



FSMQC

فايف ستارز للإستشارات الإدارية والجودة
Five Stars Management & Quality Consultant

Issue #: 01

Issue Date:01-11-2017

Doc No:



FSMQC/IMS/01

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Integrated Management System Manual

INTEGRATED MANAGEMENT SYSTEM

ISO 9001:2015
ISO 14001:2015
ISO 45001: 2016

	
Management Representative	General Manager
Issued & Prepared By	Reviewed & Approved By

This Integrated Management System Manual is Issued and Controlled by Management Representative (MR). This is a controlled document. Only Latest issue of the Procedure is to be used.

**FSMQC**فايف ستارز للإستشارات الإدارية والجودة
Five Stars Management & Quality Consultant

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2.0 ORGANIZATION PROFILE

FSMQC was initiated by a collection of expertise from Australia, England, India, Canada, and Egypt in all fields of food safety training, ISO consultancy, management consulting and quality management system, EFQM leading excellence, gained accumulated experience of more than 25 years and this is the secret behind our strength and our diversity.

It was established in United Arab Emirates through its office in Abu Dhabi in response to the increasing need for qualified professional consultants in the Middle East to introduce and help in implementing the highest standards of management systems and practices.

It operates within a network of senior specialists having a long-standing experience with sophisticated analytical capabilities, covering expertise related to: Quality management systems, Information Security Management system, environmental management systems, health & safety management systems, re-structuring, human resources, excellence models, feasibility studies, skills development and training including food safety to food safety including health and safety

2.1 OBJECTIVES & SCOPE

The Organization has established an Integrated Management System which consist three international certifications i.e. ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System and ISO 45001 (OHSAS 18001: 2007) based on Available Draft Standard. This IMS will help Organization to better satisfy the needs of its customers in terms of Quality, Environment and Promotes the Safety Culture as well.

The scope of this system covers:

The integrated management system has been developed to comply with the Integrated Management System Standard (ISO 9001: 2015, ISO 14001:2015 and ISO 45001 (OHSAS 18001: 2007) and applies on the QHSE management system's processes of the Organization for meeting the customer's and interested parties' requirements and expectations related to QHSE. Enhance customer satisfaction, environmental performance, prevention of injury and ill - health, fulfilment of compliance obligation, achievement of QHSE objectives. The all three-standards scope requirement from an organization as mention below:

“Providing Training and Management Consultancy Services”

EXCLUSIONS:

Five Star Management & Quality Consultancy is providing training and consultancy to their clients, no design and development activity required in its processes while services. Therefore, clause 8.3 is not applicable.

3.0 REFERENCES

ISO 9000:2005	Quality Management systems- fundamentals and vocabulary
ISO 9001: 2008	Quality management systems Requirements.
ISO 9001: 2015	Revised Quality Management System Requirements
ISO 9004: 2009	Managing for the sustained success of an organization — a quality management Approach
ISO 19011:2002	Guidelines for quality and /or environmental management system auditing
ISO 14001: 2004	Environmental management system requirements
ISO 14001: 2015	Revised Environmental management system requirements
ISO 14031:2013	Environmental management — Environmental performance evaluation — Guidelines
OHSAS 18002	Guidelines for the implementation of OHSAS 18001
ISO 45001: 2016	Draft Standard for Occupational Health and Safety Management System
ILO 2001	Guidelines on Occupational Health and Safety Management Systems (OSH- MS).

3.1 TERMS & DEFINITION

TERMS	DEFINITION
ORGANIZATION	Five Star Management and Quality Consultancy Services
QHSE	Quality, Environment, Health & Safety
IMS	Integrated Management System ISO 9001: 2015, ISO 14001 :2015 and ISO 45001 (OHSAS 18001: 2007)
QMS	Quality Management System Standard ISO 9001: 2015
EMS	Environmental Management System / part of the management system (3.1.1) used to manage environmental aspects (3.2.2), fulfill compliance obligations (3.2.9) and address risks and opportunities (3.2.11)
OHSMS	ISO 45001: 2016 Draft / Occupational Health and Safety Management System
QHSEMS	Quality, Health & Safety , Environment Management System



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MANAGEMENT SYSTEM	Set of interrelated or interacting elements of an organization (3.1.4) to establish policies and objectives (3.2.5) and processes (3.3.5) to achieve those objectives
ENVIRONMENTAL POLICY	Intentions and direction of an organization (3.1.4) related to environmental performance (3.4.11) as formally expressed by its top management (3.1.5)
ORGANIZATION	Person or group of people that has its own function with responsibilities, authorities and relationship to achieve its objectives (3.2.5) (3.16) / 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
TOP MANAGEMENT	Person or group of people who directs and controls an organization (3.1.4) at the highest level
INTERESTED PARTY	Person or organization (3.1.4) that can affect, be affected by, or perceive itself to be affected by decision or activity / Person or organization (3.1), that can affect, be affected by, or perceive itself to be affected by a decision or activity, also refers requirements (3.8) with respect to workers (3.3) who are also interested parties.
ENVIRONMENT	Surroundings in which an organization (3.1.4) operates, including air, water, land, natural resources, flora, fauna, humans and their interrelationships.
ENVIRONMENTAL ASPECT	Element of an organization's (3.1.4) activities or products or services that interacts or can interact with the environment (3.2.1)
ENVIRONMENTAL CONDITION	State or characteristic of the environment (3.2.1) as determined at a certain point in time.
ENVIRONMENTAL IMPACT	Change to the environment (3.2.1), whether adverse or beneficial, wholly or partially resulting from an organization's (3.1.4) environmental aspects (3.2.2)
OBJECTIVES	Result to be achieve
ENVIRONMENTAL OBJECTIVES	Objectives (3.2.5) set by the organization (3.1.4) consistent with its environmental policy
PREVENTION OF POLLUTION	Use of processes (3.3.5), 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 (3.2.4)
REQUIREMENT	Need or expectation that is stated, generally implied or obligatory
COMPLIANCE OBLIGATIONS (Preferred term)	Legal requirements (3.2.8) that and organization (3.1.4) has to comply with and other requirements that an organization has to or chooses to comply with
RISK	Effect of uncertainty
RISK AND OPPORTUNITIES	Potential adverse effects (threats) and potential beneficial effects (opportunities)
COMPETENCE	Ability to apply knowledge and skills to achieve intended results
Documented Information	Information required to be controlled and maintained by an organization (3.1.4) and the medium on which it is contained
Life Cycle	Consecutive and interlinked stages of a product (or service) system, from raw material acquisition or generation from natural resources to final disposal
Outsource (Verb)	Make an arrangement where an external organization (3.1.4) performs part of



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	an organization's function or process (3.3.5)
Process	Set of interrelated or interacting activities which transforms inputs into outputs
Audit	Systematic, independent and documented process (3.3.5) for obtaining audit evidence and evaluation it objectively to determine the extent to which the audit criteria are fulfilled
Conformity	Fulfillment of a requirement (3.2.8)
Nonconformity	Non-fulfillment of a requirement (3.2.8)
Correction Action	Action to eliminate the cause of a nonconformity (3.4.3) and to prevent recurrence / Action to eliminate the cause of a detected nonconformity (3.34) or an incident (3.35) to prevent recurrence
Continual Improvement	Recurring activity to enhance performance (3.4.10) / Recurring activity to enhance performance (3.27)
Effectiveness	Extent to which planned activities are realized and planned results achieved
Indicator	Measurable representation of the conditions or status of operations, management or conditions
Monitoring	Determining the status of a system, a process (3.3.5) or an activity
Measurement	Process (3.3.5) to determine a value
Performance	Measurable result
Environmental Performance	Performance (3.4.10) related to the management of environmental aspects (3.2.2)
Hazard	Source, situation, with a potential to cause injury and ill health (3.18)
Worker	Person performing work or work-related activities under the control of the organization (3.1)
Participation	Involvement of workers (3.3) in decision-making process(es) in the OH&S management system (3.11)
Consultation	Process (3.25) by which the organization (3.1) seeks the views of the workers (3.3) before it makes a decision
Contractor	External organization (3.1) providing services to the organization at a workplace (3.6) in accordance with agreed specifications, terms and conditions
Requirement	Need or expectation that is stated, generally implied or obligatory / common practice for organization (3.1)
Legal and Other Requirements	(3.8) established by law that are applicable to the organization (3.1), legally-binding obligations of the organization and requirements to which the organization subscribes
Management System	Set of interrelated or interacting elements of an organization (3.1) to establish policies (3.14) and objectives(3.15) and processes (3.25) to achieve those objectives
OH&S and Safety Management System	Management system (3.10) or part of a management system used to achieve the OH&S policy (3.15)
Top Management	Person or group of people who directs and controls an organization (3.1) at the highest level



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Effectiveness	Extent to which planned activities are realized and planned results achieved
Policy	Intentions and direction of an <i>organization</i> (3.1), as formally expressed by its <i>top management</i> (3.12)
OH&S Policy	<i>Policy</i> (3.14) to prevent work-related <i>injury and ill health</i> (3.18) to <i>worker(s)</i> (3.3) and to provide a safe and healthy <i>workplace(s)</i> (3.6)
Objectives	Result To Be Achieved
OH&S Objectives	<i>Objective</i> (3.16) set by the <i>organization</i> (3.1) to achieve specific results consistent with the <i>OH&S policy</i> (3.15)
Injury and Ill Health	Adverse effect on the physical, mental or cognitive condition of a person Note 1 to entry: These conditions may include occupational disease, illness and death.
Hazard	Source or situation with a potential to cause <i>injury and ill health</i> (3.18)
OH&S Risk	Combination of the likelihood of occurrence of a work-related hazardous event or exposure(s) and the severity of <i>injury and ill health</i> (3.18) that can be caused by the event or exposures
OH&S Opportunity	Circumstance or set of circumstances that can lead to improvement of <i>OH&S performance</i> (3.28)
Competence	Ability to apply knowledge and skills to achieve intended results
Documented Information	Information required to be controlled and maintained by an <i>organization</i> (3.1) and the medium on which it is contained
Process	Set of interrelated or interacting activities which transforms inputs into outputs
Procedure	Specified way to carry out an activity or a <i>process</i> (3.25)
Performance	Measurable result
OH&S Performance	<i>Performance</i> (3.25) related to the <i>effectiveness</i> (3.13) of the prevention of <i>injury and ill health</i> (3.18) to <i>workers</i> (3.3) and the provision of safe and healthy <i>workplace(s)</i> (3.6)
Outsource (Verb)	Make an arrangement where an external <i>organization</i> (3.1) performs part of an organization's function or <i>process</i> (3.25)
Incident	Occurrence(s) arising out of or in the course of work that could or does result in <i>injury and ill health</i> (3.18)

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3.6 AMENDMENT OF MANUAL

Any amendment to this Integrated Manual shall be reviewed by the Management Representative and approved by the General Manager as per control of document information procedure. The revision, updating and distribution will be the responsibility of the Management Representative. In case of minor changes, requiring amendment of one or several pages of the IMS Manual, only such page or pages shall be revised. In such cases the revision number of the relevant page(s) will be incremented, printed, inserted and the issue indicator will remain unchanged. The type of amendment will be denoted on the History of Revision List. In case of the change to the IMS Manual require amendment of a several numbers of pages, or after a significant number of minor changes, the document will be reissued. In this case the issue indicator will be incremented, and the revision number shall be re-set to zero.

SECTION 1

CONTEXT OF THE ORGANIZATION

Clause 4

ISO 9001:2015

ISO 14001:2015

ISO 45001: 2016

4.0 CONTEXT OF THE ORGANIZATION (QMS 4.0, EMS 4.0, OHSMS 4.0)

Five Stars Management & Quality Consultant determined the internal and external issues which have ability to effect on achieving its intended results of its Integrated Management System.

Five Stars Management & Quality Consultant conducted a detailed analysis by considering the external and internal issues and maintained. Five Stars Management & Quality Consultant is planned to periodically review this data during the management review meeting.

Five Stars Management & Quality Consultant considered the positive and negative issues, which rose from external or internal origin while understanding the context. The main sources of issues from external origin are already identified by Five Stars Management & Quality Consultant and are from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local.

The internal issues which identified are related to values, culture, knowledge, structure and performance of the organization.

4.1 UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT (QMS 4.1, EMS 4.1, OHSMS 4.1)

Organization has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results(s) of its QHSE management system.

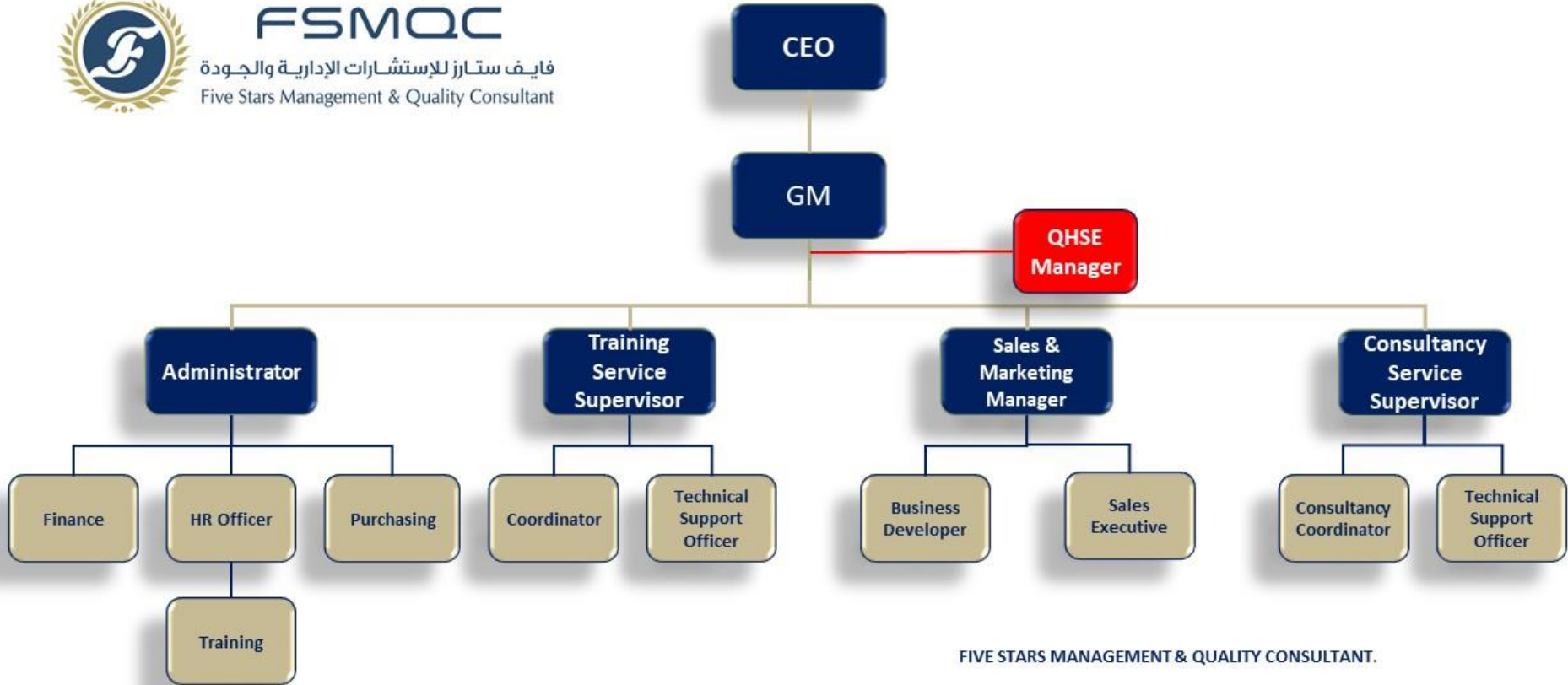
The Organization has established system to monitor and review information about these external and internal issues.

4.2 UNDERSTANDING THE NEEDS AND EXPIATIONS OF INTERESTED PARTIES (QMS 4.2, EMS 4.2, OHSMS 4.2)

Organization has determined the needs and potential effect which may affect to the consistent performance in terms of products and services, and meeting the applicable statutory and regulatory requirements, the organization has determined;

- a) The interested parties in addition to its workers, that is relevant to the QHSE management system.
- b) The requirements of these interested parties that are relevant to the QHSE management system and **Which of these needs and expectations become its compliance obligations and legal requirements?**

Organization will monitor and review the information about these interested parties and other relevant requirements.



ORGANIZATIONAL CHART
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 Ver: 01
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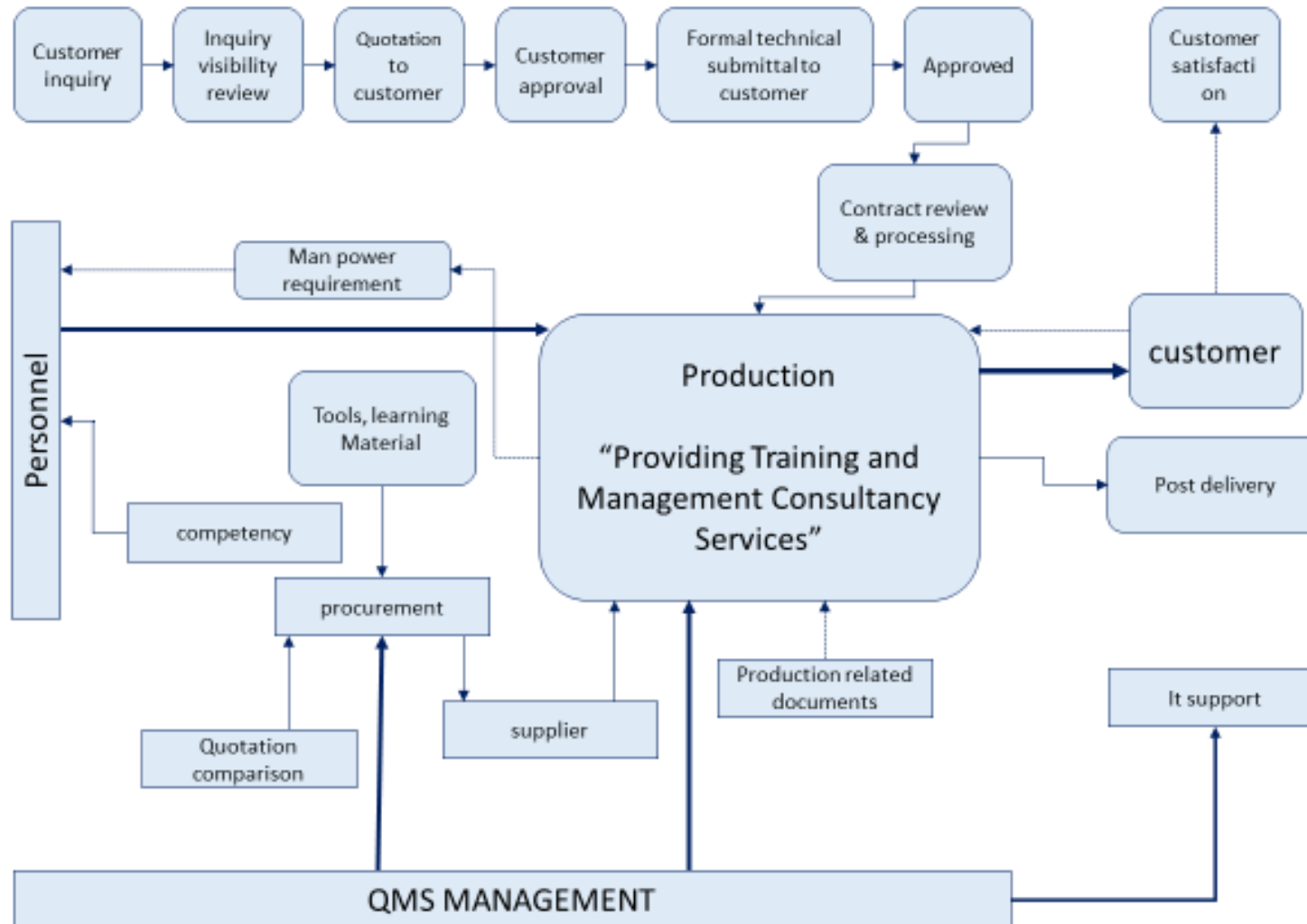
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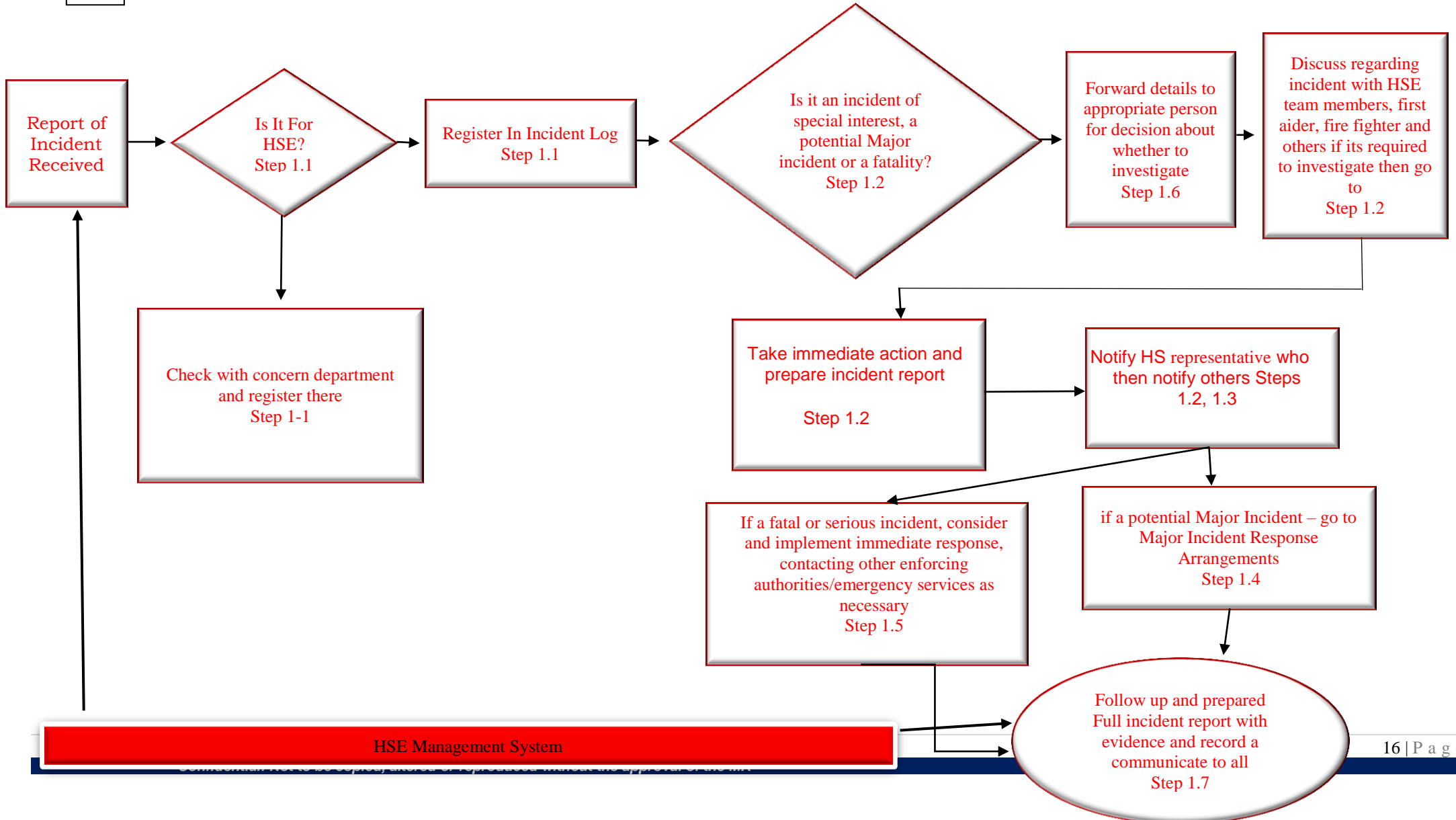
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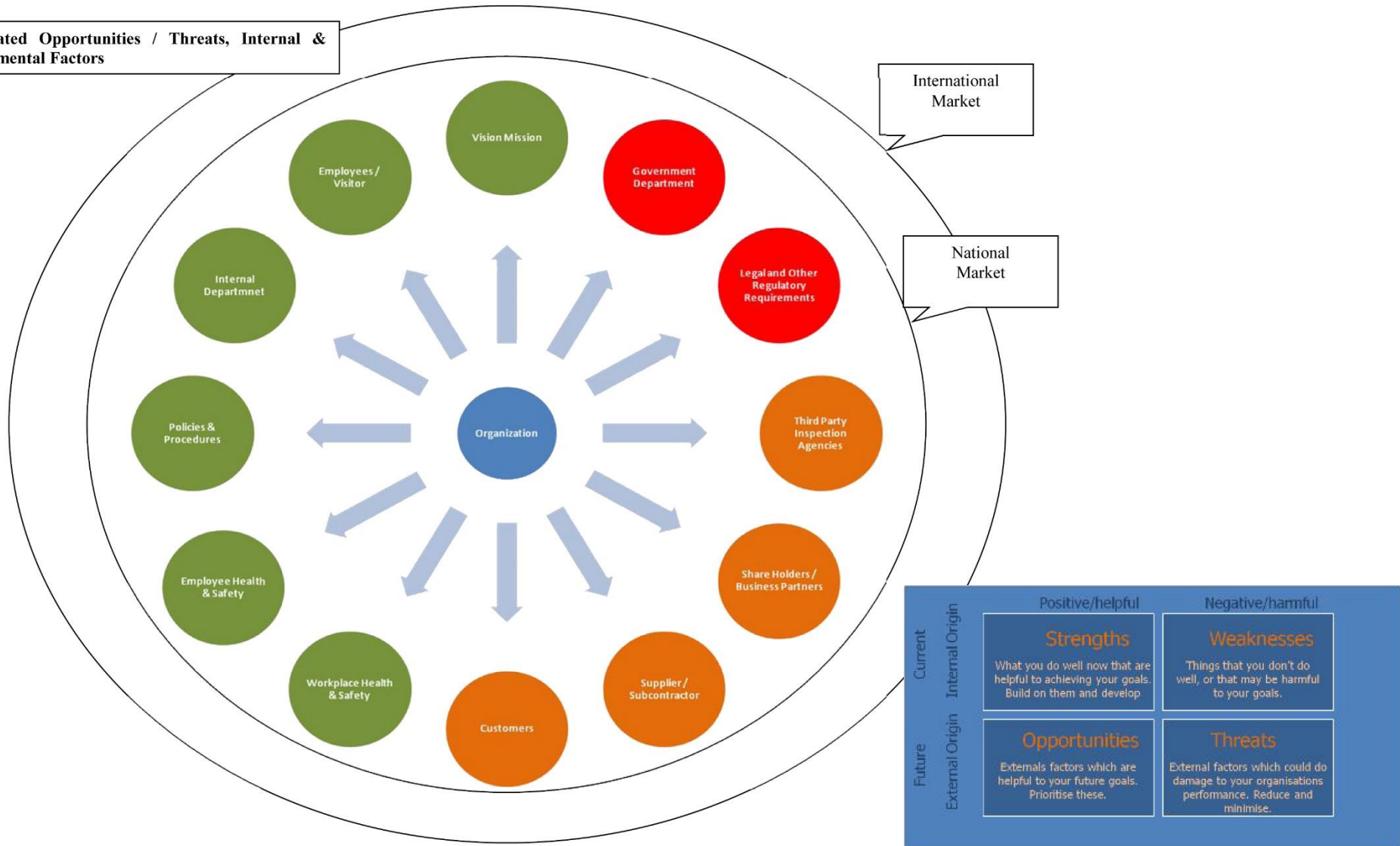


4.5



4.6

Organization related Opportunities / Threats, Internal & External Environmental Factors



4.6 DETERMINING THE SCOPE OF QUALITY, ENVIRONMENTAL, HEALTH AND SAFETY MANAGEMENT SYSTEM (QMS 4.3, EMS 4.3, OHSMS 4.3)

The organizations have determined the boundaries and applicability of the QHSEMS and establish the scope taking in consideration the following:

- a) The external and internal issues.
- b) The requirement related to interested parties.
- c) The products and services of the organization.
- d) **The work-related activities performed.**
- e) **The compliance obligations.**
- f) **Its organizational units, functions and physical boundaries.**
- g) **Its activities products and services.**
- h) **Its authority and ability to exercise control and influence.**

The organization has applied all the requirement of this QHSEMS where applicable within the determined scope and **includes activities, products & services within the organization's control or influence that can impact the organization's OH&S Performance.**

The scope of the organization's business and its QHSEMS has determined and maintain as documented information / business profile. In the scope all products and services are covered and as per QHSEMS if any justification for requirement which is not applicable to the scope is mentioned. This is also focused for the conformity of this international standard that if any requirement which is not applicable to the scope must not affect the organization's ability or responsibility to ensure the conformity of its products and services and the enhancement of customer satisfaction.

4.7 QUALITY ENVIRONMENTAL, HEALTH AND SAFETY MANAGEMENT SYSTEM AND ITS PROCESS (QMS 4.4, EMS 4.4, OHSMS 4.4)

The organization has established, implemented, maintained and continually improve the QHSE management system, including all the processes needed interaction accordance with the requirement of this international standard in order to achieve the intended outcomes, including enhancing environmental performance.

The organization has determined the all processes needed for the QHSE management system and their application throughout the organization, and has:

- a) Defined the inputs required and the outputs expected from these processes.
- b) Defined the sequence and interaction of these processes.
- c) Defined and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes.
- d) Defined the resources needed for these processes and ensure their availability.

- e) Assigned the responsibilities and authorities for these processes.
- f) Addressed the risk and opportunities.
- g) Evaluated these processes and implemented any changes needed to ensure that these processes achieve their intended results;
- h) Improved the processes and the QHSE management system.
To extent necessary; the organization has:
 1. Maintained documented information to support the operation of its processes.
 2. Retained documented information to have confidence that the processes are being carried out as planned.



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SECTION 2

MANAGEMENT RESPONSIBILITY

Clause 5

ISO 9001:2015,

ISO 14001:2015

ISO 45001: 2016



5.0 LEADERSHIP (QMS 5.0, EMS 5.0, OHSMS 5.0)

5.1 LEADERSHIP AND COMMITMENT

5.1.1 GENERAL

Top management has demonstrated leadership and commitment with respect to the QHSE Management systems by;

- a) Taking overall responsibility and accountability for the protection of worker's work-related health and safety;
- b) Taking accountability for the effectiveness of the QHSE Management system.
- c) Ensuring that the Quality, Environment and Health & Safety Policy and objectives are established for the QHSE Management system and are compatible with the context and strategic direction of the organization;
- d) Ensuring the integration of the QHSEMS requirements into the organization's business processes;
- e) Promoting the use of the process approach and risk-based thinking;
- f) Ensuring that the resources needed to establish, implement, maintain and improve QHSEMS are available;
- g) Ensuring active participation of workers, and where they exist, workers; representatives, using consultation and the identification and removal of obstacles or barriers to participation;
- h) Communicating the importance of effective QHSEMS and of conforming to QHSEMS requirements;
- i) Ensuring that the QHSEMS achieves its intended results;
- j) Engaging, directing and supporting persons to contribute to the effectiveness of the QHSEMS;
- k) Ensuring and Promoting continual improvement of the QHSEMS to improve performance by systematically identifying and taking actions to address nonconformities, opportunities, and work related hazards and risks, including system deficiencies;
- l) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- m) Developing, leading and promoting a culture in the organization that supports the QHSE management system.

5.1.2 CUSTOMER FOCUS (QMS 5.1.2)

Top management has demonstrated leadership and commitment with respect to customer focus by ensuring that:

- a) Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) The focus on enhancing customer satisfaction is maintained.

5.2 QUALITY, ENVIRONMENT, HEALTH & SAFETY POLICY (QMS 5.2, EMS 5.2, OHSMS 5.2)

5.2.1 ESTABLISHING THE QUALITY, ENVIRONMENT, HEALTH & SAFETY POLICY (QHSE)

Top management has established, implement and maintained a QHSE policy within the defined scope of QHSEMS. They are also in consultation with workers at all levels of the organization. This policy;

- a) Is appropriate to the purpose and context of the organization and supports its strategic direction; Including nature, scale and environmental impacts of its activities, products and services;
- b) Includes a commitment to provide safe and healthy working conditions for the prevention of work-related injury and ill health and is appropriate to the purpose, the size and context of the organization and to the specific nature of its OH&S risk and OH&S opportunities;
- c) Provides a framework for setting QHSE objectives;
- d) Includes a commitment to satisfy applicable requirements and other requirements; it also Includes a commitment to protection of the environment, including prevention of pollution and other specific commitment(s) relevant to the context of the organization.
- e) Includes a commitment to fulfill its compliance obligation;
- f) Includes a commitment to continual improvement of the QHSEMS to enhance its performance.
- g) Includes a commitment to participation, i.e. the involvement of workers and where they exit, workers' representative, in the decision-making processes in the OH&S management system.

5.2.2 COMMUNICATING THE QUALITY, ENVIRONMENT, HEALTH & SAFETY POLICY (QHSE POLICY QMS 5.2.2)

The QHSE Policy has

- a) Available and maintained as documented information;
- b) Communicated, to workers understood and applied within the organization;
- c) Available to relevant interested parties, as appropriate.
- d) Reviewed periodically to ensure that it remains relevant and appropriate.

5.3 Organizational Roles, Responsibilities and authorities (QMS 5.3, EMS 5.3, OHSMS 5.3)

Top management has ensured that the responsibilities, accountabilities and authorities for relevant roles within the QHSE management system are assigned, communicated and understood within the organization and maintained as documented information. Workers at each level of the organization has assumed responsibility for those aspects of QHSEMS over which they have control;

Top management has assigned the responsibility and authority for:

- a) Ensuring that the QHSEMS conforms to the requirements of these International Standard;
- b) Ensuring that the processes are delivering their intended outputs;



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- c) Reporting on the performance of the QHSEMS and on opportunities for improvement in particular to top management;
- d) Ensuring the promotion of customer focus throughout the organization;
- e) Ensuring that the integrity of the QHSE management system is maintained when changes to the QHSE management system are planned and implemented.

5.4 PARTICIPATION AND CONSULTATION (OHSMS 5.4)

The organization has, established, implemented and maintained process(s) for participation (including consultation) in the development, planning, implementation, evaluation and actions for improvement of the OH&S management system by workers at all applicable levels and functions, and where they exist, workers' representatives.

The organization has:

- a) Provided mechanisms, time, training and resources necessary for participation;
- b) Provided timely access to clear, understandable and relevant information about the OH&S management system;
- c) Identified and remove obstacles or barriers to participation and minimize those that cannot be removed;
- d) Organization gives additional emphasis to the participation of non-managerial workers in the following:
 - 1) To determine the mechanisms for their participation and consultation;
 - 2) Hazard identification and assessment of risk;
 - 3) Take Actions to control hazards and risks;
 - 4) Determine the identification of needs of competence, training and evaluation of training;
 - 5) Determine the information that needs to be communicated and how this should be done;
 - 6) Determined control measures and their effective use;
 - 7) Conduct Investigation of incidents and nonconformities and determining corrective actions;
- e) Organization also gives additional emphasis to the inclusion of non-managerial workers in consultation related to the following:
 - 1) Determined the needs and expectations of interested parties;
 - 2) Established the policy;
 - 3) Assigned organizational roles, responsibilities, accountabilities and authorities as applicable;
 - 4) Determine how to apply legal requirements and other requirements;
 - 5) Established the OH&S objectives;
 - 6) Determine the applicable controls for outsourcing, procurement and contractors;
 - 7) Determine what needs to be monitored, measured and evaluated;
 - 8) Planning, establishing, implementing and maintained an audit program(s);
 - 9) Also established a continual improvement process.



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SECTION 3

PLANNING

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ISO 9001:2015

ISO 14001:2015

ISO 45001: 2016

6.0 PLANNING (QMS 6.0, EMS 6.0, OHSMS 6.0)

6.1 ACTIONS TO ADDRESS RISK AND OPPORTUNITIES

6.1.1 GENERAL

The organization has implemented and maintained the process(s) needed to meet the requirements in (6.1.1 to 6.1.4) for EMS, also considered the issues referred to the organization context, the requirements of interested parties, the scope of its QHSEMS, determine the risks and opportunities, environmental aspects, compliance obligations and other issues and requirements that need to be addressed to:

- a) Assure that the QHSE management system can achieve its intended outcome(s) which includes following;
- b) Enhance desirable effects;
- c) Prevent, or reduce, undesired effects, including the potential for external environmental conditions to affect the organization;
- d) Achieve continual improvement.

Within the scope of the EMS, the organization has determined potential emergency situations, including those that can have an environmental impact. The Organization has maintained the documented information of its;

- a) Risk and Opportunities that need to be addressed;
- b) Process(s) needed in 6.1.1 to 6.1.4 to the extent necessary to have confidence they are carried out as planned.

The organization has considered the effective participation of workers in the planning process and, where appropriate, the involvement of other interested parties. When organization determined the risks and opportunities that need to be addressed, the organization has considered;

- a) OH&S Hazards and their associated Risks and Opportunities;
- b) Applicable legal requirements and other requirements;
- c) Risks and opportunities related to the operation of the OH&S management system that can affect the achievement of the intended outcomes.

The organization has assessed the risks and identifies the opportunities that are relevant to the intended outcome of the OH&S management system associated with changes in the organization, its processes, or the OH&S management system. In the case of planned changes, permanent or temporary, this assessment shall be undertaken before the change is implemented.

The organization has planned to take:

- a) Actions to address these risks and opportunities;
- b) How to:
 - 1) Integrate and implement the actions into its quality management system processes;
 - 2) Evaluate the effectiveness of these actions;

Actions taken to address risks and opportunities is proportionated to the potential impact on the conformity of products and services.

6.1.2 Environmental Aspects / Hazard Identification and Assessment of OH&S

Risks (EMS 6.1.2, OHSMS 6.1.2)

The organization has determined with the defined scope of the QHSEMS, that environmental aspects of its activities, products and services that it can control and those that it can influence, and their associated environmental impacts, considering a life cycle perspective.

When determined the environmental aspects, following has taken into account by the organization;

- a) Change, including planned or new developments, and new or modified activities, products and services;
- b) Abnormal conditions and reasonably foreseeable emergency situations.

The organization has determined also those aspects that have or can have a significant environmental impact, i.e. significant environmental aspects, by using established criteria.

The organization has communicated its significant environmental aspects among the various levels and function of the organization, as appropriate.

The organization has maintained documented information of its;

- Environmental aspects and associated environmental impacts;
- Criteria used to determine its significant environmental aspects;
- Significant environmental aspects.

6.1.2.1 HAZARD IDENTIFICATION (OHSMS 6.1.2.2)

The organization has established, implement and maintain a process for the on-going proactive identification of hazards arising. The process has taken into account but not be limited to;

- a) Routine and non-routine activities and situations, including consideration of;
- b) Infrastructure, equipment, materials, substances and the physical conditions of the workplace;
- c) Hazards that arise as a result of product design including during research, development, testing, production, assembly, construction, service delivery, maintenance or disposal;
- d) Human factors;
- e) How the work is actually done;
- f) Emergency situations;
- g) People, including consideration of:
- h) Those with access to the workplace and their activities, including workers, contractors, visitors and other persons;
- i) Those in the vicinity of the workplace who can be affected by the activities of the organization;
- j) Workers at a location not under the direct control of the organization;
- k) Other issues, including consideration of:
 - a. The design of work areas, processes, installations, machinery/equipment, operating procedures and work organization, including their adaptation to human capabilities;
 - b. Situations occurring in the vicinity of the workplace caused by work-related activities under the control of the organization;



- c. Situations not controlled by the organization and occurring in the vicinity of the workplace that can cause work-related injury and ill health to persons in the workplace;
- d. Actual or proposed changes in the organization, its operations, processes, activities and QHSEMS management system;
- e. Changes in knowledge of, and information about, hazards;
- f. Past incidents, internal or external to the organization, including emergencies, and their causes;
- g. How work is organized and social factors, including workload, work hours, leadership and the culture in the organization.

6.1.2.2 ASSESSMENT OF OH&S RISKS AND OTHER RISKS TO THE OH&S MANAGEMENT SYSTEM (OHSMS 6.1.2.3)

The organization has established implemented and maintained processes to:

- a. Assess OH&S risks from the identified hazards taking into account applicable legal requirements and other requirements and the effectiveness of existing controls;
- b. Identify and assess the risks related to the establishment, implementation, operation and maintenance of the OH&S management system that can occur from the issues identified in the organization context and the needs and expectations of the interest parties.
- c. The organization's methodology (ies) and criteria for assessment of OH&S risks is defined with respect to scope, nature and timing, to ensure it is proactive rather than reactive and used in a systematic way. These methodologies and criteria is maintained and retained as documented information.

6.1.2.3 IDENTIFICATION OF OH&S OPPORTUNITIES AND OTHER OPPORTUNITIES (OHSMS 6.1.2.4)

- a. The organization has established, implemented and maintained a processes to identify:
- b. Opportunities to enhance OH&S performance taking into account planned changes to the organization and its processes or its activities;
- c. Opportunities to eliminate or reduce OH&S risks;
- d. Opportunities to adapt work, work organization and work environment to workers;
- e. Opportunities for improving the OH&S management system.

6.1.3 COMPLIANCE OBLIGATION / DETERMINATION OF APPLICABLE LEGAL REQUIREMENTS AND OTHER REQUIREMENTS (EMS 6.1.3, OHSMS 6.1.3)

The organization has:

- a. Determined and has access to the up to date legal requirements to which the organization subscribes / compliance obligations related to its environmental aspects, and applicable to its Hazards and OH&S risk;



- b. Determined how these legal and other requirements / compliance obligations apply to the organization and what needs to be communicated;
- c. Take these legal and other requirements / compliance obligations into account when establishing, implementing, maintaining and continually improving its environmental / OH&S management system.

The organization has maintained documented information of its applicable legal and other requirements / compliance obligations and has ensure that it is updated to reflect any changes.

6.1.4 PLANNING ACTION / PLANNING TO TAKE ACTION (EMS 6.1.4, OHSMS 6.1.5)

The organization has plan:

- d. To take actions to address its:
- e. Significant environmental aspects, and address these risks and opportunities;
- f. Compliance obligations / applicable legal and other requirements;
- g. Risks and opportunities;

How to:

- a. Integrate and implement the actions into its QHSEMS processes or other business processes;
- b. Evaluate the effectiveness of these actions;

The organization has taken into account the hierarchy of controls and outputs from the QHSEMS when planning to take action.

The organization has considered its best practices, technological options and its financial, operational and business requirements.

6.2 QUALITY, ENVIRONMENTAL, OCCUPATIONAL HEALTH & SAFETY, OBJECTIVES AND PLANNING TO ACHIEVE THEM (QMS 6.2, EMS 6.2, OHSMS 6.2)

6.2.1 QUALITY, ENVIRONMENTAL, OCCUPATIONAL HEALTH & SAFETY, OBJECTIVES AN (QMS 6.2.1, EMS 6.2.1, OHSMS 6.2.1)

The organization has established QHSE objectives at relevant functions; levels and processes to maintain and improve the QHSEM and to achieve continual improvement.

The QHSE objectives have:

- a) Been consistent with Quality, Environment, Health & Safety Policy;
- b) Been measurable (if practicable) or capable of evaluation;
- c) Taken into account applicable, legal and other requirements
- d) Been relevant to conformity of products and services and to enhancement of customer satisfaction;



- e) Taken into account the results of the assessment of OH&S risk and opportunities and other risks and opportunities;
- f) Taken into account the outputs of consultation with workers, and where they exist, workers' representatives;
- g) Been monitored;
- h) Been clearly communicated.
- i) Been updated as appropriate.

The organization has maintained documented information on the QHSE objectives.

6.2.2 PLANNING ACTION TO ACHIEVE QUALITY, ENVIRONMENTAL, AND OCCUPATIONAL HEALTH & SAFETY, OBJECTIVES (QMS 6.2.2, EMS 6.2.2, AND OHSMS 6.2.2)

While planning how to achieve its QHSE objectives, the organization has considered;

- a) What will be done;
- b) What resources will be required;
- c) Who will be responsible;
- d) When it will be completed;
- e) How the results will be evaluated, including indicators for monitoring progress toward achievement of its measurable environmental objectives.
- f) How it will be measured through indicator (if practicable) and monitored, including frequency;
- g) How the actions to achieve QHSE objectives will be integrated into the organization's business processes.

The organization has considered that what actions to achieve its environmental objectives can be integrated into the organization's business process.

The organization has maintained and retains documented information on QHSE objectives and planning to achieve them.

6.2.3 PLANNING OF CHANGES (QMS 6.2.3)

When the organization determines the need for changes to the QHSEMS, the changes shall be carried out in a planned manner. The organization has considered;

- a) The purpose of the changes and their potential consequences;
- b) The integrity of the QHSE management system
- c) The availability of resources;
- d) The allocation or reallocation of responsibilities and authorities.



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SECTION 4

SUPPORT

Clause 7

ISO 9001:2015

ISO 14001:2015

ISO 45001: 2016

7.0 SUPPORT (QMS 7.0, EMS 7.0, and OHSMS 7.0)

7.1 RESOURCES (QMS 7.1, EMS 7.1, and OHSMS 7.1)

The organization has determined and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the QHSEMS.

7.1.2 PEOPLE (QMS 7.2)

The organization has determined and provides the persons necessary for the effective implementation of its QHSEMS and for the operation and control of its processes.

7.1.3 INFRASTRUCTURE (QMS 7.1.3)

The organization has determined, provide and maintained the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

Infrastructure can include:

- a) Buildings and associated utilities;
- b) Equipment, including hardware and software;
- c) Transportation resources;
- d) Information and communication technology.

7.1.4 ENVIRONMENT FOR THE OPERATION OF PROCESSES

The organization has determined, provides and maintained the environment necessary for the operation of its processes and to achieve conformity of products and services.

7.1.5 MONITORING AND MEASURING RESOURCES (QMS 7.1.5)

7.1.5.1 GENERAL (QMS 7.1.5.1)

The organization has determined and provided the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

The organization has ensured that the resources provided:

- a) are suitable for the specific type of monitoring and measurement activities being undertaken;
- b) are maintained to ensure their continuing fitness for their purpose.

The organization has retained appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2 MEASUREMENT TRACEABILITY (QMS 7.1.5.2)

The organization has taken in consideration the measurement traceability as an essential part of providing confidence in the validity of measurement results through equipment's;

- Calibration or verification, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification should be retained as documented information;
- Identification in order to determine their status;
- Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

The organization has determined if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

7.1.6 Organizational knowledge (QMS 7.1.6)

The organization has determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge has maintained and available to the extent where necessary. This knowledge can be obtained from;

- Internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);
- External sources (e.g. standards, academia, conferences, gathering knowledge from customer or external providers)

7.2 COMPETENCE (QMS 7.2, EMS 7.2, and OHSMS 7.2)

The organization has:

- Determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the QHSE management system and **its ability to fulfill its compliance obligation**;
- Ensure that these persons are competent on the basis of appropriate education, training or experience;
- Where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- Retain appropriate documented information as evidence of competence.



7.3 AWARENESS (QMS 7.3, EMS 7.3, and OHSMS 7.3)

The organization has ensured that persons doing work under the organization's control are aware of:

- a) The Quality, Environmental and Health & Safety Policy;
- b) The significant environmental aspects and related actual or potential environmental Impacts beside OH&S hazards and risk that are relevant for them.
- c) Associated with their work;
- d) Their contribution to the effectiveness of the QHSE management system, including the benefits of enhanced performance in terms of Quality, Environment and Health & Safety;
- e) The implications of not conforming to the QHSE management system requirements, including not fulfilling the organization's compliance obligations, also includes the consequences, actual or potential, of their work activities;
- f) Information and outcome of the investigation of relevant incidents.

7.4 INFORMATION AND COMMUNICATION (QMS 7.4, EMS 7.4, and OHSMS 7.4)

7.4.1 General

The organization has:

- a) Internally communicate information relevant to the QHSE management system among the various levels and functions of the organization, including changes to the QHSE management system, as appropriate;
- b) Ensure its communication process(s) enable(s) persons doing work under the organization's control to contribute to continual improvement.
- c) Externally communicated information relevant to the QHSE management system, as established by the organization's communication process(s) and as required by its compliance obligations.

7.5 DOCUMENTED INFORMATION (QMS 7.5, EMS 7.5, OHSMS 7.5)

7.5.1 GENERAL (QMS 7.5.1, EMS 7.5.1, OHSMS 7.5.1)

The organization's QHSE management system has included:

- a) Documented information required by these International Standards;
- b) Documented information determined by the organization as being necessary for the effectiveness of the QHSE management system.

7.5.2 CREATING AND UPDATING (QMS 7.5.2, EMS 7.5.2, OHSMS 7.5.2)

When creating and updating documented information, the organization has ensured appropriate:

- a) Identification and description (e.g. a title, date, or reference number);
- b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic)
- c) Review and approval for suitability and adequacy.

7.5.3 CONTROL OF DOCUMENTED INFORMATION (QMS 7.5.3, EMS 7.5.3, OHSMS 7.5.3)

7.5.3.1 Documented information required by the QHSE Management System and by these International Standards has been controlled to ensure:

- a) It is available and suitable for use, where and when it is needed;
- b) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, the organization has addressed the following activities, as applicable:

- a) Distribution, access, retrieval and use;
- b) Storage and preservation, including preservation of legibility;
- c) control of changes (e.g. version control);
- d) Retention and disposition.
- e) **Access by workers, and where they exist, workers' representatives, to relevant documented information.**

Documented information of external origin determined by the organization to be necessary for the planning and operation of the QHSE Management System has been identified as appropriate, and controlled.

Documented information retained as evidence of conformity shall be protected from unintended alterations.



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SECTION 5

OPERATIONS

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8.0 OPERATIONS (QMS 8.0, EMS 8.0, OHSMS 8.0)

8.1 OPERATIONS PLANNING AND CONTROL (QMS 8.1, EMS 8.1, OHSMS 8.1)

8.1.1 GENERAL

The organization has planned, implemented and controlled the processes needed to meet the requirements for the provision of products and services, and to implement the actions needed by:

- a) Determining the requirements for the products and services;
- b) Establishing criteria for:
 - i. The processes;
 - ii. The acceptance of products and services;
- c) Determining the resources needed to achieve conformity to the product and service requirements;
- d) Implementing control of the processes in accordance with the operating criteria;
- e) Determining, maintaining and retaining documented information to the extent necessary:
 - i. To have confidence that the processes have been carried out as planned;
 - ii. To demonstrate the conformity of products and services to their requirements.
 - iii. Determining situations where the absence of documented information could lead to deviations from the OH&S policy and the OH&S objectives;
 - iv. Adapting to work to workers.

On multi-employer workplaces, the organization is implemented a process for coordinating the relevant parts of the OH&S management system with other organizations.

The output of this planning is suitable for the organization's operations.

The organization has controlled and planned the changes and reviews the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

The organization has ensured that outsourced processes are controlled or influenced. The type and extent of control or influence to be applied to the process(s) has been defined within the QHSE management system.

Consistent with a life cycle perspective, the organization has:

- a) Established controls, as appropriate, to ensure that its QHSE requirement(s) is (are) addressed in the design and development process for the product or service, considering each life cycle stage;
- b) Determined its QHSE requirement(s) for the procurement of products and services, as appropriate;
- c) Communicated its relevant QHSE requirement(s) to external providers, including contractors;
- d) Consider the need to provide information about potential significant environmental impacts associated with the transportation or delivery, use, end-of-life treatment and final disposal of its products and services.

The organization has maintained documented information to the extent necessary to have confidence that the processes have been carried out as planned.

8.1.2 HIERARCHY OF CONTROL (OHSMS 8.1.2)

The organization has established a process to determine the controls for achieving reduction in OH&S risks using the following hierarchy:

- a. Eliminate the hazard;
- b. Substitute with less hazardous materials, processes, operations or equipment;
- c. Use engineering controls;
- d. Use administrative controls;
- e. Provide and ensure use of adequate personal protective equipment.

8.2 MANAGEMENT OF CHANGE (OHSMS 8.2)

The organization has established a process for the implementation and control of planned changes that impact OH&S performance such as:

- a. New products, processes or services;
- b. Changes to work processes, procedures, equipment, or organizational structure;
- c. Changes to applicable legal requirements and other requirements;
- d. Changes in knowledge or information about hazards and related OH&S risks;
- e. Developments in knowledge and technology.

The organization has controlled temporary and permanent changes to promote OH&S opportunities and to ensure they do not have an adverse impact on OH&S performance.

The organization will review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary, including addressing potential opportunities.

8.3 REQUIREMENTS FOR PRODUCTS AND SERVICES (QMS 8.2)

8.3.1 CUSTOMER COMMUNICATION (QMS 8.2.1)

Communication with customers has included:

- a. Information relating to products and services;
- b. Handling enquiries, contracts or orders, including changes;
- c. Obtaining customer feedback relating to products and services, including customer complaints;
- d. Handling or controlling customer property;

- e. Establishing specific requirements for contingency actions, when relevant.

8.3.2 DETERMINING THE REQUIREMENTS FOR PRODUCTS AND SERVICES

(QMS 8.2.2)

While determining the requirements for the products and services to be offered to customers, the organization has ensured that:

- a. The requirements for the products and services are defined, including:
 - i. Any applicable statutory and regulatory requirements;
 - ii. Those considered necessary by the organization;
- b. The organization can meet the claims for the products and services it offers.

8.3.3 REVIEW OF THE REQUIREMENTS FOR PRODUCTS AND SERVICES

(QMS 8.2.3)

8.3.3.1 The organization has ensured that it has the ability to meet the requirements for products and services to be offered to customers. The organization is conducting the review before committing to supply products and services to a customer, to include:

- a. Requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b. Requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c. Requirements specified by the organization;
- d. Statutory and regulatory requirements applicable to the products and services;
- e. Contract or order requirements differing from those previously expressed.

The organization has ensured that contract or order requirements differing from those previously defined are resolved.

The customer's requirements are confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.

8.3.3.2 The organization shall retain documented information, as applicable:

- a) On the results of the review;
- b) On any new requirements for the products and services.

8.3.4 CHANGES TO REQUIREMENTS FOR PRODUCTS AND SERVICES

(QMS 8.2.4)

The organization has ensured that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.



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8.4 EMERGENCY PREPAREDNESS AND RESPONSE (EMS 8.2, OHSMS 8.6)

The organization has established, implemented and maintained the process(s) needed to prepare for identify and respond to potential emergency situations and maintain a process to prevent or minimize OH&S risks from potential emergencies, including;

- a. Preparing to respond by planning actions to prevent or mitigate adverse environmental impacts from emergency situations;
- b. Responding to actual emergency situations;
- c. Taking action to prevent or mitigate the consequences of emergency situations, appropriate to the magnitude of the emergency and the potential environmental impact;
- d. Periodically testing the planned response actions, where practicable;
- e. Periodically reviewing and revise the process(s) and planned response actions, in particular after the occurrence of emergency situations or tests;
- f. Providing relevant information and training related to emergency preparedness and response, as appropriate, to relevant interested parties, including persons working under its control.
- g. The establishment of a planned response to emergency situations and including first aid;
- h. The periodic testing and exercise of emergency response capability;
- i. The evaluation and, as necessary, revision of emergency preparedness processes and procedures including after testing and in particular after the occurrence of emergency situations;
- j. The communication and provision of relevant information to all workers and at all levels of the organization on their duties and responsibilities;
- k. The provision of training for emergency prevention, first aid, preparedness and response;
- l. The communication of relevant information to contractors, visitors, emergency response services, government authorities, and, as appropriate, the local community.

The organization has maintained documented information to the extent necessary to have confidence that the process(s) is (are) carried out as planned.

In all stages of the process the organization has taken into account the needs and capabilities of all relevant interested parties and ensures their involvement.

The organization has maintained and retains documented information on the process and on the plans for responding to potential emergency situations.

8.5 DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES (QMS 8.3)

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Five Stars Management & Quality Consultant provides variety of training and consultancy /services for the management systems for all organizations, no design and development activity required in its processes while services. Therefore, clause 8.3 and its subsequent clauses 8.3.1, 8.3.2, 8.3.3, 8.3.4, 8.3.5, 8.3.6, are not applicable.

8.6 CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES (QMS 8.4)

8.6.1 GENERAL (QMS 8.4.1)

The organization has ensured that externally provided processes, products and services conform to requirements and has determined the controls to be applied to externally provided processes, products and services when:

- a) Products and services from external providers are intended for incorporation into the organization's own products and services;
- b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization.
- d) The organization has determined and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary actions arising from the evaluations.

8.6.2 TYPE AND EXTENT OF CONTROL (QMS 8.4.2)

The organization has ensured that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

The organization will:

- a) Ensure that externally provided processes remain within the control of its quality management system;
- b) Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) Take into consideration:
 - 1) The potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;
 - 2) The effectiveness of the controls applied by the external provider;
- d) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.6.3 INFORMATION FOR EXTERNAL PROVIDERS (QMS 8.4.3)

The organization has ensured the adequacy of requirements prior to their communication to the external provider.

The organization has communicated to external providers its requirements for;

- a) The processes, products and services to be provided;
- b) The approval of
 - a. Products and services
 - b. Methods, processes and requirement;
 - c. The release of products and services;
- c) Competence, including any required qualification of persons;
- d) The external providers' interactions with the organization;
- e) Control and monitoring of the external providers' performance to be applied by the organization;
- f) Verification or validation activities that the organizations, or its customer, intends to perform at the external providers' premises.

8.6.4 PROCUREMENT (OHSMS 8.4)

The organization has established controls to ensure that the procurement of services conform to its OH&S management system requirements.

8.7 PRODUCTION AND SERVICE PROVISION (QMS 8.5)

8.7.1 CONTROL OF PRODUCTION AND SERVICE PROVISION (QMS 8.5.1)

The organization has implemented production and service provision under controlled conditions. Controlled conditions included, as applicable:

- a) the availability of documented information that defines:
 - 1 The characteristics of the products to be produced, the services to be provided, or the activities to be performed;
 - 2 The results to be achieved;
- b) The availability and use of suitable monitoring and measuring resources;
- c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- d) The use of suitable infrastructure and environment for the operation of processes;
- e) The appointment of competent persons, including any required qualification;
- f) The validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g) The implementation of actions to prevent human error;

h) The implementation of release, delivery and post-delivery activities.

8.7.2 IDENTIFICATION AND TRACEABILITY (QMS 8.5.2)

The organization used suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

The organization has identified the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

The organization has control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.

8.7.3 PROPERTY BELONGING TO CUSTOMERS OR EXTERNAL PROVIDERS (QMS 8.5.3)

The organization has exercised care with property belonging to customers or external providers while it is under the organization's control or being used by the organization.

The organization has identified, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.

8.7.4 PRESERVATION (QMS 8.5.4)

The organization has preserved the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

8.7.5 POST-DELIVERY ACTIVITIES (QMS 8.5.5)

The organization has criteria to meet requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, the organization considered:

- a) Statutory and regulatory requirements;
- b) The potential undesired consequences associated with its products and services;
- c) The nature, use and intended lifetime of its products and services;
- d) Customer requirements;
- e) Customer feedback.

8.7.6 CONTROL OF CHANGES (QMS 8.5.6)

The organization has process for review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

The organization will retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.7.7 CONTRACTOR (OHSMS 8.5)

The organization has established processes to identify and communicate the hazards and to evaluate and control the OH&S risks, arising from the:

- a) Contractors' activities and operations to the organization's workers;
- b) Organization's activities and operations to the contractors' workers;
- c) Contractors' activities and operations to other interested parties in the workplace;
- d) Contractors' activities and operations to contractors' workers.

The Organization has established and maintained processes to ensure that the requirements of the organization's OH&S management system are met by contractors and their workers. These processes shall include the OH&S criteria for selection of contractors.

8.8 RELEASE OF PRODUCTS AND SERVICES (QMS 8.6)

The organization has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

The organization will retain documented information on the release of products and services. The documented information included:

- a) Evidence of conformity with the acceptance criteria;
- b) Traceability to the person(s) authorizing the release.

8.9 CONTROL OF NONCONFORMING OUTPUTS (QMS 8.7)

8.9.1 The organization has ensured that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The organization will take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This is also applying to nonconforming products and services detected after delivery of products, during or after the provision of services.

The organization has deal with nonconforming outputs in one or more of the following ways:

- a) Correction;

- b) Segregation, containment, return or suspension of provision of products and services;
- c) Informing the customer;
- d) Obtaining authorization for acceptance under concession.

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

8.9.2 The organization has retained documented information that:

- a) Describes the nonconformity;
- b) Describes the actions taken;
- c) Describes any concessions obtained;
- d) Identifies the authority deciding the action in respect of the nonconformity.



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SECTION 6

PERFORMANCE EVALUATION

Clause 9

ISO 9001:2015

ISO 14001:2015

ISO 45001: 2016



9.0 PERFORMANCE EVALUATION (QMS 9.0, EMS 9.0, OHSMS 9.0)

9.1 MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION (QMS 9.1, EMS 9.1, OHSMS 9.1)

9.1.1 GENERAL (QMS 9.1.1, EMS 9.1.1, OHSMS 9.1.1)

The organization has determined:

- a) What needs to be monitored and measured **including**:
 - a. **Applicable legal requirement and other requirements;**
 - b. **Its activities and operations related to identified hazards and QHSE risks and opportunities;**
 - c. Operational Controls;
 - d. The Organization's QHSE Objectives;
- b) The criteria against which the organization will evaluate its QHSE performance;
- c) The methods for monitoring, measurement, analysis and evaluation, **as applicable**, needed to ensure valid results;
- d) When the monitoring and measuring shall be performed;
- e) When the results from monitoring and measurement shall be analyzed and evaluated **and communicated**.

The organization has evaluated the performance and the effectiveness of the QHSE management system.

The organization has retained appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results.

The organization has ensured, **as applicable** that calibrated or verified monitoring and measurement equipment is used and maintained, as appropriate.

The organization is communicating relevant environmental performance information both internally and externally, as identified in its communication process(s) and as required by its compliance obligations.

The organization has retained appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results.

9.1.2 CUSTOMER SATISFACTION (QMS 9.1.2)

The organization has monitored customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization has determined the methods for obtaining, monitoring and reviewing this information.

9.1.2 EVALUATION OF COMPLIANCE WITH LEGAL REQUIREMENTS AND OTHER REQUIREMENTS (EMS 9.1.2, OHSMS 9.1.2)

- a) The organization has **planned**, established, implemented and maintained the process(s) needed to evaluate fulfillment of its compliance obligations, **applicable legal and other requirements**.

The organization has:

- a) Determined the frequency that compliance will be evaluated;
- b) Evaluated compliance and take action if needed;
- c) **Taken action if needed in accordance with.**
- d) Maintained knowledge and understanding of its compliance status **with legal and other requirements**.

The organization retained documented information as evidence of the compliance evaluation result(s).

9.1.3 ANALYSIS AND EVALUATION (QMS 9.1.3)

The organization has analyzed and evaluated appropriate data and information arising from monitoring and measurement. The results of analysis are used to evaluate:

- a) Conformity of products and services;
- b) The degree of customer satisfaction;
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers;
- g) The need for improvements to the quality management system.

9.2 INTERNAL AUDIT (QMS 9.2, EMS 9.2, OHSMS 9.2)

9.2.1 GENERAL / INTERNAL AUDIT OBJECTIVES (QMS 9.2.1, EMS 9.2.1, OHSMS 9.2.1)

The organization will conduct internal audits at planned intervals to provide information on whether the QHSE management system

- a) Conforms to:
 1. The organization's own requirements for its QHSE management system, **including the QHSE policy and QHSE objectives**;
 2. The requirements of these International Standards;
- b) Is effectively implemented and maintained.

9.2.2 INTERNAL AUDIT PROGRAM/PROCESS (QMS 9.2.2, EMS 9.2.2, OHSMS 9.2.2)

The organization has planned, established, implemented and maintained (an) internal audit program(s), including the frequency, methods, responsibilities, **consultation**, planning requirements and reporting of its internal audits, which has taken into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits:

The organization:

- a) Define the audit criteria and scope for each audit;
- b) Select **competent** auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- c) Ensure that the results of the audits are reported to relevant management.
- d) Take appropriate correction and corrective actions without undue delay;
- e) **Ensure that relevant audit findings are reported to relevant workers, and where they exist, workers' representatives, and relevant interested parties;**
- f) **Take appropriate action to address nonconformities and continually improve its QHSE performance.**
- g) Retain documented information as evidence of the implementation of the audit program and the audit results.

9.3 MANAGEMENT REVIEW (QMS 9.3, EMS 9.3, OHSMS 9.3)

9.3.1 GENERAL (QMS 9.3.1)

Top management has reviewed the organization's QHSE management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 MANAGEMENT REVIEW INPUTS (QMS 9.3.2)

The management review has been planned and carried out taking into consideration:

- a) The status of actions from previous management reviews;
- b) Changes in
 - a. External and internal issues that are relevant to the QHSE management system;
 - b. **The needs and expectation of interested parties, including compliance obligations / applicable legal requirements and other requirements.**
 - c. **Its significant environmental aspects**
 - d. **OH&S** / Environmental risks and opportunities.
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 - a. Customer satisfaction and feedback from relevant interested parties;
 - b. The extent to which **QHSE Policy** and QHSE objectives have been met;
 - c. Process performance and conformity of products and services;
 - d. Nonconformities and corrective actions;
 - e. Monitoring and measurement results;
 - f. Audit results;
 - g. **Fulfillment of its compliance obligations / results of evaluation of compliance**
 - h. The performance of external providers;

- i. The adequacy of resources;
- j. Relevant communication(s) from interested parties, **including complaints**;
- k. The effectiveness of actions taken to address **QHSE** risks and opportunities.
- l. Opportunities for continual improvement.

9.3.3 MANAGEMENT REVIEW OUTPUTS (QMS 9.3.3)

The outputs of the management review shall include decisions and actions related to:

- a. **Decision related to** opportunities for continual improvement;
- b. Decision related to any need for changes to the QHSE management system including resource;
- c. Actions, if needed, when QHSE objectives have not been met;
- d. Conclusion on the continuing suitability, adequacy and effectiveness of the QHSEMS.
- e. **Any implications for the strategic direction of the organization.**

The organization retained documented information as evidence of the results of management reviews.



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SECTION 7

IMPROVEMENT

Clause 10 of
ISO 9001:2015
ISO 14001:2015
ISO 45001: 2016

10.0 IMPROVEMENT (QMS 10.0, EMS 10.0, OHSMS 10.0)

10.1 GENERAL (QMS 10.0, EMS 10.0)

The organization has determined and select opportunities for improvement and implement any necessary actions to achieve intended outcomes of its QHSEMS / meet customer requirements and enhance customer satisfaction.

These shall include;

- a. Improving products and services to meet requirements as well as to address future needs and expectations;
- b. Correcting, preventing or reducing undesired effects;
- c. Improving the performance and effectiveness of the quality management system.
- d. Breakthrough change, innovation and re-organization.

10.2 INCIDENT, NONCONFORMITY AND CORRECTIVE ACTION (QMS 10.2, EMS 10.2, OHSMS 10.1)

The organization has planned, established, implemented and maintain a process to manage incidents and nonconformities including reporting, investigating and taking action, when an incident or a nonconformity occurs.

10.2.1 (QMS 10.2.1, EMS 10.2, OHSMS 10.1)

When an incident or nonconformity occurs, including any arising from complaints, the organization shall:

- a. React in a timely manner to the nonconformity and, as applicable:
 - a. Take action to control and correct it;
 - b. Deal with the consequences;
- b. Evaluate with the participation of workers and the involvement of other relevant interested parties, the need for action to eliminate the cause(s) of the incident or nonconformity, in order that it does not recur or occur elsewhere, by:
 - a. Reviewing and analyzing the incident or nonconformity;
 - b. Determining the causes of the incident or nonconformity;
 - c. Determining if similar incident or nonconformities exist, or could potentially occur;
 - d. Review the assessment of OH&S risk as appropriate.
 - e. Determine and implement any action needed, including corrective action, in accordance with the hierarchy of controls and the management of change.
 - f. Review the effectiveness of any corrective action taken;
 - g. Update risks and opportunities determined during planning, if necessary;
 - h. Make changes to the QHSE management system, if necessary.

Corrective actions shall be appropriate to the significance of effects or potential effects of the incidents or nonconformities encountered including environmental impact(s).

10.2.2 (QMS 10.2.2, EMS 10.2, OHSMS 10.1)

The organization has retained documented information as evidence of:

- a) The nature of the incidents or nonconformities and any subsequent actions taken;
- b) The results of any corrective action, including the effectiveness of the actions taken.

The organization will communicate this documented information to relevant workers, and where they exist, workers' representatives, and relevant interested parties.

10.3 CONTINUAL IMPROVEMENT (QMS 10.3, EMS 10.3, OHSMS 10.2)

10.3.1 CONTINUAL IMPROVEMENT OBJECTIVES (OHSMS 10.2.1)

The organization has continually improved the suitability, adequacy and effectiveness of the QHSE management system to.

- a. Prevent occurrence of incidents and nonconformities;
- b. Promote a positive occupational health and safety culture;
- c. Enhance QHSE performance.

The organization has ensured the participation of workers, as appropriate, in the implementation of its continual improvement objectives.

The organization has considered the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

10.3.2 CONTINUAL IMPROVEMENT PROCESS (OHSMS 10.2.2)

The organization has planned, established, implemented and maintained a continual improvement process(s), which takes into account the outputs of the activities described in this International Standard.

The organization has communicated the results of continual improvement to its relevant workers, and where they exist, workers' representatives.

The organization has retained documented information as evidence of the results of continual improvement.

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Integrated Management System Manual**Appendix A****List of supporting Procedures:**

SR.NO	PROCEDURE NAME	REF	DATE
1.	Procedure of Context of The Organization	FSMQC/IMS-P/001	01-11-2017
2.	Internal Audit	FSMQC/IMS-P/002	01-11-2017
3.	MRM procedure	FSMQC/IMS-P/003	01-11-2017
4.	Documented information procedure	FSMQC/IMS-P/004	01-11-2017
5.	Non-Conformity Procedure	FSMQC/IMS-P/005	01-11-2017
6.	Management of changes	FSMQC/IMS-P/006	01-11-2017
7.	/ HR / Competence & Awareness Procedure	FSMQC/IMS-P/007	01-11-2017
8.	Customer relate Processes	FSMQC/IMS-P/008	01-11-2017
9.	Purchasing Procedure	FSMQC/IMS-P/009	01-11-2017
10.	Operation Procedure	FSMQC/IMS-P/010	01-11-2017
11.	Risk Assessment	FSMQC/IMS-P/011	01-11-2017
12.	Aspect and impact procedure	FSMQC/IMS-P/012	01-11-2017
13.	Evaluation of compliance	FSMQC/IMS-P/013	01-11-2017
14.	Monitoring & Measurement	FSMQC/IMS-P/014	01-11-2017
15.	Emergency Respond	FSMQC/IMS-P/015	01-11-2017
16.	West Management	FSMQC/IMS-P/016	01-11-2017
17.	Operational Control	FSMQC/IMS-P/017	01-11-2017
18.	Accident & Incident Investigation	FSMQC/IMS-P/018	01-11-2017
19.	Internal & External Communication	FSMQC/IMS-P/019	01-11-2017
20.	Health and Safety in Office	FSMQC/IMS-P/020	01-11-2017

ISO 45001:2016 DRAFT TO OHSAS 18001:2007 CORRELATION MATRIX

ISO45001:2016 Draft	OHSAS 18001:2007
4 Context of the organization (title only)	
4.1 Understanding the organization and its context	
4.2 Understanding the needs and expectations of interested parties	
4.3 Determining the scope of the OH&S management systems	4.1 General requirements
4.4 OH&S management system	
5 Leadership (title only)	
5.1 Leadership and commitment	
5.2 OH&S policy	4.2 OH&S policy
5.3 Organizational roles, responsibilities and authorities	4.4.1 Resources, roles, responsibility, accountability and authority
5.4 Participation & Consultation	4.4.3.2 Participation & Consultation
6 Planning (title only)	4.3 Planning (title only)
6.1 Actions to address risks and opportunities (title only)	
6.1.1 General	
6.1.2 Hazard Identification & Assessment of OH&S Risk (title only)	
6.1.2.1 Hazard Identification.	4.3.1 Hazard Identification & Assessment and Determining controls
6.1.2.2 Assessment of OH&S risks and other risks to the OH&S management system	
6.1.2.3 Identification of OH&S Opportunities and other opportunities.	
6.1.3 Determination of applicable legal requirements and other requirements.	4.3.2 Legal and other requirements
6.1.4 Planning to take action	
6.2 OH&S objectives and planning to achieve them (title only)	
6.2.1 OH&S Objectives	4.3.3 Objectives, targets and programme(s)
6.2.2 Planning actions to achieve OH&S objectives	
7 Support (title only)	4.4 Implementation and operation (title only)



ISO 45001:2016 Draft

OHSAS 18001:2007

7.1	Resources	4.4.1	Resources, roles, responsibility, Accountability and authority
7.2	Competence	4.4.2	Competence, training and awareness
7.3	Awareness		
7.4	Communication (title only)	4.4.3	Communication, participation and consultation (title only).
		4.4.3.1	Communication.
7.5	Documented information (title only)		
7.5.1	General	4.4.4	Documentation
7.5.2	Creating and updating.	4.4.5	Control of documentation
7.5.3	Control of documented information	4.5.4	Control of records
8	Operation (title only)	4.4	Implementation and operation (title only)
8.1	Operational planning and control	4.4.6	Operational control
8.1.1	General		
8.1.2	Hierarchy of controls		
8.2	Management of Change	4.3.1	Hazard Identification & Assessment and Determining controls.
8.3	Outsourcing	4.4.6	Operational Control.
8.4	Procurements		
8.5	Contractors		
8.6	Emergency preparedness and response	4.4.7	Emergency preparedness and response
9	Performance evaluation (title only)	4.5	Checking (title only)
9.1	Monitoring, measurement, analysis and evaluation (title only)	4.5.1	Monitoring and measurement
9.1.1	General		
9.1.2	Evaluation of compliance with legal requirements and other requirements.	4.5.2	Evaluation of compliance
9.2	Internal audit	4.5.5	Internal audit
9.2.1	Internal audit Objectives		
9.2.2	Internal audit Process		
9.3	Management review	4.6	Management review
10	Improvement (title only)		
10.1	Incident, nonconformity and corrective action.	4.5.3	Incident investigation, nonconformity, corrective action and preventive action.
		4.5.3.1	Incident Investigation.
		4.5.3.2	Nonconformity, corrective action and preventive action
10.2	Continual improvement	4.1	General requirements
10.2.1	Continual improvement Objectives	4.2	OH&S Policy
10.2.2	Continual improvement Process	4.6	Management Review