Documents are in Microsoft Word for ease of editing.

QUALITY MANAGEMENT SYSTEM

*****

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

*****

MANUAL

Type Your Company Name
Street Address
City, State Zip
Here

Blue text throughout the manual highlight areas for customization

Table of Contents – (this page)

Introduction

Section A Scope of the QMS and OH&S Management System

Section B References
a. Normative reference
b. Definitions

QMS-OHS Management System Requirements

Section C General Information

a. Distribution Control List

b. Revision Status

c. Quality Policy, Quality Objective, Strategic Direction,

d. OH&S Policy, OH&S Objective, Strategic Direction,

e. Organization Chart

f. Company Background - Products and Services

g. Process Flow Diagram

Section D List of Documented Information for clauses 4 through 10

Clause 4 Context of the Organization

Clause 5 Leadership - Leadership and worker participation

Clause 6 Planning

Clause 7 Support

Clause 8 Operation

Clause 9 Performance Evaluation

Clause 10 Improvement

Sections E, F, G, etc. Spares

Section R Records Documentation Matrix

Approved by: _____ Date: _____

INSERT YOUR COMPANY LOGO/NAME HERE

A-520-002
Occupational Health and Safety Policy

Examples / Options:

Blue text gives guidance for customization.

OH&S POLICY

- YOUR COMPANY Occupational Health and Safety Policy is to prevent injury and ill health to our workforce and to continually improve the performance of the OH&S management system, while complying to applicable legal and other requirements.

  To this end: All supervisors are responsible for ensuring that their employees are trained in approved work procedures to obtain optimal output without accidents and injuries and to ensure that employees follow safe work methods and related regulations.

  All personnel are required to support the OH&S program and make health and safety a part of their daily routine and to ensure that they are following safe work methods.

  All personnel will be held accountable for implementing the OH&S program.

  All relevant laws and regulations are incorporated in our program.

OH&S OBJECTIVE

- By continually improving the Occupational Health and Safety Management System, YOUR COMPANY is committed to satisfying any interested party with excellence in health and safety performance that comply consistently with current legislation and regulations, at the best possible cost and delivered on a timely basis.

CORPORATE MISSION – (optional)

- The mission of YOUR COMPANY is to be a low-cost, profitable, provider of toy systems for children of all ages. We support the empowerment of the workforce and the utilization of a safe workplace resulting in competitive and innovative quality products for customers while providing a healthy work environment and creating a positive long-term social, cultural, and economic benefit for the region and its people, employees, customers, suppliers and stakeholders.

- YOUR COMPANY shares with the community, important responsibilities for a health and safety environment in which we live and work. We support the responsible stewardship of human resources in the workplace where responsible stewardship, combined with a continual improvement process, makes possible sustained economic development and an improved quality of life.

We are committed to "A SAFE AND HEALTHY WORKPLACE"

President: _____ Date: _____

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 45001:2018** standards are addressed and documented information available. In addition, the worksheet can be used as a training tool to help interested parties, such as workers, employees, customers, auditors, registrar understand your IMS.

IMS - PROCESS INPUTS **ISO 9001:2015 and ISO 45001:2018**	**PROCESS OUTPUTS** **Key Processes**	**DOCUMENTED INFORMATION for Processes**	**RESPONSIBILITY for Processes**	**Application**
Integrated Management Systems - Requirements 1 Scope 2 Normative references 3 Terms and definitions	**QMS-OHS Manual**	SMS-008	President	QMS-OHS
4 Context of the organization	Context of the organization	IMS-Section D	-----	
	Organizational context	P-400	President	QMS-OHS
4.1 Understanding the organization and its context	Context	P-400 par 5.1		
4.1 Understanding the organization and its context	Context worksheet	F-440-002		
4.2 Understanding the needs and expectations of interested parties	[Needs and expectations	P-400 par 5.2		
4.2 Understanding the needs and expectations of workers and other interested parties	[[			
4.3 Determining the scope of the quality management system	[Scope of the IMS	P-400 par 5.4		
4.3 Determining the scope of the OH&S management system	[[			
4.4 Quality management system and its processes.	Process interactions	P-400 par 5.5		
4.4 OH&S management system	IMS Processes - this form	F-440-001		
4.4.1 The organization … 4.4.2 To the extent …	Process support, confidence and documented information	P-400, par 5.7	IMS team leader	
5 Leadership	Leadership	IMS-Section D	-----	

INSERT YOUR COMPANY LOGO/NAME HERE

F-830-003
Design Change Form

Project Name: _____ Project Number: _____

Purpose: _____ Date: _____

Initiated by: _____

_____

DESIGN CHANGE: (Record proposed changes to the design plan)

REASONS FOR CHANGE: (Record reasons for changes to the design plan)

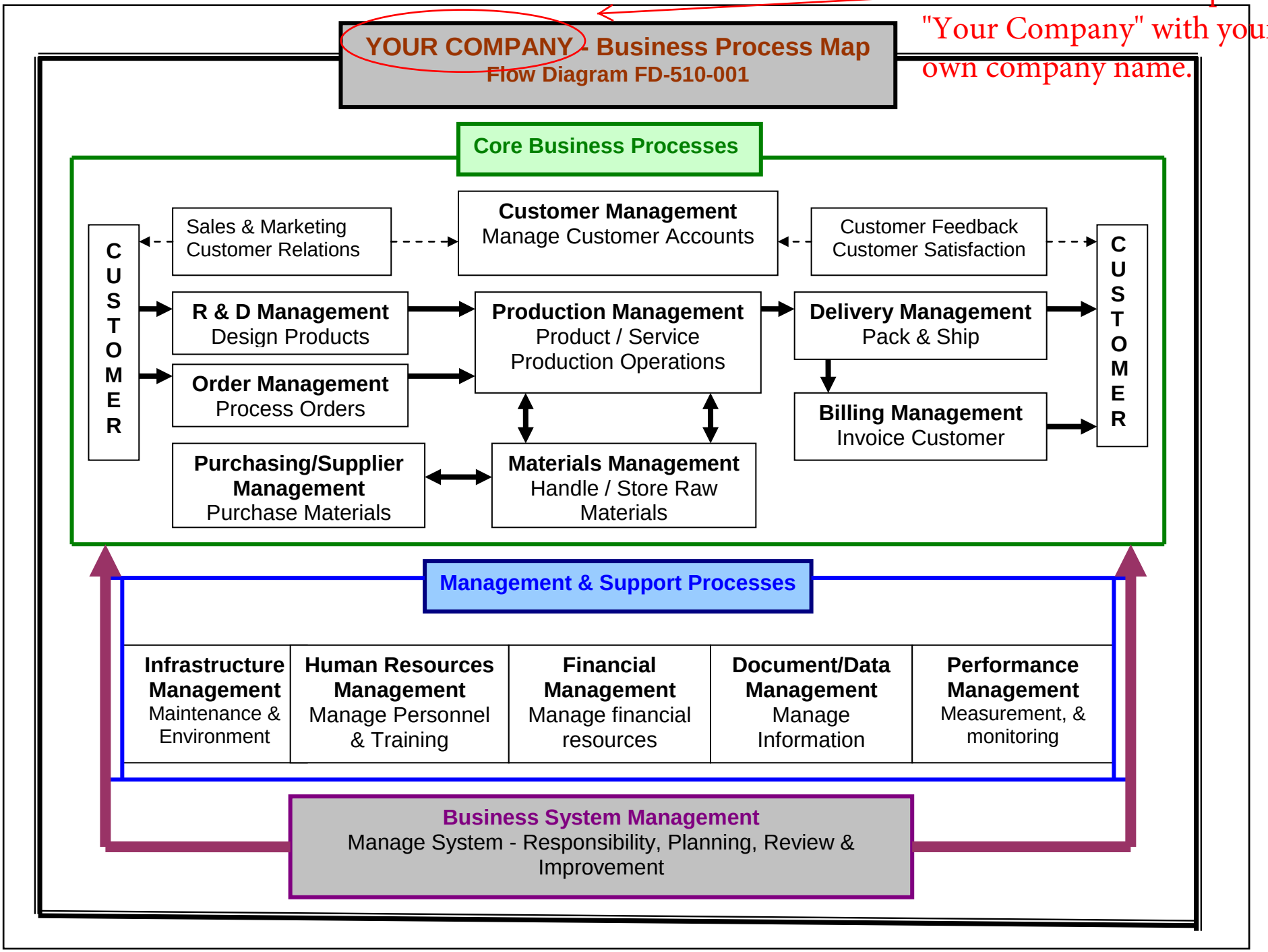
CHANGES TO BE REVIEWED BY: (Identify approvals required for the changes to be made)

APPROVALS: (Get all required approvals as identified above)

Changes approved by:

Print Names	Signature	Date

You can search and replace "Your Company" with your own company name.



and other requirements (per OHS) are consistently met by determining and providing the personnel and processes necessary for the effective operation of the IMS.

5.3 The IMS team is responsible for ensuring that conformity of products and services and that health and safety performance is achieved by determining, providing and maintaining the conditions and the infrastructure needed for the operation of its processes.

5.3.1 Needs for the operation of processes are identified with the planning procedures for operational planning and control.

- Conditions for the operation of processes can include physical, social, psychological, and other factors, such as temperature, humidity, ergonomics and cleanliness.

5.3.2 Infrastructure needs are identified with the procedures for operational planning and control.

- Infrastructure can include buildings and associated utilities, equipment including hardware and software, transportation, information and communication technology.

5.3.3 Infrastructure is maintained by using a preventive maintenance program.

- The maintenance manager evaluates facilities, equipment and other infrastructure to determine areas where preventive maintenance work needs to be done.
- The preventive maintenance database or spreadsheet lists each item that requires preventive maintenance, and the maintenance schedule.
- The maintenance manager is responsible for generating a preventive maintenance schedule for each maintenance cycle and distributing them to the appropriate individual or function.
- The maintenance technicians/staff perform the maintenance according to work instructions or equipment manuals. lists the due date for the work to be completed.
- Records of the maintenance performed are maintain resource maintenance record form F-710-002 or on work orders or in maintenance logs.
- Maintenance personnel sign and date the log or work order when the work is completed and return it to the maintenance manager.
- The maintenance manager updates the spreadsheet or database to indicate that the maintenance has been completed.

Related documents are referenced.

5.3.4 Work orders are issued for unscheduled maintenance (repairs). Data on unscheduled maintenance is collected by the maintenance manager and summarized for review by the IMS team.

5.3.5 Employees are encouraged to report any real or perceived problems with the equipment they use. The equipment problem report, F-710-001 is provided for that purpose.

5.3.6 Preventive maintenance schedules may be changed based on the review

1.0 Purpose/Scope

1.1 The purpose of this procedure is to establish a method to identify health and safety emergency situations and potential accidents and respond to such situations at Your Company.

1.2 The procedure applies to the methods for the reporting of emergencies and for the effective management from the time of discovery to the ultimate resolution to safeguard the health and safety for workers and interested parties.

1.3 The procedure applies to the emergency preparedness and response processes required to meet the intended outcomes of the OHS as an integrated management system (IMS).

2.0 Responsibilities and Authorities

2.1 The Operations manager has the prime responsibility for the implementation and maintenance of this procedure.

2.2 Additional responsibilities for the IMS team, the supervisors, the workers, employees are detailed in relevant paragraphs of section 5.0 below.

3.0 References and Definitions

3.1 This document relates to clause 8.2 of the ISO 45001:2018 standards covering emergency preparedness and response.

3.2 No Definitions

4.0 Resources

4.1 None

5.0 Instructions

5.1 In support of the Operations manager, the IMS team is responsible to establish, implement and maintain the processes needed to prepare for and respond to the potential emergency situations as determined with the identification of hazards, assessment of OH&S risks, and operational controls with procedures P-815.

5.1.1 The process includes the following:

- Preparing a planned response to emergency situations and providing first aid and training for the planned response.
- Periodically testing and exercising the planned response capabilities,
- Evaluating performance and revising, as needed, the planned response after testing and especially after the occurrence of emergency situations,
- Communicating relevant information to all workers on their duties and responsibilities,
- Communicating relevant information to contractors, visitors, emergency response services, government authorities, and the local community,
- Consideration for the needs and capabilities of all relevant workers and interested parties to ensure their involvement in the development of the

1.0 Purpose/Scope

1.1 The purpose of this procedure is to provide for a system of identification and status of outputs at Your Company.

1.2 This procedure provides for a system where information regarding the traceability of outputs is controlled and recorded.

1.3 The procedure applies to the processes needed to meet the QMS requirements for the identification and traceability of products and services as part of the integrated management system (IMS).

2.0 Responsibilities and Authorities

2.1 The Operations manager has the prime responsibility and approval authority for this procedure.

2.2 In support of the Operations manager, the IMS team is responsible to determine the identification and traceability requirements that apply to the product outputs.

2.3 Additional responsibilities for the Operations manager / supervisors are detailed in relevant paragraphs of section 5.0 below.

3.0 References and Definitions

3.1 References

3.1.1 This document relates to clause 8.5.2 of the ISO 9001:2015 standard, dealing with Identification and traceability.

3.1.2 No definitions

4.0 Resources

4.1 None

5.0 Instructions

5.1 In support of the procedure P-851 for Control of production and service provision, this procedure addresses the identification and traceability requirements.

5.2 Product identification. To ensure conformity of products and services, outputs are identified.

5.2.1 Describe your process for identifying raw materials, parts, product or service. Methods for identification vary widely.

5.2.2 The following are examples of what a procedure may contain.

- Documented information accompanies each lot of product through production. Travelers, bill of materials and prints are included.
- Travelers identify the product and the lot number of the in-process product. Travelers are kept with the lot of product at all times, either by posting at the workstation doing work, or by being placed in the containers with product as it travels through production.
- An identification tag / blank tag or label, form F-852-001 is intended

according to work instructions or other reference and complete the required form to generate records for evaluation.

- You may want to use the inspection reports / records of results, such as an inspection report, form F-910-003, and include it in the production monitoring, measuring and analysis table F-910-001.

5.5.3 The responsible functions prepare summaries of performance. The IMS team analyzes the data prior to review as defined in the procedure P-930 for management review.

5.6 Review and evaluation of processes

5.6.1 The IMS team identifies what summaries are required from data generated by measuring and monitoring of product and production processes.

- The Production-Monitoring, measuring and analysis table, F-910-001 is reviewed and evaluated and responsibility assigned to prepare summary reports and to implement improvement actions.
- IMS team will not need to review all inspection and test results, but will need to identify what data they need to see to make improvements in production processes. Identify the data you would like to review.
- This data may be in the form of summaries prepared by production management. Add these summaries to the table (F-910-001); identify the frequency that they need to be prepared.
- The required summaries are added to the Production - monitoring, measuring and analysis table, form F-910-001.

5.6.2 The IMS team identifies customer feedback projects as identified from the customer satisfaction procedure P-912 and assigns responsibility for improvement projects.

5.6.3 The IMS team evaluates the performance of external providers with the procedure P-840 for control of external providers.

5.6.4 The IMS team identifies continual improvement opportunities through the analysis and evaluation of data generated by the QMS with the procedure P-1010 for Improvement.

5.6.5 Records associated with the monitoring, measuring, analysis and evaluation are retained as evidence of the results with the procedure P-750 for Control of documented information.

6.0 Forms and Documented Information

6.1 Forms

6.1.1 F-810-002 Project planning worksheet

6.1.2 F-910-001 Production-Monitoring, measuring and analysis table

1.0 Purpose/Scope

1.1 The purpose of this procedure is to purpose of this procedure is to establish a process for improvement and continual improvement of the IMS at Your Company.

1.2 The procedure applies to the improvement initiatives required to meet the intended outcomes of the QMS and the 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 is responsible for identifying the opportunities for continual improvement.

3.0 References and Definitions

3.1 This document relates to clause 10.1, improvement and clause 10.3, continual improvement, of the ISO 9001:2015 and ISO 45001:2018 standards.

3.2 Continual improvement: Recurring activity to enhance performance.

4.0 Resources

4.1 None

5.0 Instructions

5.1 In support of the procedures P-910 and P-915 for QMS and OHS Monitoring, measurement, analysis, and evaluation, this procedure addresses improvement.

5.2 The IMS team leader / IMS team determines and selects opportunities to continually improve the suitability, adequacy, and effectiveness of the IMS.

5.2.1 These take into consideration the improvement in the promotion of a positive culture that supports the IMS and enhances its performance.

5.2.2 The IMS team leader / IMS team promotes and ensures the participation of workers and their representatives in the implementation of continual improvement objectives.

5.3 The IMS team leader / IMS team maintains a continual improvement process that considers, the outputs of the IMS activities.

5.3.1 To determine the needs and opportunities to be addressed as part of continual improvement, consideration is given to the results of analysis and evaluation with procedures P-910, and P-915 for QMS and OHS Monitoring, measuring, analysis and evaluation, results of internal audits with procedure P-920 and the outputs of management review with procedure P-930.

5.3.2 The IMS team leader / IMS team ensures that results of continual

INSERT COMPANY NAME/LOGO HERE

R-740-A
Register of IMS Action Reports

Instructions for the Management of Action Reports

1. To effectively process, manage and follow up on the improvement, and corrective actions taken as a result of the action reports, a Register R-740 covers the following:
   - Public response reports (PRR), form F-740-001,
   - Alert reports (AR), form F-740-002,
   - Incident reports (IR), form F-740-003,
   - Non-conformance reports (NCR), form F-740-004,
   - Provider corrective action requests, form F-840-003,
   - Corrective action requests (CAR), form F-1020-001.

2. The main IMS action report is the non-conformance report (NCR), form F-740-004. The NCR is used to as an investigative tool where the above public response reports (PRR), the alert reports (AR), and the incident reports (IR), are further investigated to implement required improvement and corrective actions. The corrective action report (CAR) is included to address operational issues.

3. The normal processing, follow up and tracking of the required reports follow the same practice. The above reports and requests are coordinated by the IMS team leader and issued to the responsible heads of departments, as applicable to the President, the Manufacturing Manager, the Materials Manager, the Human Resources Manager, the Engineering / Technical Services Manager, to communicate to personnel involved the need to determine the causes of nonconformities.

   - The Register, R-740 is used to manage the various Action Reports where sections are set up to house the report categories for above PRR, AR, IR, NCR, & CAR.

   - Actions reports along with a description of the condition needing to be corrected are directed to an assigned individual or the person responsible for the area where the condition occurred.

   - The responsible individual applies the P-D-C-A guidelines, (ref attachment A-600-001) for continual improvement to the reported problem, investigates the cause of the reported problem, evaluates, and proposes the action to be taken to ensure that it will not recur and provides a promise date for implementation.

   - On or immediately after the due date for implementation of corrective action, the IMS team leader in consultation with other individuals involved determines if the action has been implemented and is effective. If more work is required to fully implement the action, a new follow up date is established.

   - Active action reports are placed in the relevant active section of the register and are reviewed and followed up by the IMS team leader or a delegate to ensure that the corrective and improvements actions are fully addressed.

   - Completed action reports are placed in the relevant completed section of the register. The cumulative action reports for each report category and filed by date of issue for both the active and completed sections of the register become a composite log/list for such reports.

WI-622-010 Example – from F-615-004 Program planning worksheet

ACTION PLAN & TIMING CHART - DEVELOPMENT OF HEALTH & SAFETY PROGRAM		
COMMITMENT and POLICY	**PLANNING**	**PROCESS**
OH&S Policy Commitment 1 -- PREVENTION OF INJURY--	*Program Instruction WI-622-010*	*Maintain a safe workplace*
	Objective 1	*Minimize handling injuries wherever technically and commercially practical*
	Target 1	*Reduce frequency of injury at site 1 by 20 % of present level within 1 year*
	OH&S Program 1	*Prevention of injury through material handling equipment*
Date started:	*Action*	*For products exceeding 'x' pounds in weight, install lifting devices at manufacturing operations*

PROGRAM –TIMING CHART PROJECT: _____ **LEADER:** *Technical Services manager* **Date** _____

Description / Major Tasks Timing												
Current Months	1	2	3	4	5	6	7	8	9	10	11	12
P-PLAN. *Confirm project funding & resources*												
Identify project leader												
D-DO. *Select required equipment*												
Purchase, install equipment												
Try out & test process												