Quality management input comprises the standard requirements from ISO 9001:2015 which are strategically deployed by our organization to achieve customer satisfaction through process control.

Environmental input comprises the standard requirements from ISO 14001:2015 which provides our organization with a framework to help protect the environment and respond to changing environmental conditions in balance with socio-economic needs.

EQMS Manual & Policy Doucment

ISO 9001:2015 & ISO 14001:2015

APPROVAL

The signatures below certify that this EQMS manual has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by				
Reviewed by				
Approved by				

AMENDMENT RECORD

This EQMS manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date

COMPANY PROPRIETARY INFORMATION

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this EQMS manual is uncontrolled, except when provided with a document reference number and revision in the field below:

Document Ref.				Rev	
Uncontrolled Copy	✓	Controlled Copy		Date	

Table of Contents

1 Introduction

Your organization has developed and implemented an integrated Environmental and Quality Management System (EQMS), which uses ISO 9001:2015 and ISO 14001:2015 as a framework that allows our organization to document and improve our quality and environmental practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

This document describes our EQMS, delineates authorities, inter relationships and the responsibilities of personnel within the system. The manual also provides references to procedures and activities that comprise our Environmental and Quality Management System (EQMS).

The document is used to familiarise customers and other external organizations or individuals with the quality and environmental controls that your organization has implemented. The controls defined herein demonstrate to all interested parties that our EQMS is focused on implementing processes that deliver customer satisfaction while limiting the environmental impact of our operations.

Our EQMS meets the requirements of ISO 9001:2015 and ISO 14001:2015 and uses the Plan, Do, Check and Act approach to process planning. Our EQMS addresses and supports our strategies for the <design, development, manufacturing, installation and servicing of our products>, <also insert the registered address of your organization and/or facilities here>

Insert your scope statement here. This should succinctly summarize your products and/or services. A single sentence is all that is required, as this will be shown your ISO 9001:2015 and ISO 14001:20015 certificates.

The following table identifies any ISO 9001:2015 requirements, from Section 8.0, that are not applicable to our organization as well as providing a brief narrative to justify their omission from the scope of our EQMS:

Clause	Justification for Exclusion
8.3	We exclude design and development from our EQMS, as we do not design or modify components

2 References

In addition to ISO 9001:2015 and ISO 14001:2015 we also make reference to other relevant British and/or international standards as well as customer specifications appropriate to our products and market.

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9004:2000	Quality management systems	Guidelines for performance improvements
BS EN ISO 14004:2015	Environmental management systems	Guidelines for implementation
BS EN ISO 19011:2011	Auditing management systems	Guidelines for auditing

3 Definitions

This document does not introduce any new definitions but rather relies on the following:

1. Definitions typically used by our customers, stakeholders, interested parties or marketplace;
2. Terms typically used in standards and regulations as they relate to our processes and products;
3. Standard business terminology;
4. Terms and vocabulary commonly used in <engineering> practices.

4 About Our Organization

4.1 Organizational Context

Your organization is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organizational context.

Figure 1 External Interested Parties

Your organization identifies, analyzes, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability and integrity of our processes and our management system.

To ensure that our organizational context is aligned with our strategy, whilst taking account of relevant, influential, internal and external factors; your organization collates and analyzes information pertinent to those influential factors to identify issues that have the potential to be affected by our activities, products and services. Similarly, we identify internal and external issues that could be capable of affecting our organization's ability to deliver products, services or activities.

Your organization and assesses information about our influential factors to ensure that a continual understanding of the relevance of each factor is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our business during management review meetings, the results of which are conveyed via minutes and business planning documents.

The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions that we take to address them. For more information about our risk and opportunity management framework, refer to Section 6.1.

Although we acknowledge that ISO 9001:2015 does not require our organizational context to be maintained as documented information, we maintain and retain; in addition to this document, the following documented information that describes our organizational context:

1. Analysis of business plans, strategies, and statutory and regulatory commitments;

Figure 2 Internal Interested Parties

2. Analysis of technology and competitors;
3. Technical reports from experts & consultants;
4. SWOT analysis reports or schedules for internal issues;
5. PESTLE analysis reports or schedules for external issues;
6. Minutes of meetings (management and design review minutes), process maps and reports, etc.

SWOT analysis provides our organization with framework for reviewing and evaluating our strategies, and the position and direction of our organization, business propositions and other ideas. Similarly, PESTLE analysis provides our organization with framework for measuring our market and growth potential according to external political, economic, social, technological, legal and environmental factors.

4.2 Relevant Interested Parties

Your organization recognizes that we have a unique set of interested parties whose needs and expectations change and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to our operations or to our EQMS. Such needs and expectations broadly include those shown in the table below.

Interested Parties	Needs & Expectations
Customers	Price, reliability & value
Distributors & retailers	Quality, price & logistics
Owners/shareholders	Profitability & growth
Employees	Shared values & security
Suppliers	Beneficial relationships
Regulatory & statutory	Compliance & reporting

To ensure that our products and processes continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be elicited from interested parties.

Where appropriate, to ensure that our processes are aligned to deliver the requirements of our interested parties; we convert relevant needs and expectations into requirements which become inputs to our EQMS and to our product and service designs.

4.3 Integrated Management System

4.3.1 EQMS Scope

Based on the analysis of the issues and requirements identified in Sections 4.1 and 4.2, your organization has established the scope of our EQMS in order the implement our objectives and the policies relevant to our context, compliance obligations, the life cycle perspective of our products and activities, our authority and ability to exercise control and influence over environmental impacts.

This document describes our integrated environmental and quality management system (EQMS) and delineates authorities, inter-relationships and responsibilities of process owners and personnel that operate within the system. Although we recognize that nether ISO 9001:2015 and ISO 14001:2015 require a management system manual, we have decided to retain and update our EQMS manual as our employees; customers, suppliers and other stakeholders perceive it to add value to our operations. The scope statement, contained within this manual is available to interested parties via our website.

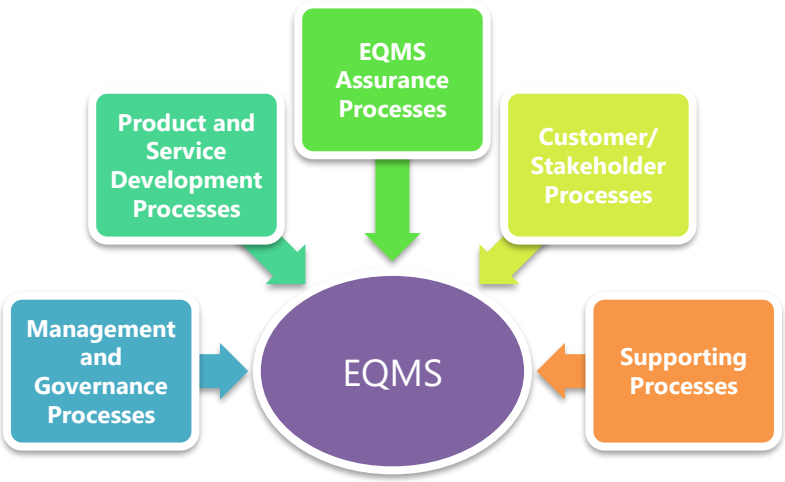
This document also demonstrates the relationship between our management system and the sequence and interaction of our key processes. Conformance to ISO 9001:2015 and ISO 14001:2015 has been verified utilizing a formal assessment and review process by a UKAS Accredited Registrar. <Insert name of Registrar>.

4.3.2 EQMS Processes

Your organization has implemented an integrated management system that exists as part of a larger strategy that has established, documented and implemented our processes, integrated policies and objectives, whilst satisfying the requirements of ISO 9001:2015 of ISO 14001:2015. To achieve this, your organization has adopted the process approach advocated by the above management system standards.

Top management has determined the processes required for achieving the intended outputs. By defining five key process-groups and by managing their inputs, activities, controls, outputs and interfaces; our organization ensures that system effectiveness is established maintained. These process groups are described using tools such as procedures, process maps, activity flow diagrams, matrices, schedules, and charts, etc.

Figure 3 : Five Key EQMS Process Groups



Refer to Appendix A.2 for the sequence of our processes and interaction of the process groups within our EQMS. It is recognized that defining, implementing and documenting our integrated management system is only the first step towards fully implementing its requirements.

The effectiveness of the each process and its subsequent output is measured and evaluated through regular internal audits, inspections and data analysis. We use key performance indicators (KPIs) that are linked to our objectives to monitor our processes, as well as assessments to determine the risks and opportunities inherent to each process. We also use trends and indicators relating to non-conformities, objectives and corrective action, as well as; monitoring and measuring results, customer satisfaction and process performance data.

4.3.3 Outsourced Processes

Where your organization identifies the requirement to outsource any process, or part thereof, which affects conformity with the stated requirements; your organization identifies control criteria such as; the competence of personnel, inspection regimes, the provision of product conformity certificates, adherence to specifications and specific job files, etc. Refer to Section 8.4.

The controls identified do not absolve us of the responsibility to conform to client, statutory and regulatory requirements but instead they enhance our capacity to effectively manage our supply chain. The controls adopted are influenced by the potential impact of outsourcing on meeting customer or stakeholder requirements, and the degree to which control of the process is shared. Outsourced processes are controlled via purchasing and contractual agreements. Refer to Section 8.4.

4.3.4 Documented Information

4.3.4.1 Management System Documents

Your organization ensures that our EQMS includes the documented information which is required to be maintained and retained by ISO 9001:2015 and ISO 14001:2015, and additionally, any documented

information identified by our organization that demonstrates the effective operation of our EQMS. Refer to the *Master Document & Record Index*.

Your organization applies the following criteria to all types of documented information in order to assess whether the information is necessary for demonstrating the effectiveness of our EQMS, and whether it should be formally controlled. Should any of the criteria apply, your organization ensures that this information is retained and/or maintained as a form of 'documented information'.

1. Communicates a message internally or externally;
2. Provides evidence of process and product conformity;
3. Provides evidence that planned outputs were achieved;
4. Provides knowledge sharing.

4.3.4.2 Creating, Updating & Issuing

Your organization ensures that when we create documented information it is appropriately identified and described (e.g. title, date, author, reference number) and is available in an appropriate format (e.g. language, software version, graphics, etc.) and on appropriate media (e.g. paper, electronic). All documented information is reviewed and approved for suitability and adequacy. Where permanent changes to a document are required, a *Document Change Request* form is completed and submitted for the document owner to consideration and implementation.

4.3.4.3 Controlling Documented Information

Documented information is retained to provide evidence of conformity to the requirements specified by ISO standards, customer requirements and of the effective operation of our integrated management system. We use *Document Issue Sheets* to record the transmittal of documents to external parties.

Your organization uses standard forms and templates that are accessed via a local area network computer system. An electronic document management system, which is backed up and updated as required, is used to retain documented information ensuring only the current versions are available to users. All management system documents are controlled and communicated according to the *Control of Documented Information* procedure which defines the process for:

1. Approving documents for adequacy prior to issue;
2. Reviewing and revising as necessary and re-approving documents;
3. Ensuring that changes and current revision status of documents are identified;
4. Ensuring that relevant versions of applicable documents are available at points of use;
5. Ensuring that documents remain legible and readily identifiable;
6. Ensuring that documents of external origin are identified and their distribution controlled;
7. Preventing the unintended use of obsolete documents;
8. Ensuring that documents of external origin are identified and their distribution controlled.

Supporting documentation:

Ref.	Title & Description
01	Control of Documented Information Procedure

Appendices

A.1 Correlation Matrix

This section provides a matrix to correlate the requirements of ISO 9001:2015 and ISO 14001:2015 against the relevant sections in this document to determine where the relevant clauses are located.

ISO 9001:2015 & ISO 14001:2015		This Document	
4.0	Context of the Organization	4.0	About our Organization
4.1	Understanding the Organization and its Context	4.1	Organizational Context
4.2	Needs and Expectations of Interested Parties	4.2	Relevant Interested Parties
4.3	Scope of the Management System	4.3.1	EQMS Scope
4.4	E/Q Management System	4.3.2	EQMS Processes
5.0	Leadership	5.0	Leadership & Governance
5.1	Leadership and Commitment	5.1	Leadership and Commitment
5.1.1	Management System	5.1.1	Quality & Environmental Management
5.1.2	Customer Focus	5.1.2	Customer Focus
5.2	Environmental/Quality Policy	5.1.3	Quality & Environmental Policy
5.2.1	Establishing the Policy	5.1.3.1	Establishing & Communicating
5.2.2	Communicating the E/Q Policy	5.1.3.2	Policy Statement
5.3	Roles, Responsibilities and Authorities	5.2	Roles, Responsibilities and Authorities
6.0	Planning for the E/Q Management System	6.0	EQMS Planning
6.1	Actions To Address Risks and Opportunities	6.1.1	Risk & Opportunities
6.1.1	General	6.1	General
6.1.2	Environmental Aspects	6.1.2	Environmental Aspects
6.1.3	Compliance Obligations	6.1.3	Compliance Obligations
6.1.4	Planning Action	6.3	EQMS Objectives & Plans to Achieve Them
6.2	E/Q Objectives & Planning To Achieve Them	6.3	EQMS Objectives & Plans to Achieve Them
6.3	Planning of Changes	6.4	Planning for Change
7.0	Support	7	Support
7.1	Resources	7.1	Resources
7.1.1	General	7.1.1	General
7.1.2	People	7.1.2	People
7.1.3	Infrastructure	7.1.3	Infrastructure
7.1.4	Environment for the Operation Of Processes	7.1.4	Operational Environment
7.1.5	Monitoring and Measuring Resources	7.1.5	Monitoring and Measuring Tools
7.1.6	Organizational Knowledge	7.1.6	Organizational Knowledge
7.2	Competence	7.1.2.1	Competence
7.3	Awareness	7.1.2.2	Awareness
7.4	Communication	5.3	Communication
7.5	Documented Information	4.3.4	Documented Information
7.5.1	General	4.3.4.1	Management System Documents
7.5.2	Creating and Updating	4.3.4.2	Creating and Updating
7.5.3	Control of Documented Information	4.3.4.3	Controlling Documented Information
8.0	Operation	8.0	Product & Service Development
8.1	Operation Planning & Control	8.1	Operational Planning & Control

ISO 9001:2015 & ISO 14001:2015		This Document	
8.2	Requirements for Products and Services	8.2	Determining Requirements for Products
8.2	Emergency Preparedness and Response	8.8	Control of Emergency Situations
8.2.1	Customer Communication	8.2.1	Customer Communication
8.2.2	Determining Requirements Related to Products	8.2.2	Determining Requirements
8.2.3	Review of Requirements Related to the Products	8.2.3	Review of Requirements
8.2.4	Changes to Requirements for Products/Services	8.2.4	Changes in Requirements
8.3	Design and Development of Products	8.3	Design & Development
8.3.1	General	8.3.1	General
8.3.2	Design and Development Planning	8.3.2	Planning
8.3.3	Design and Development Inputs	8.3.3	Inputs
8.3.4	Design and Development Controls	8.3.4	Controls
8.3.5	Design and Development Outputs	8.3.5	Outputs
8.3.6	Design and Development Changes	8.3.6	Changes
8.4	Externally Provided Products & Services	8.4	Control of Suppliers & External Processes
8.4.1	General	8.4.1	General
8.4.2	Type & Extent of Control of External Provision	8.4.2	Purchasing Controls
8.4.3	Information for External Providers	8.4.3	Purchasing Information
8.5	Production and Service Provision	8.5	Production & Service Provision
8.5.1	Control of Production and Service Provision	8.5.1	Control of Production & Service Provision
8.5.2	Identification and Traceability	8.5.2	Identification & Traceability
8.5.3	Customer or External Provider's Property	8.5.3	3rd Party Property
8.5.4	Preservation	8.5.4	Preservation
8.5.5	Post-Delivery Activities	8.5.5	Post-Delivery Activities
8.5.6	Control of Changes	8.5.6	Control of Changes
8.6	Release of Products and Services	8.6	Release of Products and Services
8.7	Non-conforming Process Outputs and Products	8.7	Control of Non-conforming Outputs
9.0	Performance Evaluation	9.0	Performance Evaluation
9.1	Monitoring, Measurement, Analysis & Evaluation	9.1	Monitoring, Measurement, Analysis & Evaluation
9.1.1	General	9.1.1	General
9.1.2	Customer Satisfaction	9.1.2	Customer Satisfaction
9.1.2	Evaluation of Compliance	9.1.4	Evaluation of Compliance
9.1.3	Analysis and Evaluation	9.1.3	Analysis and Evaluation
9.2	Internal Audit	9.2	Internal Audit
9.2.1	General	9.2	Internal Audit
9.2.2	Internal Audit Programme	9.2	Internal Audit
9.3	Management Review	9.3	Management Review
9.3.1	General	9.3.1	General
9.3.2	Management Review Inputs	9.3.2	Inputs
9.3.3	Management Review Outputs	9.3.3	Outputs
10.0	Improvement	10.0	Improvement
10.1	General	10.1	General
10.2	Non-Conformity and Corrective Action	10.2	Non-Conformity & Corrective Action
10.3	Continual Improvement	10.3	Continual Improvement