

ISO 9001:2008

QUALITY MANAGEMENT SYSTEM

ISO 14001:2004

**ENVIRONMENTAL MANAGEMENT
SYSTEM**

QMS / EMS MANUAL

Type Your Company Name

Street Address

City, State Zip

Introduction

Your Company developed and implemented an integrated Quality and Environmental Management System in order to document the company's best business and environmental 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 continuous 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.

President: _____ *Date:* _____



4.2 Documentation Requirements

4.2.1 General

The QMS documentation includes:

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

4.2.2 Quality and Environmental manual

This Manual has been prepared to describe *Your Company's* integrated Quality and Environmental 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 and EMS documents are controlled according to the procedure, **P-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
- § Ensuring that relevant versions of applicable documents are available at points of use
- § Ensuring that documents remain legible and readily identifiable
- § Ensuring that documents of external origin are identified and their distribution controlled, and
- § Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.

Procedures, work instructions, forms and attachments are numbered using a number scheme as described in the work instruction **WI-423-001** for documentation.



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 **P-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 **P-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

Management Responsibility	P-500
Customer Related Processes	P-720
Monitoring, Measuring and Analysis of Customer Satisfaction	P-821
Internal Audits	P-822
Monitoring and Measuring of Product and Realization Processes	P-824
Control of Nonconforming Product	P-830
Corrective Action	P-852
Preventive Action	P-853



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 procedure **P-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 EMS.

The procedure **P-432** is used to identify the legal and other requirements, and to determine if these requirements have environmental aspects and significant impacts. It follows that high significance impacts identified (with the above 4.3.1 and 4.3.2) become candidates for environmental programs (4.3.3 below) 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 consistent with the policy, which includes the commitments to compliance with legal and other requirements, continual improvement, and prevention of pollution.

The procedure **P-433** is used to describe the process of setting the objectives and targets to achieve the commitments in *YOUR COMPANY* Environmental Policy. In addition, consideration is given to significant aspects, legal and other requirements, views of interested parties, and 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 procedure **P-434** provides for 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”

