(IMS ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018)	**Date modified:**
Your company details and Logo	

INTEGRATED MANAGEMENT SYSTEM MANUAL

(Template)

SECTION I

SECTION II

SCOPE

a. GENERAL:

a. The manual describes the integrated management system (IMS ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018) as adopted by

Your company name:	

Add more information about the standards covered here:

SECTION III

COMPANY PROFILE

MISSION STATEMENT

VISION STATEMENT

Brief Introduction

(Your company name) is a

SECTION IV

DEFINITIONS

(Reference ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018)

TERMS	DEFINITIONS
1.1. TERMS RELATING TO IMS.	
Quality	Ability of a set of inherent characteristics of a product, system or process to fulfill requirements of customers and other interested parties.
Quality Requirement	Requirement for inherent characteristics of a product, process or system
Customer Satisfaction	Customer's opinion of the degree to which a transaction has met the customer's needs and expectations
Capability	Ability of an organization, system, or process to realize a product that fulfills the requirements for that product
1.2. TERMS RELATING TO IMS	
Management System	System to establish policy and objectives and to achieve those objectives
Quality Management System	System to establish a quality policy and quality objectives and to achieve those objectives
Integrated Policy	Overall intentions and direction of an organization related to quality as formally expressed by to management.
IMS Objectives	Something sought, or aimed for related to quality.
IMS Planning	Part of quality management focused on setting quality objectives and specifying necessary operational processes and related resources to fulfill the quality objectives.
IMS Control	Part of quality management, focused on fulfilling quality requirements
IMS Assurance	Part of quality management, focused on providing confidence that quality requirements are fulfilled
IMS Improvement	Part of quality management, focused on increasing effectiveness and efficiency
1.3. TERMS RELATING TO ORGANIZATION	
Organizational Structure	Orderly arrangement of responsibilities, authorities and relationships between people
IMS Work Environment	Set of conditions under which a person operates
Customer	Organization or person that receives a product
Supplier	Organization or product that provides a product
Interested Property	Person or group having an interest in the performance or success of an organization

TERMS	DEFINITIONS
1.4. TERMS RELATING TO IMS PROCESS AND PRODUCT	
Process	System of activities which uses resources to transform inputs into outputs
Product	Result of a process
Service	Intangible product that is the result of at least one activity performed at the interface between the supplier and customer
Design and Development	Set of processes that transforms requirements into specified characteristics and into the specifications of the product realization process
1.5. IMS TERMS RELATING TO CHARACTERISTIC	
IMS Characteristics	Inherent characteristics of a product, process, or system derived from a requirement
Traceability	Ability to trace the history, application or location of that which is under consideration
1.6. IMS TERMS RELATING TO CONFORMITY	
Conformity	Fulfillment of a requirement.
Non-conformity	Non-fulfillment of a requirement.
Preventive Measures	Action taken to eliminate the causes of a potential non-conformity or other potentially undesirable situation.
Corrective Action	Action taken to eliminate the cause of a detected nonconformity or other undesirable situation.
Correction	Action taken to eliminate a detected nonconformity.
Concession	Authorization to use or release a product that does not conform to the specified requirements
Release	Authorization to proceed to the next stage of a process
Repair	Action taken to a non-conforming to make it acceptable for the intended use
Rework	Action taken on a non-conforming product to make it conform to the requirements
Re-grade	Alteration of the grade of a non-conforming product in order to make it conformant with requirements differing from the initial ones
Scrap	Action taken on a non-conforming product to preclude its originally intended usage
1.7. TERMS RELATING TO DOCUMENT	
Document	Information and its support medium
Specification	Document stating requirements
Guideline	Document stating recommendations or suggestions
IMS Manual	Document stating the quality management system of an organization

TERMS	DEFINITIONS
IMS Plan	Document specifying the quality management system elements and the resources to be applied in a specific case.
IMS Procedure	Specified way to perform an activity or a process.
Record	Document stating results achieved or providing evidence of activities performed

1.8. TERMS RELATING TO EXAMINATION

Objective Evidence	Data supporting the existence or verity of something.
Inspection	Conformity evaluation by observation and judgment accompanied as appropriate by measurement
Verification	Confirmation and provision of objective evidence that specified requirements have been fulfilled.
Validation	Confirmation and provision of objective evidence that the requirements for a specific intended use or application have been fulfilled

1.9. TERMS RELATING TO AUDIT (IMS)

Audit	Systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled
Audit Program	Set of audits to be carried out during a planned timeframe
Audit Scope	Extent and range of a given audit
Audit Criteria	Set of policies, procedures, or requirements against which collected audit evidence is compared
Audit Evidence	Records, verified statements of fact or other information relevant to the audit.
Audit Findings	Results of the evaluation of the collected audit evidence against audit criteria
Audit Conclusions	Outcome of an audit decided by the audit team after consideration of all the audit findings
Auditee	Organization being audited
Audit Team	One or more auditors conducting an audit, one of whom is appointed as leader
Auditor	Person qualified and competent to conduct audits

1.10. TERMS RELATING TO QUALITY ASSURANCE FOR MEASUREMENT PROCESSES

Measurement	Set of operations having the object of determining the value of a quantity
Measurement Process	Set of interrelated resources, activities, and influences related to a measurement
Measurement Control System	Set of operations necessary related to achieve meteorological confirmation and continuous control of measurement processes
Measuring Equipment	Instrument, measurement standard, reference material and/or auxiliary apparatus necessary to implement a measurement process for carrying out a specified and

TERMS	DEFINITIONS

defined measurement

2.1 Auditor: Person with the competence to conduct an audit (ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018)

2.2 Continual improvement:

Recurring process of enhancing the **environmental management system** (2.9) in order to achieve improvements in overall **environmental performance** (2.11) consistent with the **organization's** (2.20) **environmental policy** (2.13)

NOTE: The process need not take place in all areas simultaneously, Or without interruption. [ISO 14001:2015, 3.4.5]

2.3 Correction:

Action taken to eliminate a detected **nonconformity** (2.18)

NOTE Adapted from ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018)

2.4 Corrective action:

Action to eliminate the cause of a detected **nonconformity** (2.18)

2.5 Document:

Information and its supporting medium (type of documents, medium etc)

2.6 Environment:

Surroundings in which an organization (2.20) operates, including air, water, land natural resources, flora, fauna, humans, and their interrelation

2.7 Environmental aspect:

Element of an **organization's** (2.20) activities or products or services that can interact with the **environment**

2.8 Environmental impact:

Any change to the **environment** (2.6), whether adverse or beneficial, wholly or partially resulting from an **organization's** (2.20) **environmental aspects** (2.7) [ISO 14001:2015, 3.7]

2.9 Environmental management system EMS:

Part of an **organization's** (2.20) management system used to develop and implement its **environmental policy** (2.13) and manage its **environmental aspects** (2.7)

2.10 Environmental objective:

Overall environmental goal, consistent with the **environmental policy** (2.13), that an **organization** (2.20) sets itself to achieve ISO 14001:2015 Requirement [ISO 14001; 2015, 3.9]

2.11 Environmental performance:
Measurable results of an **organization's** (2.20) management of its **environmental aspects** (2.7)

NOTE In the context of **environmental managements systems** (2.9), results can be measured against the **organization's** (2.20) **environmental policy** (2.13), **environmental objectives** (2.10), **environmental targets** (2.14) and other environmental performance requirements. [ISO 14001:2015, 2.10]

2.12 Environmental performance indicator:
EPI Specific expression that provides information about an **organization's** (2.20) **environmental performance** (2.11) [ISO 14001:2015]

2.13 Environmental policy:
Overall intentions and direction of an **organization** (2.20) related to its **environmental performance** (2.11) as formally expressed by top management

NOTE: The environmental policy provides a framework for action and for the setting of **environmental objectives** (2.10) and **environmental targets** (2.14). [ISO 14001:2015, 3.11]

2.14 Environmental target:
Detailed performance requirement, applicable to the **organization** (2.20) or parts thereof, that arises from the **environmental objectives** (2.10) and that needs to be set and met in order to achieve those objectives [ISO 14001:2015, 3.12]

2.15 Interested party:
Person or group concerned with or affected by the **environmental performance** (2.11) of an **organization** (2.20) ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018]

2.16 Internal audit:
Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the environmental management system audit criteria set by the **organization** (2.20) are fulfilled.

2.17 Management performance indicator:

MPI ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018.
Environmental performance indicator (2.12) that provides information about the management efforts to influence an **organization's** (2.20) **environmental performance** (2.11) [ISO 14031:1999, 2.10.1]

2.18 Nonconformity:
Non-fulfillment of a requirement ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018

2.19 Operational performance indicator: ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018
ISO 9001:2015 Clause (7.5) Control of production & Service provision provides information about operational performance indicator and process control.

Environmental performance indicator (2.12) that provides information about the **environmental performance** (2.11) of an **organization's** (2.20) operations [ISO 14001:2015, 2.10.2]

2.20 Organization:
Company, corporation, firm, enterprise, authority or institution, or part or combination thereof, whether incorporated or not, public or private, that has its own functions and administration

NOTE For organizations with more than one operating unit, a single operating unit may be defined as an organization. [ISO 14001:2015]

2.21 Preventive action: ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018
Action to eliminate the cause of a potential **nonconformity** [Clauses of (4.5.3) ISO 14001:2015 & OSHAS 8001:2007]

2.22 Prevention of pollution only 14001: 2008) :
Use of processes, practices, techniques, materials, products, services or energy to avoid, reduce or control (separately or in combination) the creation, emission, or discharge of any type of pollutant or waste, in order to reduce adverse **environmental impacts** (2.8)

2.23 Procedures:
Specified way to carry out an activity or a process

NOTE 1 Procedures can be documented or not.
NOTE 2 Adapted from ISO 9001:2015, 2.4.5.
[ISO 14001:2015, 3.19] or ISO 45001:2018

2.24 Record ISO 14001:2015:
Document (2.5) stating results achieved or providing evidence of activities performed

NOTE Adapted from ISO 9001:2015, 3.7.6.
[ISO 14001:2015, 3.20]

3.1 Acceptable risk
Risk that has been reduced to a level that can be tolerated by the Organization having regard to its legal obligations and its own **OH&S policy (3.16)**

3.2 Audit
Systematic, independent and documented process for obtaining "audit evidence" and evaluating it objectively to determine the extent to which "audit criteria" are fulfilled
[ISO 9001:2015, **3.9.1**]

NOTE 1: Independent does not necessarily mean external to the organization. In many cases, particularly in smaller organizations, independence can be demonstrated by the freedom from responsibility for the activity being audited.
NOTE 2: For further guidance on "audit evidence" and "audit criteria", see ISO 19011.

3.3 Continual improvements: ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018 Recurring process of enhancing the **OH&S management system** (3.13) in order to achieve improvements in overall
OH&S performance (3.15) consistent with the **organization's** (3.17)
OH&S policy (3.16)

3.4 Corrective action: ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018
Action to eliminate the cause of a detected **nonconformity** (3.11) or another undesirable situation
Clauses 4.5.3 of ISO 9001:2015 & ISO 45001:2018 & Clause of 8.5 ISO 9001:2015.

3.5 Document:
Information and its supporting medium

3.6 Hazard:
Source, situation, or act with a potential for harm in terms of human injury or **ill health** (3.8), or a combination of these.

3.7 Occupational health and safety opportunity OH&S opportunity ISO 45001:2018
circumstance or set of circumstances that can lead to improvement of *OH&S performance*

3.8 Health:
Identifiable, adverse physical or mental condition arising from and/or made worse by a work activity and/or work-related situation

3.9 Incident: ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018
Work-related event(s) in which an injury or **ill health** (3.8) (regardless of severity) or fatality occurred, or could have occurred

3.10 Interested Party
Person or group, inside or outside the **workplace** (3.23), concerned with or affected by the **OH&S performance** (3.15) of an **organization** (3.17)

3.11Nonconformity ISO- 9001:2015, ISO-14001:2015 and ISO 45001:2018
Non-fulfillment of a requirement [ISO 9001:2015, & ISO 14001: 2015 (Clauses 4.5.3)]
NOTE: Nonconformity can be any deviation from:
· *Relevant work standards, practices, procedures, legal requirements, etc.*
· ***OH&S management system** (3.13) requirements.*

3.12 Occupational Health and Safety (OH&S)
Conditions and factors that affect, or could affect the health and safety of employees or other workers (including temporary workers and contractor personnel), visitors, or any other person in the **workplace** (3.23)

3.14 OH&S Objective
OH&S goal, in terms of **OH&S performance** (3.15), that an **organization** (3.17) sets itself to achieve

NOTE 1: Objectives should be quantified wherever practicable.
*NOTE 2: **4.3.3** requires that OH&S objectives are consistent with the **OH&S policy** (3.16).*

3.15 **OH&S performance** measurable results of an **organization's** (3.17) management of its **OH&S risks** (3.21)

3.16 OH&S Policy
Overall intentions and direction of an **organization** (3.17) related to its
OH&S performance (3.15) as formally expressed by top management

3.17 Organizations
Company, corporation, firm, enterprise, authority or institution, or part or combination thereof, whether incorporated or not, public or private, that has its own functions and administration
NOTE For organizations with more than one operating unit, a single operating unit may be defined as an organization. [ISO 14001:2015, **3.16**]

3.18 Preventive Actions

Action to eliminate the cause of a potential **nonconformity** (3.11) or other undesirable potential situation

3.19 Procedures

Specified way to carry out an activity or a process

3.20 Records

Document (3.5) stating results achieved or providing evidence of activities performed [ISO 14001:2015, **3.20**]

3.21 Risk

Combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or **ill health** (3.8) that can be caused by the event or exposure(s) ISO 45001:2018

3.22 Risk assessment

Process of evaluating the **risk(s)** (3.21) arising from a hazard(s), taking into account the adequacy of any existing controls, and deciding whether or not the risk(s) is acceptable

3.23 Workplace

Any physical location in which work related activities are performed under the control of the organization

4 - Context of the Organization- ISO- 9001:2015, ISO-14001:2015, ISO-45001:2018

4.1- Understanding the organization and its Context - ISO- 9001:2015, ISO-14001:2015, ISO-45001:2018

4.2 Understanding the needs and expectations of interested parties - ISO 14001:2015 and ISO 9001:2015, ISO-45001:2018

Refer for Details:

- Integrated Manual
- Operating Procedures as per International Standards
- Job Descriptions, Work Instructions, Plans
- Documents like Forms and Formats which are maintained and implemented

4.2 Understanding the needs and expectations of interested parties

Needs: (Add info here)

Expectations: (Add info here)

4.3 Determining the scope of the quality, Environmental and OH&S management system- ISO 9001:2015: ISO 14001:2015, ISO-45001:2018

(Your company name)has developed an integrated manual, which describes in detail the process, their interactions and referral policies in accordance with ISO 9001:2015 and *ISO 14001:2015* as well.

SCOPE:

4.4. - Quality Management System and its processes - *ISO 9001:2015, ISO-45001:2018*

The Company has established quality management system, implement, maintain and continually improve QMS at appropriate functions and levels within the organization. These processes include inputs, outputs, sequences and interactions between them. The management is committed to provide all the required resources for these processes. Risk and opportunities are addressed in accordance with the requirements. The company will document these processes and maintains the records as per standard.

4.4 - Environmental management system- ISO 14001:2015
4.4 - OH&S management system -ISO 45001:2018

5 – Leadership - ISO 9001:2015, ISO 45001:2018`

5.1 – Leadership and Commitment - ISO 9001:2015, ISO 14001:2015, ISO 45001:2018

Add relevant form detail here.

Leadership of (Your company name) is committed to comply with international standards and (Your company name) has established such a management system, which fulfills requirements to all the above captioned standards in all relevant respects. The core aim of management is to ensure that at organizational level including all departments/ sections, the due requirements are met.

Leadership of (Your company name) makes sure that all the customer requirements are met with aim of enhancing customer satisfaction.

5.2 - Policy - ISO 9001:2015
5.2.1 Developing the Quality Policy - 9001:2015
5.2.2 Communicating the quality Policy - 9001:2015
5.2 - Environmental Policy - ISO 14001:2015
5.2 - *OH&S Policy*- ISO 45001:2018
5.3 - Organizational Roles, responsibilities and authorities- ISO 9001: 2015 & ISO 14001: 2015, ISO 45001:2018
5.4 - Consultation and participation of workers - ISO 45001:2018

6 – Planning – ISO 9001:2015 & ISO 14001: 2015, ISO 45001:2018

6.1 – Action to address risk and opportunities – ISO 9001:2015 & ISO 14001:2015, ISO 45001:2018

6.1.2 – Environmental Aspects – *ISO 14001:2015*

6.1.2 –Hazard Identification, Assessment of risk and Opportunities - ISO 45001:2018

All the relevant information is documented and periodically review to comply above standards, and company has established and is maintaining procedures to plan and identify the risk and opportunities and to address environmental aspects of its activities, product or services Hazard identification and risk assessment that it controls and over which it can be expected to have an influence, in order to determine those which, have or can have significant impact on environment.

6.1.3 – Determination of legal requirements and other requirements – ISO 45001:2018

Environmental Management Program(s) – *ISO14001:2015* & OH&S Management Program(s) – ISO 45001:2018

(Your company name) makes sure that environmental and health & safety programs and plans are effective in order to fulfill the requirement of this international standard. The core aim of these programs is to meet set objectives and targets. These programs incorporate:

6.2 – Quality objectives and planning to achieve them – ISO 9001:2015

6.2 – OH&S objectives and planning to achieve them – ISO 45001:2018

6.2 – Environmental objectives and planning to achieve them – *ISO 14001:2015*

6.3 – Planning of changes – ISO 9001:2015

7. Support – ISO 9001: 2015 and ISO 14001: 2015

(Your company name) Explain how you keep relevant documents here:

Competence, Awareness and Training

(Your company name) determines that

(Your company name) identifies the training needs. It requires that all personnel, whose work may create a significant risk/impact upon the environment and OH&S, have received appropriate training.

These include the resources:

a) to implement and improve the processes of the quality management system and
b) to address customer satisfaction

People

(Your company name) makes sure that personnel performing work affecting our services are competent on the basis of appropriate education, training, skill and experience.

Infrastructure – ISO 9001:2015

Monitoring and Measurement – ISO 9001: 2015

(Your company name) monitors and measures the characteristics of each item related to (your industry)

Measurement traceability – ISO 9001: 2015

(Your company name) keeps a well-written procedure to monitor information relating to customer perception as to whether the organization has met customer requirements.

Operational Control – ISO 45001:2018

(Your company name)identifies those operations and objectives that are associated with the identified hazards/aspects, risks/impacts in line with its policy, objectives and targets.

Organization Knowledge – ISO 9001:2015

(Your company name) system and SOPs are developed according to standard methods.

7.2 – Competence – ISO 9001:2015, 14001: 2015, ISO 45001:2018

Add relevant form detail here.

7.3 Awareness - ISO 9001:2015, 14001: 2015, ISO 45001:2018

Add relevant form detail here.

7.4 Communication - ISO 9001:2015, 14001: 2015, ISO 45001:2018
7.4.2 Internal Communication ISO 9001:2015, 14001: 2015, ISO 45001:2018
7.4.3- External Communication ISO 9001:2015, 14001: 2015, ISO 45001:2018

a) Ensure that processes needed for the Quality Management System are established, implemented and maintained.
b) Reports to the top management on the performance of the Quality Management System and any need for improvement.
c) Ensure that promotion of awareness of customer requirements throughout the organization.
d) Liaison with external parties on matters relating to the QHSE systems.

Communication ISO 9001:2015, 14001: 2015 & ISO 45001:2018

Internal Communication – ISO 9001:2015 & 14001: 2015

(Your company name) with regards to its environmental and OH&S Hazards/Aspects, Risk/Impact system, establishes and maintains procedures which covers:

a) Internal communication between the various levels and functions of the organization.
b) Receiving, documenting and responding to relevant communication from external interested parties.

External Communication – ISO 9001:2015 & 14001: 2015

(Your company name) determines and implements effective management techniques for communicating with customers in relation to

a) Our services
b) Enquiries, contracts or order handling including amendments, and
c) Customer's feedback, including customer complaints

Add relevant form detail here.

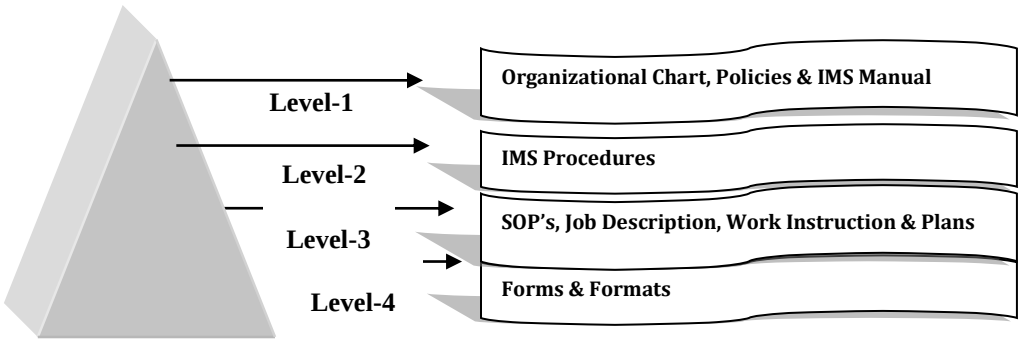
7.5 Documented information - ISO 9001:2015, 14001: 2015, ISO 45001:2018
7.5.1 General - ISO 9001:2015, 14001: 2015, ISO 45001:2018
7.5.2 Creating and updating ISO 9001:2015, 14001: 2015, ISO 45001:2018
7.5.3 Control of documented information ISO 14001: 2015, ISO 45001:2018 and 7.5.3.1& 7.5.3.2 Sub Clauses of ISO 9001:2015

7.5.3.1 (Your company name) has established and maintained documented procedure for controlling all those documents that are required by above captioned standards. The system of documentation is well control and completely encircles the following parameters:

a) Availability of current revision at the point of use, where and when it is needed;
b) Assurance of legibility, readability, tractability and all documents are adequately protected (e.g., from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, (Your company name) ensure the following activities, as applicable by international standard;

A comprehensive documentation system has been devised to incorporate the requirement of all above captioned standards. The general structure of this documentation is as:



Add relevant form detail here.

8. Operation- ISO 9001: 2015, ISO 14001: 2015, ISO 45001:2018

8.1 Operational planning and control - ISO 9001: 2015, ISO 14001: 2015, ISO 45001:2018

Operation, Operational planning and Control

(Your company name) plans and develops the processes needed for services. This planning is consistent with the requirements of the other processes of QHSE System.

Add relevant form detail here.

8.2 Emergency preparedness and response 14001: 2015, ISO 45001:2018

An emergency is a particular type of incident. (Your company name) has established programs and procedures for emergency preparedness and response to ensure that health and safety and environment related any emergency circumstances are minimized to the greatest extent possible.

8.2 Requirements for products and services 9001- ISO 9001: 2015
8.2.1 Customer communication - ISO 9001: 2015
8.2.2 Determining the requirements for products and services - ISO 9001: 2015
8.2.3 Review of the requirements for products and services - ISO 9001: 2015
8.2.4 Changes to requirements for products and services - ISO 9001: 2015

(Your company name) applies suitable methods for monitoring of services. The company confirms the customers' requirements in advance if customer does not provide any documented statement of requirement.

8.4 Control of externally provided processes, products and services - ISO 9001:2015
8.4.1 General - ISO 9001:2015
8.4.2 Type and extent of control - ISO 9001:2015
8.4.3 Information for external providers - ISO 9001:2015
8.1.4 Procurement - ISO 45001:2018

(Your company name) ensures that purchased products conform to specified purchase requirements.

Add relevant detail here.

8.5 Production and service provision - ISO 9001:2015
8.5.1 Control of production and service provision - ISO 9001:2015
8.5.2 Identification and traceability - ISO 9001:2015
8.5.3 Property belonging to customers or external providers - ISO 9001:2015
8.5.4 Preservation - ISO 9001:2015
8.5.5 Post-delivery activities - ISO 9001:2015
8.5.6 Control of changes - ISO 9001:2015
8.6 Release of products and services - ISO 9001:2015

Add relevant form detail here.

Production and service provision – ISO 9001:2015

Production & Service provision ISO 9001:2015

Identification and Traceability – ISO 9001:2015

Property belonging to customers or external providers.

(Your company name) exercise care with customer property, while it is under the organization's control or being used by the organization. The organization identifies, verifies product and safeguards customer's property provided for use or in cooperation into product. If any customer property is damaged otherwise found to be unsuitable for use, it is reported to the customer and records maintained.

8.7 Control of nonconforming outputs - ISO 9001:2015
10.2 Nonconformity and corrective action – ISO 14001:2015
10.2 Incident, Nonconformity and corrective action – – ISO 45001:2018

Control of Non-conforming outputs – ISO 9001:2015

(Your company name) ensures that product/material which does not conform to product/material requirement is identified and controlled to prevent its unidentified use or delivery. The control and related responsibilities and authorities for dealing with non-conforming product/material are identified in a documented procedure.

Add relevant form detail here.

9 Performance evaluation- ISO 9001: 2015, ISO 14001:2015, ISO 45001:2018

9.1 Monitoring, measurement, analysis and evaluation ISO 9001: 2015 & ISO 14001:2015

9.1 Monitoring, measurement, analysis and performance evaluation - ISO 45001:2018

Performance evaluation

(Your company name) takes action to eliminate the course of non-conformities in order to prevent re-occurrence. Corrective actions are appropriate to the effects of the non-conformities encountered.

Add relevant detail here.

Monitoring, measurement, analysis and evaluation

(Your company name) determines action to eliminate the causes of potential non-conformities in order to prevent their occurrence. Preventive actions are appropriate to the effect of the potential problem.

Add relevant detail here.

9.1.2 Customer satisfaction ISO 9001:2015

Customer satisfaction ISO 9001:2015

9.1.2 Evaluation of Compliance. ISO 14001:2015, ISO 45001:2018

9.1.3 Analysis and evaluation ISO 9001:2015

9.2 Internal audit ISO 9001:2015, ISO 14001:2015, ISO 45001:2018

(Your company name) conducts internal audits at planned intervals to determine the Quality Management System is,

a) Conformed to the planned arrangements to the requirement of this standard
b) Effectively implemented and maintained

As per stats and the importance of the processes, an audit program is planned. The audit criteria, scope, frequency and method are defined. Selection of auditors is done to ensure objectivity and impartiality at audit process.

Add relevant form detail here.

9.3 Management review - ISO 9001:2015, ISO 14001:2015, ISO 45001:2018

9.3.1 General - ISO 9001:2015

9.3.2 Management review inputs - ISO 9001:2015

9.3.3 Management review outputs - ISO 9001:2015

9.3.2 Management review inputs

(Your company name) conducts Management Review Meetings as defined in the procedure to ensure the continuing suitability adequacy and effectiveness with the input and review meeting are conducted on regular intervals to comply with the standards;

Management Review Inputs

(Your company name)conducts Management Review Meetings as defined in the procedure to ensure the continuing suitability adequacy and effectiveness with the input as:

Management Review Output:

a) Improvement of the effectiveness of QMS and its processes
b) Improvement of product related to customer requirements
c) Resource needs

Add relevant form detail here.

10 Improvement - ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018

10.1 General - ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018

Improvement - ISO 9001:2015, ISO14001:2015 & ISO 45001:2018

(Your company name) continually improves the effectiveness of the QHSE Management System through the use of the Quality Policy, Quality Objectives, Audit Results, Corrective Actions and Management Review.

Add relevant form detail here.

10.2 Nonconformity and corrective action - ISO 9001:2015, ISO14001:2015, ISO 45001:2018

10.2.1 Occurrence of nonconformity - ISO 9001:2015

Add relevant form detail here.

Occurrence of nonconformity - ISO 9001:2015

(Your company name) determines action to eliminate the causes of potential non-conformities in order to prevent their occurrence.

10.3 Continual improvement - ISO 9001:2015, ISO 14001:2015, ISO 45001:2018

(Your company name) continually improves the effectiveness of the Quality Management System through the use of the Quality Policy, Quality Objectives, Audit Results, Corrective and Preventive Actions and Management Review.

Add relevant form detail here.

Prepared by	Reviewed by	Approved by
Deputy Manager Representative	Manager Representative	C.E.O.