

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*

