

**ISO 9001:2015**  
**QUALITY MANAGEMENT SYSTEM**

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**ISO 14001:2015**  
**ENVIRONMENTAL MANAGEMENT SYSTEM**

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**QMS - EMS MANUAL**

**Your Company Name**

**Street Address**

**City, State Zip**

Customize with your  
company's name and  
Logo



# INSERT COMPANY NAME/LOGO HERE

## Quality and Environmental Manual

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### Introduction

Your Company developed and implemented an integrated Quality and Environmental Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers, enhance its environmental performance and improve the overall management of the company.

To fully understand the organization and its context, Your Company determined the external and internal issues that are relevant and that affect its ability to achieve the intended results of the Integrated Management System (IMS).

Your Company meets the requirements of the international standard ISO 9001:2015. The system addresses the design, development, production, installation, and servicing of the company's products. It incorporates the process approach where consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes.

Your Company meets the requirements of the international standard ISO 14001:2015. The system addresses the management of environmental aspects, compliance obligations, the actions to address risks and opportunities. The management of the interactive processes provides for the achievement of continual improvement and focus on efforts leading to the prevention of undesirable outcomes.

This process approach provides for the management of the integrated management system and its processes through the application of a "Plan-Do-Check-Act" methodology and a focus on "Risk-Based-Thinking" leading to the prevention of undesirable outcomes.

The manual is divided into sections that correlate to the clauses of ISO 9001:2015 and ISO 14001:2015. The manual describes the Integrated Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible within the system. The manual also provides the documented information with procedures or references for all activities comprising the management system that ensures the compliance to the necessary requirements of the standards.

This manual is used internally to guide the company's employees through the various requirements of the ISO quality and environmental standards that must be met and maintained in order to ensure environmental performance, customer satisfaction, and continual improvement and provide the necessary instructions that create an empowered work force. This manual is used externally to introduce our Integrated Management System to our customers and other external organizations or interested parties. The manual is also used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Management System is maintained and focused on customer satisfaction and continuous improvement. The IMS manual is approved by a top management representative.

President: \_\_\_\_\_ Date: \_\_\_\_\_

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## Quality and Environmental Manual

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### Section 04 Document information

#### a. Distribution control list

As required with procedure P-750 for Control of documented information.

Quality and Environmental Manual latest revision: Letter: \_\_\_\_

Date of Issue: \_\_\_\_\_ Issued by: \_\_\_\_\_

The status of the manual and/or description of changes are provided in the revision status page of this manual.

Controlled copies are issued to:

Copy No. 1 President  
Vice President

Copy No 2 Treasurer / Bookkeeper / Accountant  
Administrative Officer

Copy No. 3 Quality Manager  
IMS Team / Quality-Environmental Team  
IMS team leader / Quality team leader / Environmental team leader

Copy No. 4 Operations Manager  
Technical Manager  
Materials Manager

Copy No. 5 Human Resources Manager  
Education / Training Officer

The master copy is held by the IMS team leader.

This manual is issued and controlled by the IMS team leader.

All matters or inquiries relating to its contents or usage are to be referred to that individual.

It is the responsibility of all holders of the above controlled copies to:

- Ensure that this manual is read by and available to the personnel under their control.
- Ensure that superseded pages are returned to the IMS team leader.

Uncontrolled copies of this manual will be identified with the word "uncontrolled" in bold letters across this page



**Section 04 Documented information – Form F-750-001**

List of Documented Information for IMS Manual Section 04

This master list for Procedures provides the responsibility, approval date, and revision status for the documents. A latest copy of each Procedure and Instruction is included in the applicable section of the manual.

- The IMS designation indicates an Integrated Management System Manual.
- The P designation indicates Procedures.
- The WI designation indicates Work Instructions.
- The number following the document numbers listed in the Document column below identifies the section of the standard that the document is associated with.

Doc. #	Description	Responsibility	Approve date	Revise date	Revise date
<b>Quality Management System</b>					
IMS-001	QMS-EMS Manual – Document Information	President			
<b>Manual Section 04 – Context of the Organization</b>					
P-400	Organizational context	President			
<b>Manual Section 05 – Leadership</b>					
P-500	Leadership	President			
<b>Manual Section 06 – Planning</b>					
P-600	Planning for the IMS	IMS team leader			
P-610	QMS – Risk management planning	IMS team leader			
P-612	EMS – Risk management planning	IMS team leader			
WI-622-001	Environmental program – Water	Technical services manager			
WI-622-002	Environmental program – Air	Technical services manager			

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**Section 20 Records Documentation Matrix – Form F-750-002**

This section of the IMS Manual contains the Records Documentation Matrix. In support of the process approach, the last column indicates where in the IMS the documents are used. A sample of the latest attachment, form, register and flow diagram is included.

Doc #	Description of document	1st Rev. Date	Last Rev. Date	Used with Manual, Procedure, Instruction
<b>Attachments</b>				
A-520-001	Quality Policy	P. 8	Manual	IMS-001 / P-500 / P-740
A-520-002	Environmental Policy	P.9	Manual	IMS-001 / P-500 / P-740
A-530-001	Organization Chart	P. 10	Manual	IMS-001 / P-500 / P-600 / P-740
A-600-001	PDCA guidelines			P-400 / P-600 / P-740
A-600-002	Aspects and impacts guidelines			P-612 / P-740
A-620-001	Objectives and targets guidelines			P-612
A-800-001	Operational controls guidelines			P-815
<b>Forms</b>				
F-440-001	IMS-Process identification worksheet			P-400 / P-600 / P-810 / P-851
F-610-001	Risk and opportunity worksheet			P-610 / P-740 / P-1010
F-612-001	Initial environmental review worksheet			P-612 / P-815 / P-911
F-614-001	Risk management worksheet			P-612 / P-740 / P-815 / P-911 / P-911
F-615-001	Environmental program planning worksheet			P-612 / P-815
F-620-001	Quality objectives planning record			P-610
F-620-002	Environmental objectives planning record			P-612 / P-911