

WELCOME

Briefing on ISO 9001, ISO  
14001 & OHSAS 18001  
requirements

Going for  
ISO 9001  
ISO 14001  
OHSAS 18001  
Quality, Environment, Health & Safety  
Certification

# IMS: Integrated Management System

ISO 9001 - Quality (QMS)

ISO 14001 - Environment (EMS)

OHSAS 18001 - Health & Safety (SMS)

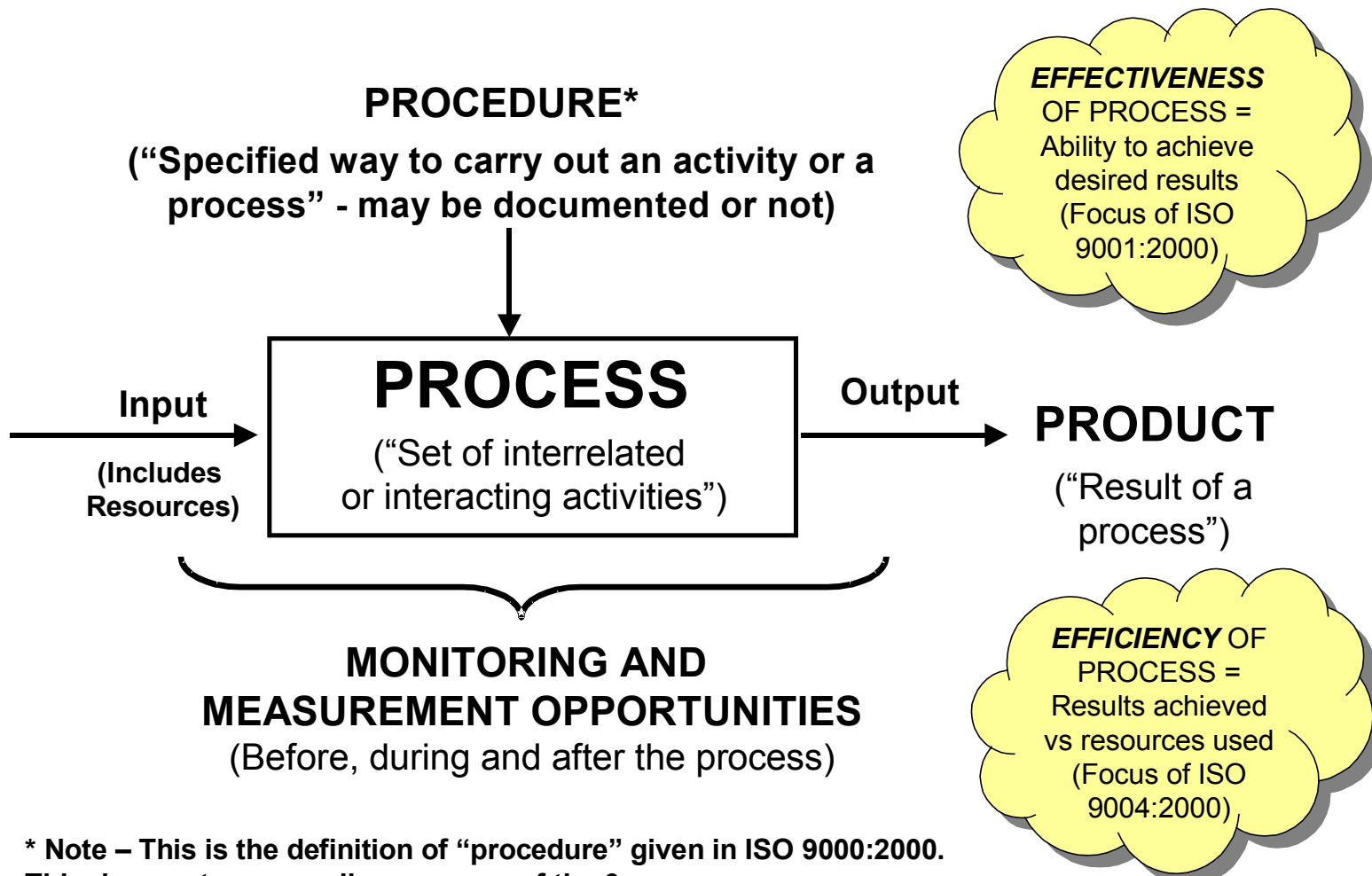
# Quality Management Principles

- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision-making
- Mutually beneficial supplier relationships

# Process approach

- « *From procedures to processes* »
- ⊕ Identify processes needed for the QMS
- ⊕ Demonstrate the ability of processes to achieve planned results and monitor, measure, analyze and improve them
- ⊕ Develop information on characteristics and trends of processes
- ⊕ Top management to review process performance and improve effectiveness

- Greater effectiveness when activities and resources are managed as a process
- More customer focused
- More cost effective
- Meets business objectives

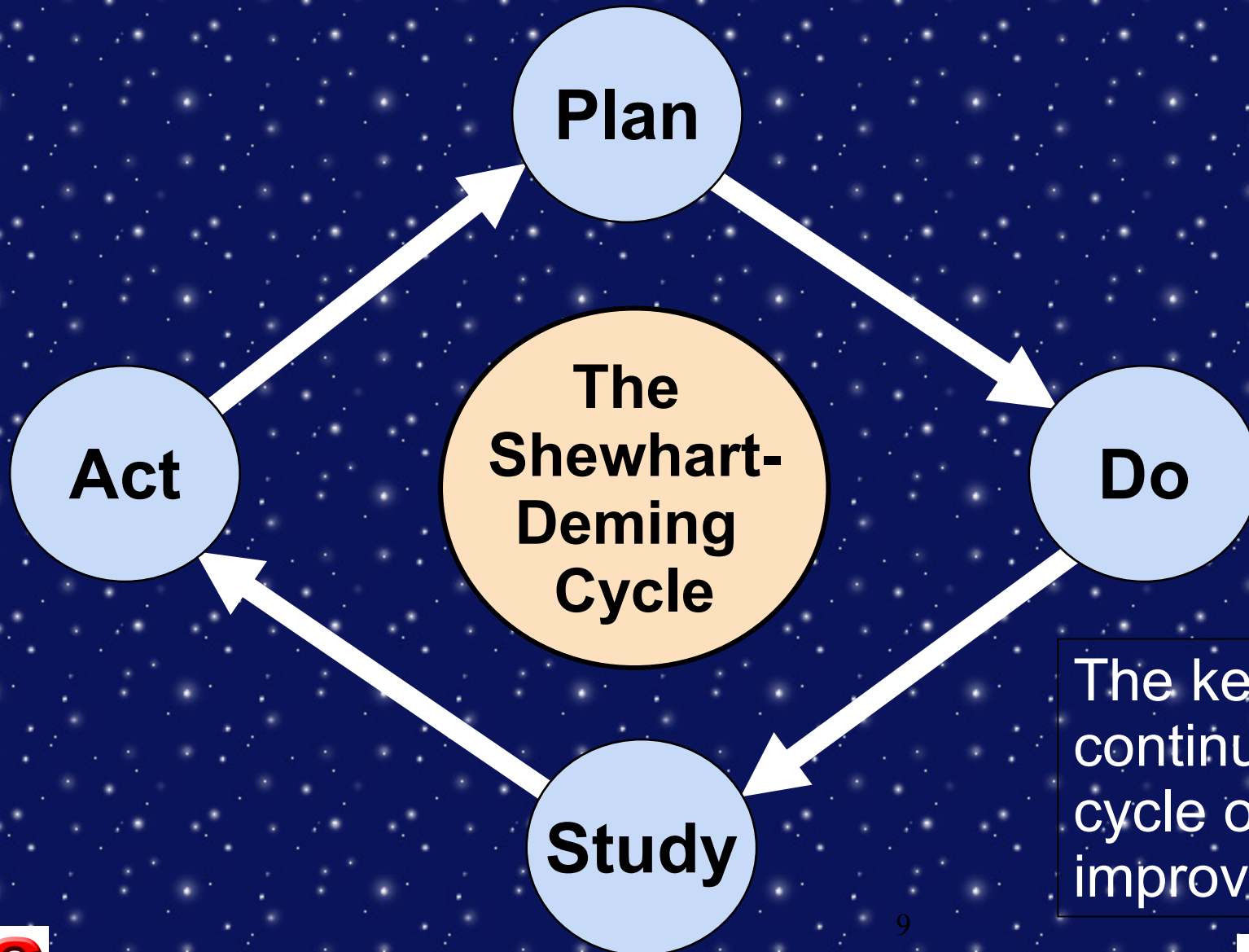


\* Note – This is the definition of “procedure” given in ISO 9000:2000. This does not necessarily mean one of the 6 “documented procedures” required by ISO 9001:2000

# Quality Management

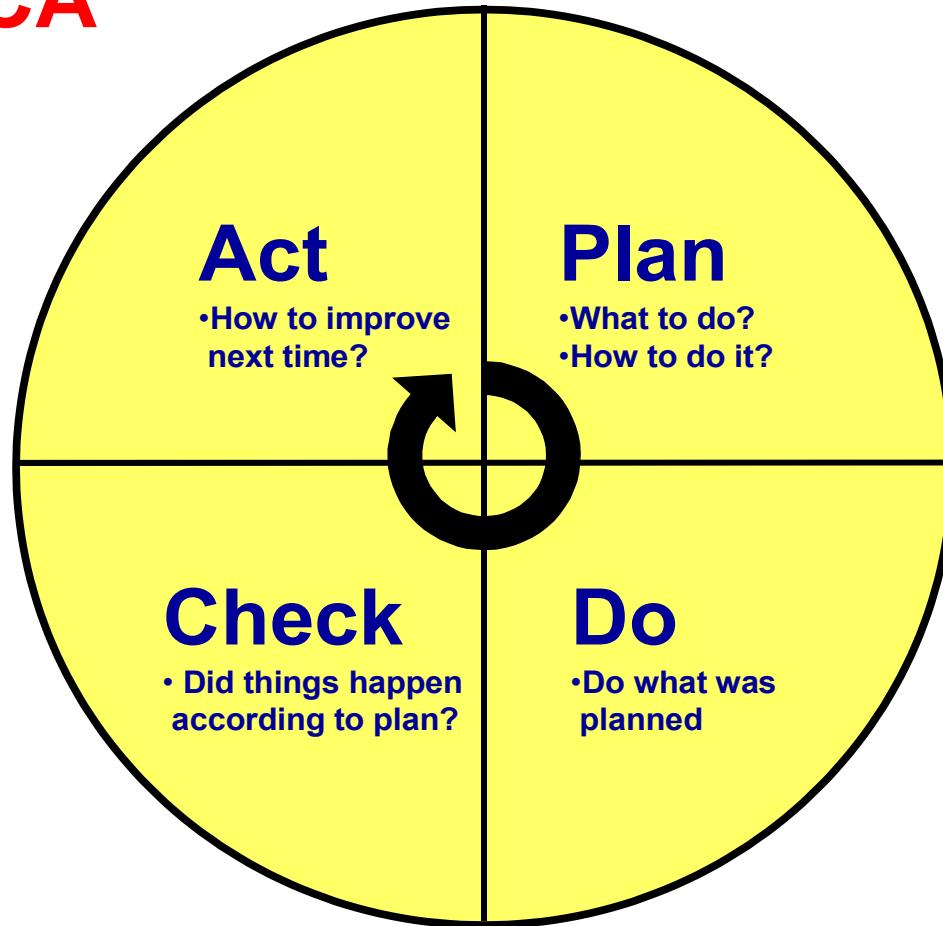
- Primary focus is on process improvement
- Most variation in a process is due to the system, not the individual
- Teamwork is integral to quality management
- Customer satisfaction is a primary goal
- Organization transformation is necessary
- Fear must be removed from organizations
- Higher quality costs less, not more

# The Shewhart-Deming Cycle



The key is a continuous cycle of improvement

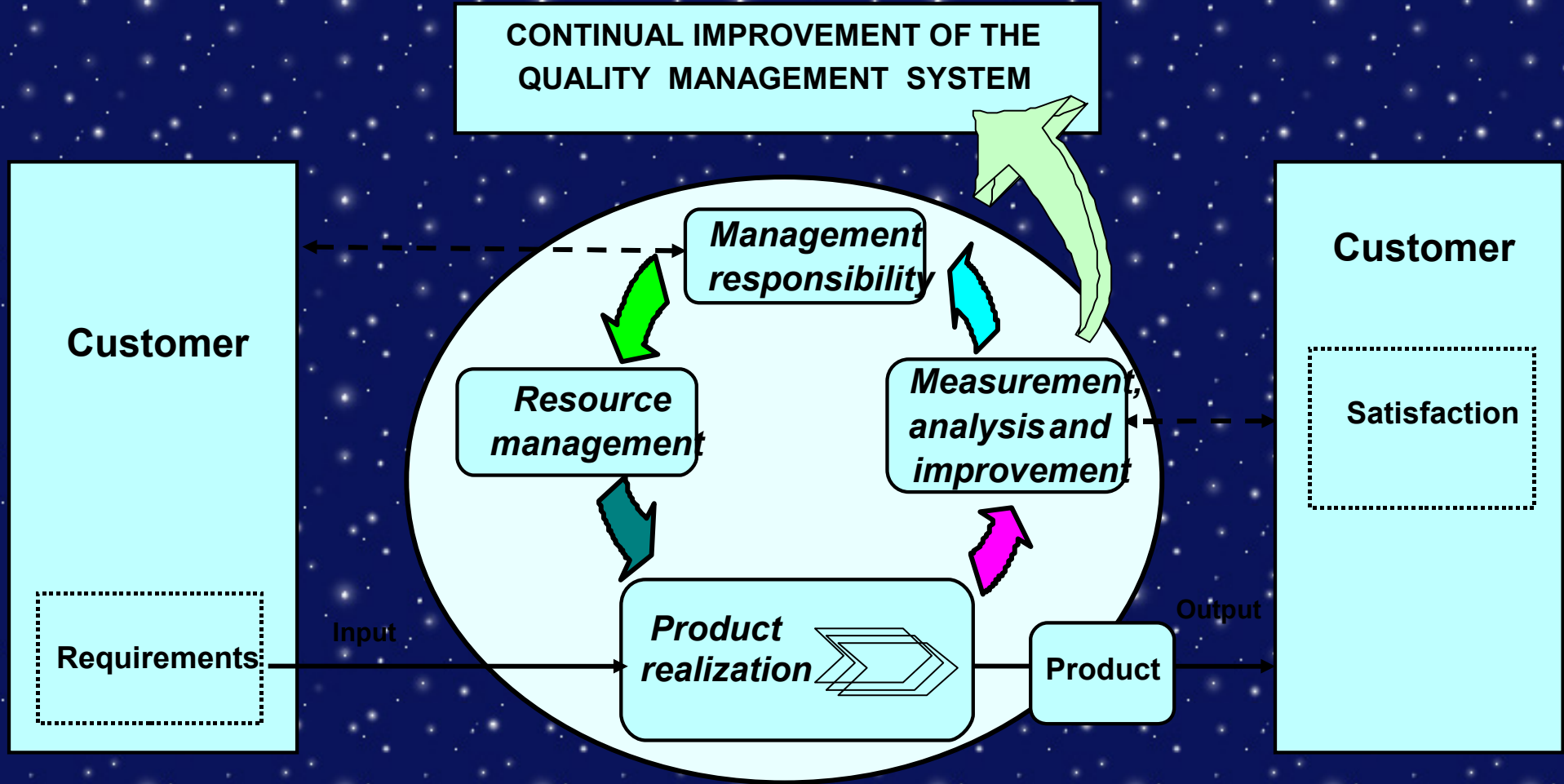
# PDCA



Maintaining and continually improving the **PROCESS** capability can be achieved by applying the PDCA concept at **all levels** within the organization.

# ISO9001:2008

Model of a process-based quality management system.



Key:

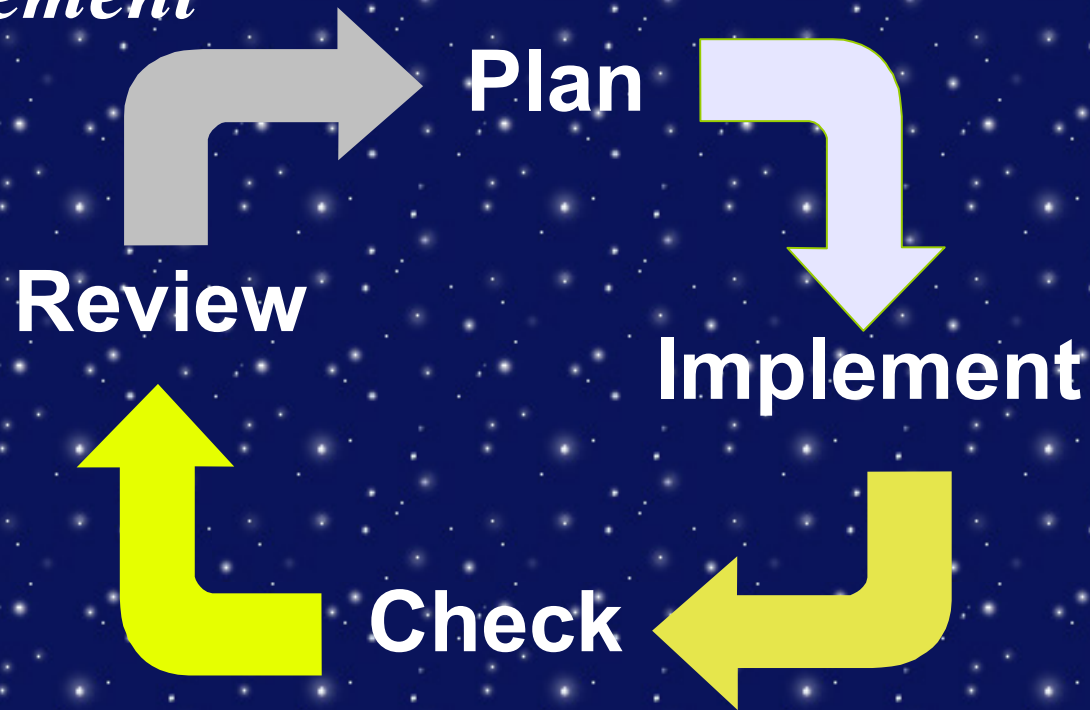


Value adding activities  
Information

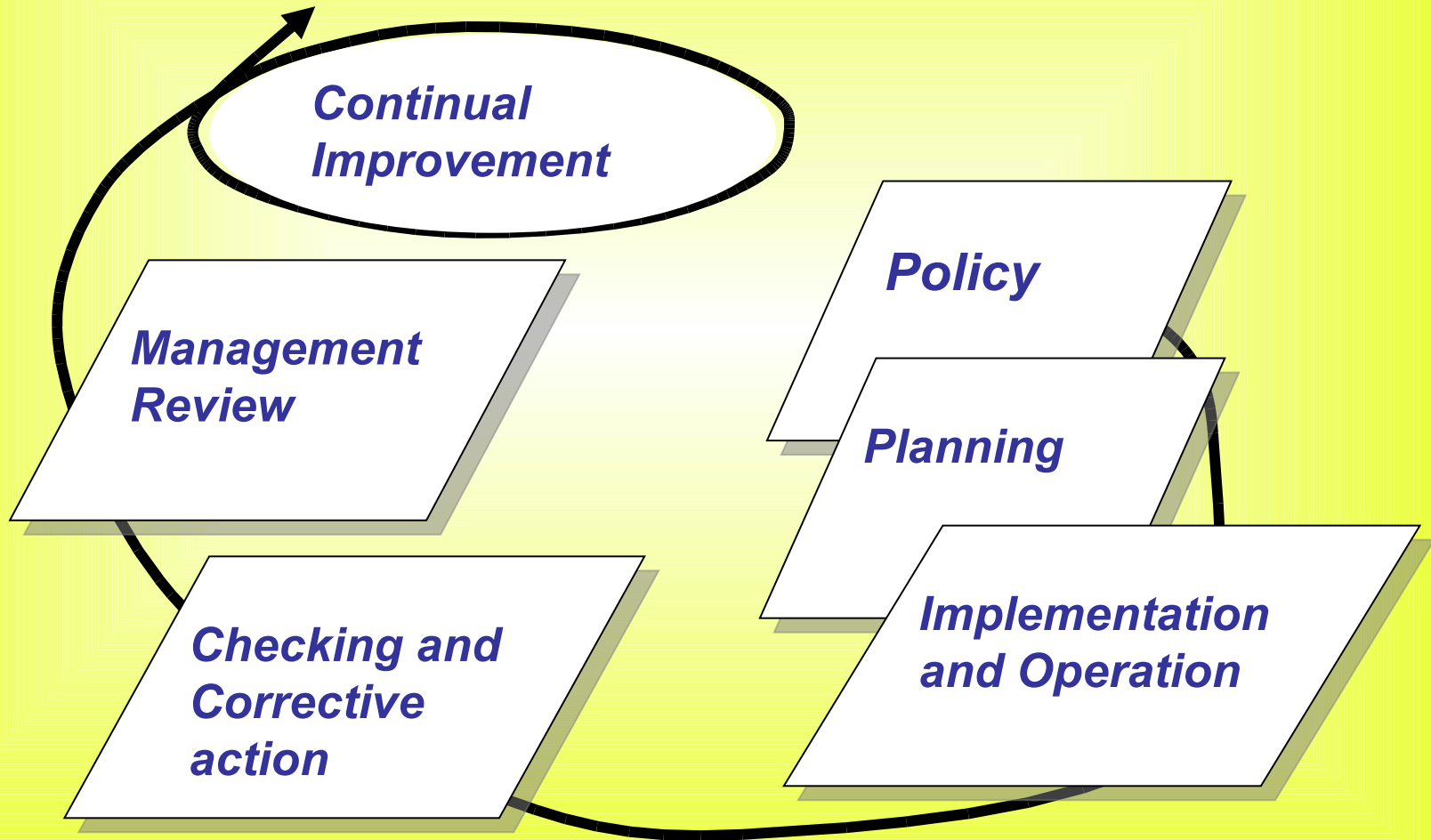
# ELEMENTS OF EMS / SMS

*Continual  
Improvement*

*OHS Policy*



# ELEMENTS OF EMS / SMS



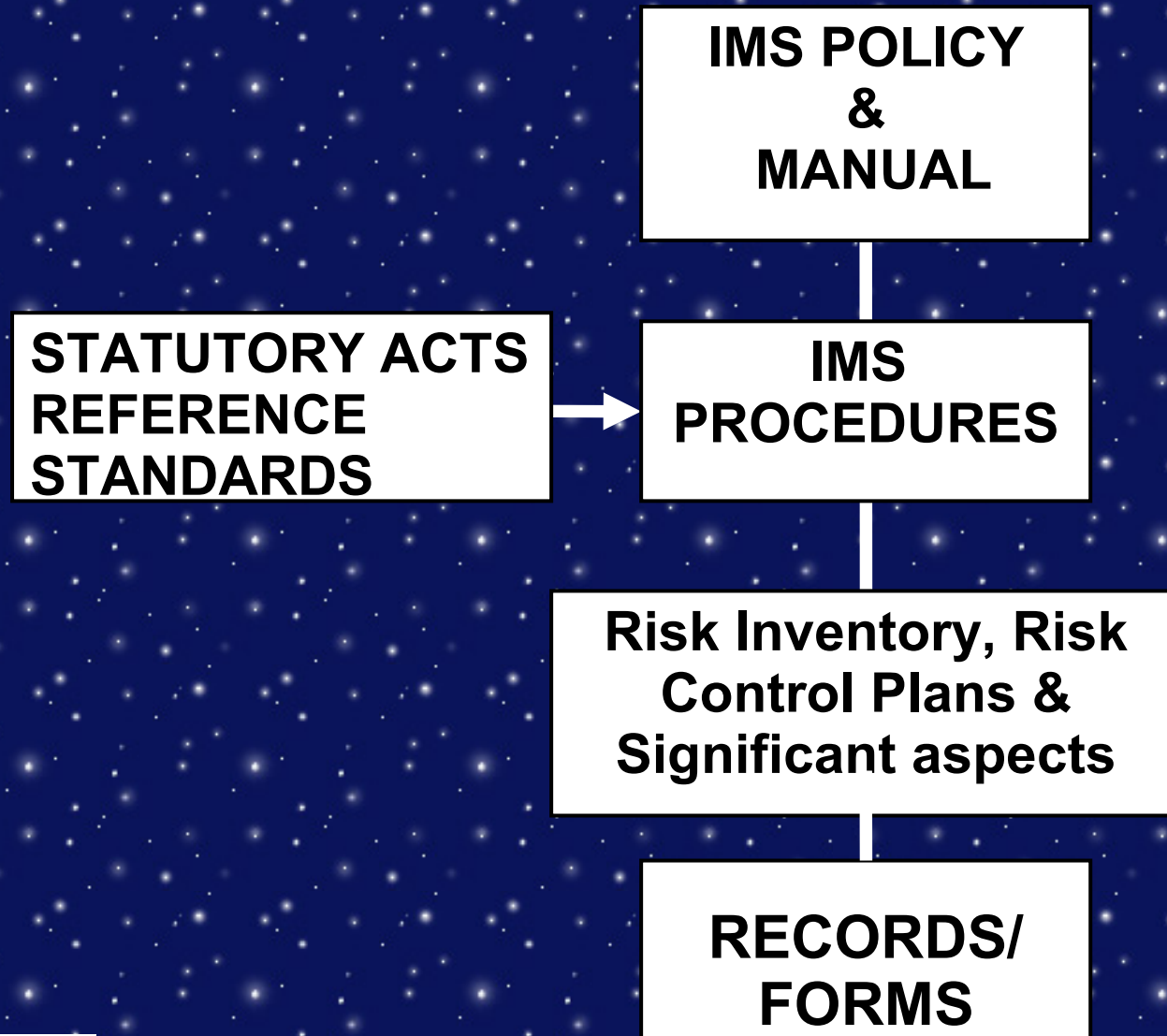


**Define** -- define the problem to be solved; list costs, benefits, and impact to customer

- **Measure** – need consistent measurements for each Critical-to-Quality characteristic
- **Analyze** – find the root causes of defects
- **Improve** – use experiments to determine importance of each Critical-to-Quality variable
- **Control** – maintain gains that have been made

- OHS Policy
- Risk assessment and risk control
- Environmental Impact Assessment
- Identify applicable Legal and other requirements
- Objectives
- OHS Management Programme
- Structure and Responsibilities
- Appointment of management representative
- Training, awareness and competence
- Consultation and communication
- Documentation

# IMS Documents Structure



- **Document and data control**
- **Operational Control**
- **Emergency preparedness and response**
- **Performance measurement and monitoring**
- **Accidents, incidents, non-conformances, corrective and preventive action**
- **Records and records management**
- **Audit**
- **Management Review**

# Best IMS Strategy

“During all phases of the project life-cycle, the overriding concern should be the quality, safety and environmental performance of the services/products provided.”

# Role of Senior Management

- ✓ **Establish Policies**
- ✓ **Develop a Leadership System**
- ✓ **Clearly Define Roles & Responsibilities**
- ✓ **Strategy of Decision Making and Problem Solving**
- ✓ **Strong Information Base**
- ✓ **Train The Employees**
- ✓ **Award and Recognition**

# Role of Senior Management

- ✓ **Emphasis More on Quality Than Quantity**
- ✓ **Effective Communication**
- ✓ **Fix Responsibility on Everyone**
- ✓ **Role Model**
- ✓ **Minimize The Resistance to Change of Culture**
- ✓ **Care For Both Internal and External Customers**
- ✓ **Appraise periodically**

# Quality, Safety & Environmental Statements

## ➤ Vision Statements

It is Short Declaration of what an organization aspires to be Tomorrow

## ➤ Mission Statements

A Clear Statements of purpose For Employees, Customers and Suppliers

# Quality, Safety & Environmental Statements

- **Policy Statements :**
- **It is a Guide For Everyone in the organization as to how they should provide products and services to the customers.**

# COMMUNICATION

- **Two Way Process**
- **Feedback**
- **Simple in Language**
- **Specific to the topic**
- **Written Format**
- **Legally Binding**
- **Decision Making**
- **Interactive and Informal**

# Customer Satisfaction

- Customers-Internal & External
- Types of Customers

**Type I:- INSIGNIFICANT CUSTOMERS** who knows not what he wants and knows not that he knows that he knows not what he wants

**Type II:- HUMBLE CUSTOMERS**  
Who knows not what he wants and knows that he knows not what he wants

# Customer Satisfaction

- Type III:- SLEEPING CUSTOMERS who knows what he wants and knows not that he knows what he wants
- Type IV:- MASTER CUSTOMER who knows what he wants and knows that he knows what he wants .

# FEEDBACK

- **Comment Card**
- **Customer Questionnaire**
- **Focus Group**
- **Toll-Free Telephone**
- **Customer Visit**
- **Report card**
- **Internet & Computers**

# Benefits of Feed Back

- **Customer Dissatisfaction**
- **Quality Priorities**
- **Performance Appraisal**
- **Customer Needs-Requirements in Design**
- **Improvements in Every Stage**
- **Customer Retention**

# Get FREE ISO Manuals, Procedures and other Documents

- 
- **Visit our web site**
- 
- [http://www.musa-group.com/ISO/FREE/FREE\\_DOCUMENTS.html](http://www.musa-group.com/ISO/FREE/FREE_DOCUMENTS.html)

*Wish you Good  
Luck*