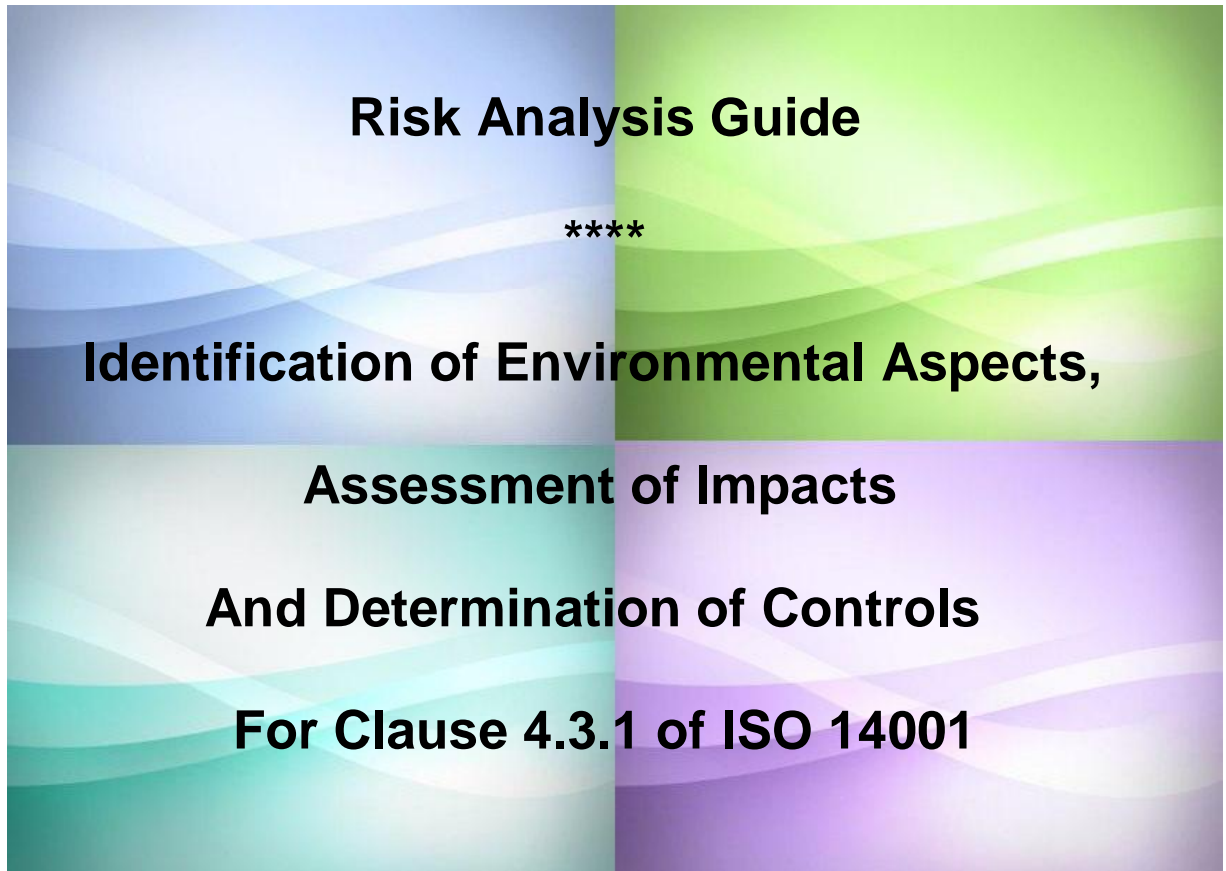
1. Use this QMS-EMS-OHS workbook and have your personnel identified as members of the Steering Team and the Support Team go through the Exercises B through F at Task 14.a on their own and bring questions and concerns to the weekly Team meetings.
2. Use the workbook over several workshop sessions and have your personnel identified as members of the Steering Team and the Support Team go through the Task 14.a exercises as a group and have questions and concerns addressed.
3. The above 2 options are more suited for small and medium size companies. In larger companies, the Management Representative schedules the training over a longer period of time where one exercise at a time is completed. Training can be spread over a period of 4 to 6 weeks where one topic / requirement of ISO 9001 is examined at a time.

A typical schedule can be confirmed as:

Oct 1	Clauses 4.1 – 4.2	Exercise B	Date confirmed: _____	by: _____
Oct 8	Clauses 5.1 – 5.6	Exercise C	_____	by: _____
Oct 15	Clauses 6.1 – 6.4	Exercise D	_____	by: _____
Oct 22	Clauses 7.1 – 7.6	Exercise E	_____	by: _____
Oct 29	Clauses 8.1 – 8.5	Exercise F	_____	by: _____

Comments:

Prepared by: _____ Date: _____



Option 2 Aspect Identification, Assessment of Impacts and Determination of Controls – EMS Worksheet

* Refer to Task 12.b initial review checklist for Items that **NEED ATTENTION**.

** Refer to attachment at Action 2 for examples of potential (physical, chemical, biological, psychosocial) hazards.

*** Where both Severity and Likelihood are high, the risk is significant and the Process Item requires corrective action.

ACTION 1	ACTION 2	ACTION 3	ACTION 4			ACTION 5	ACTION 6	ACTION 7	ACTION 8
			***	1	2				
*	** What is present or could be introduced as an aspect?	Description of Aspect and its associated Impact	*** Assessment of Impact 1 = Severity 2 = Likelihood 3 = Significance	Does a next step in process eliminate the impact?	What controls exist to address the impact?	Is the Process Step at risk? Yes / No	*** If YES, Issue the Corrective Action Request		
---	Cause	Effect	1	2	3	Justifications			CAR #

Explanatory Notes for the Actions required at each Column are provided in the pages that follow.

Task 26.a Implement ISO 9001 - Input-Output worksheet for identification & planning of QMS processes

PROCESS INPUTS - ISO 9001:2008 Quality Management Systems Requirements	PROCESS OUTPUTS – Identification of key processes & sub-processes	DOCUMENTATION for Processes *	RESPONSIBILITY for Processes	REMARKS
4.0 QUALITY MANAGEMENT SYSTEM 4.1 General requirements 4.2 Documentation requirements 4.2.1 General 4.2.2 Quality manual 4.2.3 Control of documents 4.2.4 Control of records	From Exercise B / / / / Manual Document control Control of records	Consider the QMS-EMS-OHS Documentation Package from www.the9000store.com QMS-EMS-OHS-001 QEH-AP-423 QEH-AP-424		
5.0 MANAGEMENT RESPONSIBILITY 5.1 Management commitment 5.2 Customer focus 5.3 Quality Policy 5.4 Planning 5.4.1 Quality objectives 5.4.2 Quality management system planning 5.5 Responsibility, authority & communication 5.5.1 Responsibility and authority 5.5.2 Management representative 5.5.3 Internal communication 5.6 Management Review 5.6.1 General 5.6.2 Review input 5.6.3 Review output	From Exercise C / Management responsibility / Quality policy / / / / / / / / / / / / Management review / /	QEH-AP-500 9AP-530 QEH-AP-560		

Integrated Management System (IMS)

ISO 9001,



ISO 14001,



& OHSAS 18001



TABLE OF CONTENTS

Review the requirements of:

- ISO 9001
- ISO 14001
- OHSAS 18001

To provide a process-based approach to planning and implementation of an integrated **Quality**, **Environmental** and **Health & Safety** management system

Demonstrate the use of proven quality tools to enhance the integration process

COURSE OUTLINE

- 1. Rationale for Integration**
- 2. Brief Comparison of the Standards**
- 3. Understanding the Requirements and their Relationships**
- 4. The Process Approach - Strategies for Integration**
- 5. Tools Used for Integration**

RATIONALE FOR INTEGRATION

Object of Each Standard is Reduction and Control of Variation in *Processes* Resulting in:

- Product Non-Conformity and Waste
- Injuries, Deaths and Property Damage
- Environmental Impact and/or contamination

System approaches to Management, Improvement and Control are the Same

INTEGRATION: REQUIREMENTS IN COMMON

The three management systems share many common requirements including the goal of continual improvement. The ISO 9001, ISO 14001 and OHSAS 18001 standards are compatible in content, terminology & many of the requirements as tabled below:

Common Requirement	ISO 9001 clause	ISO 14001 clause	OHSAS 18001 clause
Manual	5.3	4.4.4	4.4.4
Document control	4.2.3	4.4.5	4.4.5
Control of records	4.2.4	4.5.4	4.5.4
Responsibility and authority	5.5.1	4.4.1	4.4.1
Management review	5.6	4.6	4.6
Training, competency and awareness	6.2.2	4.4.2	4.4.2
Infrastructure	6.3	4.4.1	4.4.1
Work environment	6.4	4.4.1	4.4.1
Design and development	7.3	4.4.6	4.4.6
Purchasing and outsourcing	7.4	4.4.6	4.4.6
Control of measuring equipment	7.6	4.5.1	4.5.1
Internal audit	8.2.2	4.5.5	4.5.5
Corrective action	8.5.2	4.5.3	4.5.3
Preventive action	8.5.3	4.5.3	4.5.3
Operational controls – depend on nature business	---	4.4.6	4.4.6
Special process validation	7.5.3	4.4.6	4.4.6
Incoming inspection	8.5.4	4.4.6	4.4.6

PROCEDURES / PROCESSES TO BE MERGED

✓ Required Processes (Support Processes)

1. Document Control*
2. Records*
3. Control of Nonconforming Product / Situations*
4. Corrective Action*
5. Preventive Action*
6. Internal Auditing*
7. Training & Competence
8. Management Review

****Organization shall have a documented procedure.***



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ISO 14001 Employee Training

ISO 14001 Overview

**It is Everyone's Job
to
Protect the Environment**

The course has audio – click icon to pause/replay.

Page





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ISO 14001 Employee Training

Course Details

- There are four sections, and each has a quiz.
 - If you pass the quiz, you move on.
 - If you do not pass, you are sent back to the beginning of the section.
- Let's get started!

Once you pass the final quiz, you can print a certificate.

Enter your full name in the box below.

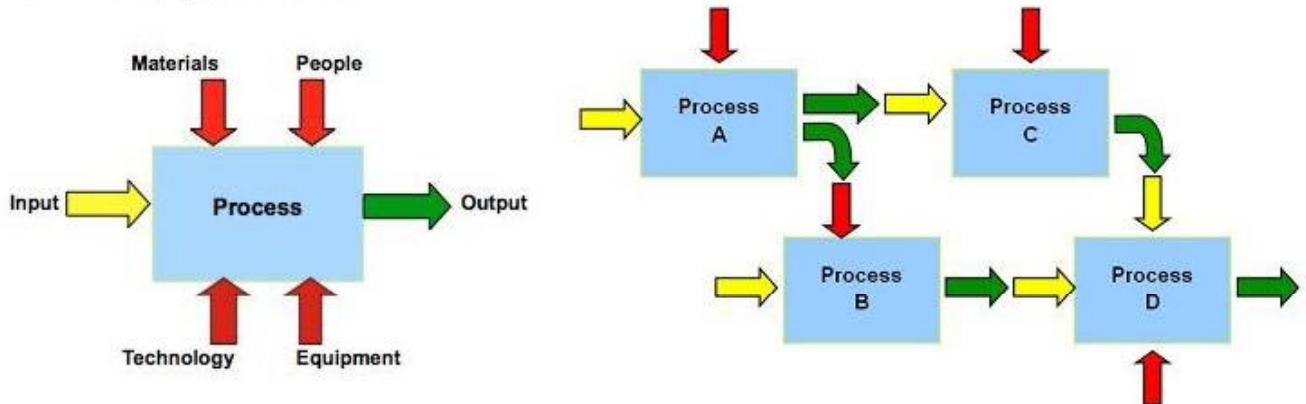
You must enter your name to continue.

Page





Process Approach



- Look at your business as a **series** of interacting processes, not departments.
- If you break down the process, you can improve them for consistent results – like a recipe.
- Requires that your processes are controlled and managed for continual improvement.



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ISO 14001 Employee Training

Section 1: Fundamentals

Quiz

It's time for your first quiz.

If you pass the quiz you will move on to the next section.

If you do not pass, you will be routed back to the beginning of the section to review the information.

Note that after completing each quiz, you will be shown any questions that you answer incorrectly.





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ISO 14001 Employee Training

Quiz 1

ISO is a:

- Division of the EPA
- Part of the United Nations
- Large corporation
- Global standards organization

Management Systems are only used in ISO Standards.

- True
- False





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ISO 14001 Employee Training

Section 2: Basics of an EMS and ISO 14001

Required Elements of ISO 14001

Environmental policy – Develop a statement of your organization's commitment to the environment. Use this policy as a framework for planning and action.

Environmental aspects – Identify environmental attributes of your products, activities and services. Determine those that could have significant impacts on the environment.

Legal and other requirements – Identify and ensure access to relevant laws and regulations, as well as other requirements to which your organization adheres.

Objectives and targets – Establish environmental goals for your

Click on the text to view
Key Elements of an EMS





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ISO 14001 Employee Training

Section 3: Establishing Your EMS

Significant Aspects

Significant **Aspects** drive your **Priorities, Objectives** and **Programs**

- All potential and actual environmental impacts are identified and associated with an aspect.
- The aspects are ranked for their significance.
- It is important to identify your **Significant Aspects** and plan to address them first.





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ISO 14001 Employee Training

Section 4: Key Elements to Managing the ISO 14001 EMS

Key Element: Document Control

- Documents are either electronic or hard copy.
- You need to understand the documents.
- You need to follow the instructions.
- Question instructions you disagree with.
- Documents are updated as needed.
- Revisions are controlled.

Acme Resources						P-454-B Control of Records	P-454-A Control of Records
1.0 Purpose							
1.1 This procedure describes the process for controlling records generated in the environmental system at Acme Resources.							the
2.0 Scope							
2.1 EMS records are kept in environmental folders, and are maintained by name of the environmental activities.							me of the
2.2 Records are produced and maintained to document that the activities required by the EMS are performed in accordance with the documented procedures, and contain objective evidence indicating that the results achieved meet the specified requirements.							ured by the contain
2.3 Records contain records that are understood to mean outcomes of internal audits, corrective actions, operation control, programs to achieve objectives, and monitoring.							l audits, monitoring, as required tdia are
2.4 Records are kept in a clean, dry storage area for a minimum of 7 years or as required by customers or other regulations. Records that are kept on electronic media are stored in suitable containers with backup files in 2 separate locations.							
3.0 Responsibilities							
3.1 The ISO management representative provides the overall leadership and has the prime responsibility for the control of environmental records.							has the
3.2 Responsibilities for control of environmental records are listed in the Control of Environmental Records Table, F-454-001.							rol of
4.0 Definitions							
4.1 Environmental Records: information generated from the processes described in environmental system documents, and retained as indicated in this procedure.							bed in Nure.
8.1 .A., or							
9.0 Related Documents							
9.1 Environmental System Procedures and Work Instructions as listed in master list, F-445-001.							ter list,
10.0 Revisions							
Revision	Date	Section	Paragraph	Summary of change	Authorized by	onized by	
A	11-1-08			Initial issue	Joseph P. Martin	iph P. Martin	
B	2-6-11	2.4	1	Scope for keeping records	John C. Wood		






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ISO 14001 Employee Training

Congratulations!

You have successfully completed the ISO14001 Employee Training.

Do **NOT** exit the training using the browser button  in the upper right hand corner.

If you are one of the several people in your organization taking this training, you must click the "**Submit/Exit**" button after printing your certificate in order to provide a record that your training is complete.

Submit/Exit

4 Occupational Health and Safety Management System		
4.1 General requirements	Observation/Comments	Results
<p>Has the organization established and maintained an Occupational Health and Safety Management System in order to fulfill the requirements of clause 4 of the OHSAS 18001:2007 standard?</p> <p>Has the organization defined and documented the scope of the OH&S system?</p> <p>Are the boundaries to which the OH&S system applies clearly defined?</p> <p>Are all activities, products and services within the scope addressed by the OH&S system?</p> <p>Additional questions To prove that the organization 'Does what it says it does', what records are completed for this section?</p>		Yes
4.2 OH&S policy	Observation/Comments	Results
<p>Has top management defined, documented, authorized and implemented the OH&S policy?</p> <p>Is the OH&S policy aligned with the defined scope of the OH&S system?</p> <p>Does the policy express commitment to comply with legal and other requirements which relate to the health and safety matters/risks?</p> <p>Does the policy include the commitment to the prevention of injury and ill health and the continual improvement in OH&S performance?</p> <p>Does the policy provide for a framework to set & review objectives, targets and OH&S programs?</p> <p>Has the policy been communicated to persons working for or on behalf of the organization?</p> <p>Is it available to the public?</p> <p>Is the policy reviewed periodically?</p>		



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ISO 9001:2008

Internal Auditor Training



Trainer's Guide



Overview

These course materials are meant to train people to conduct internal quality audits within your organization, which are necessary to meet the internal audit requirements of the ISO 9001:2008 standard.

The course is divided into two sections:

1. The first section will familiarize the students with the requirements ISO 9001 quality management system.
 - Allow 4 hours for this section.
2. The second section is devoted to the auditing process. The students will go through all the steps required for an audit, with hands on involvement in performing each step by conducting a mock audit of a fictitious company.
 - Allow 8 hours for this section.

This guide contains everything the instructor needs to lead the class. **We recommend that you print this guide** as you'll need the PowerPoint speaker notes to lead the class.

Notes:

- It is assumed that the instructor has certified Lead Auditor credentials or equivalent experience. This is not meant as a self study course.
- It is recommended that the first audit the student is involved with be under the leadership of a lead auditor who has audit experience.



Course Materials

The supplies you will need are:

- PowerPoint: **Guide to Internal Auditing** (included).
- PowerPoint: **Requirements of ISO 9001** (included).
 - A complete version with Speaker Notes is in this Trainer's Guide
- PowerPoint: **Steps of Internal Audit** (included).
 - A complete version with Speaker Notes is in this Trainer's Guide
- Student Manual (included).
 - Print one copy for **each student**
 - You may wish to have extra copies of the CPAR form
 - It includes reduced versions of all the PowerPoints.
- Sticky Bubble Gum Company Documents and Records (included).
 - Print one copy for **each team** of two or three students.

Qty	Sticky Bubble Gum Documents and Records	# of Pages
1	Quality Manual	10
1	Internal Audit Master Schedule	1
1	P-4.2-009 Control of Documents Procedure.....	2
1	Master Document List	1
1	P-5.0-002 Management Responsibility Procedure.....	3
1	SBG Organizational Chart	1
2	Management Review Minutes.....	2
1	P-7.2-005 Customer Related Processes Procedure.....	2
4	Quotes with Client PO's.....	8
1	P-7.4-004 Purchasing Procedure.....	2
1	F-7.4-005 Approved Vendor List Form.....	1
7	SBG PO's to SBG Vendors	7
3	F-7.4-003 Subcontractor Problem Log Form.....	3
1	Product Flow Chart.....	1
1	750-W-30 Bulk Gum Batching Work Instructions.....	2
1	750-W-140 Texturizing Work Instructions.....	2
1	P-8.3-003 Control of Nonconforming Product Procedure.....	1
1	P-8.5-001 Corrective Action Procedure.....	2
1	F-8.5-002 Corrective Action Log Form.....	1
11	F-8.5-001 Corrective Action Request (CAR) Form.....	11
2	F-852-001-A Corrective/Preventive Action Request (CPAR) Form...	4

- The ISO 9001:2008 Standard (**NOT Included***)
 - One copy for every 2-3 students.
 - Standards are available electronically from
http://www.the9000store.com/Buy_standards.aspx

* The ISO 9001:2008 Standard is a copyrighted document and we are unable to include it.



Agenda

I. The Standard

- Introduction to Auditing
- 0:15 Presentation: Guide to Internal Auditing 9001
- 0:15 Review Document: ISO 9001:2008
- 0:30 Exercise: Is it a Requirement?
- 2:00 Presentation: Requirements of ISO 9001:2008
- 0:45 Exercise: Find the Requirement
- 0:15 Questions

II. The Audit

- 0:30 Scheduling the Audit
- 0:30 Planning the Audit
- 0:45 Opening Meeting
- 0:45 Audit 4.2 Documentation
- 0:45 Audit 5.0 Management Responsibility
- 0:45 Audit 7.2 Customer-Related processes
- 0:45 Audit 7.4 Purchasing
- 0:45 Audit 8.5 Corrective Action
- 0:30 Auditors Document Findings
- 0:30 Final Audit Report
- 0:30 Closing Meeting
- 0:30 Creating the Audit File

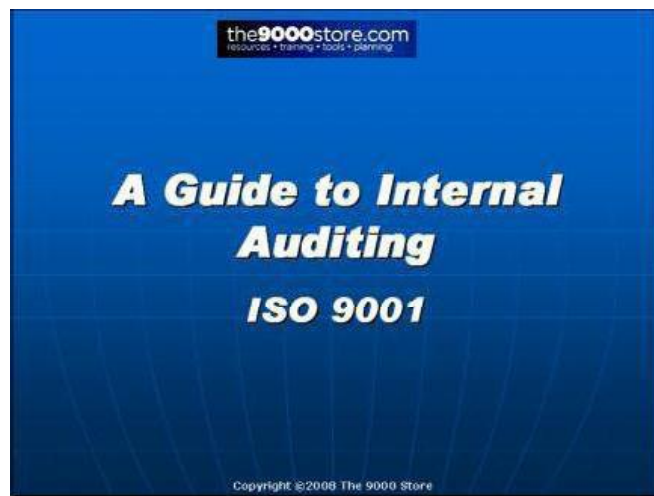


The Standard

Introduction to Auditing

This section will familiarize the students with the requirements ISO 9001:2008 quality management system (QMS).

1. Review the “**Guide to Internal Auditing 9001**” Power Point Presentation with the group.
2. Review and discuss the organization of the ISO 9001:2008 document so the students can familiarize themselves with how the standard is structured.
3. Complete the exercise “Is it a Requirement?” below.



Exercise: Is it a Requirement?

Have the students open to “**Is it a Requirement**” in the student manual. Working in groups of 2 or 3, have them determine whether or not:

- The statement is true or false
- Write down the clause of the standard where they found it.

Notes:

- This is not a test, but an exercise to get them familiar with the standard, so the trainer can go around and help the teams, particularly the slower teams.
- This can be done individually ahead of time to reduce class time

After one or two teams finish, or after a maximum of about 45 minutes, you can go through the statements and discuss the answers.

- An answer key is on the next page.
- Remind the students that there are some things that are mentioned in more than one place in the standard, so there could be more than one correct answer in some cases.