

**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

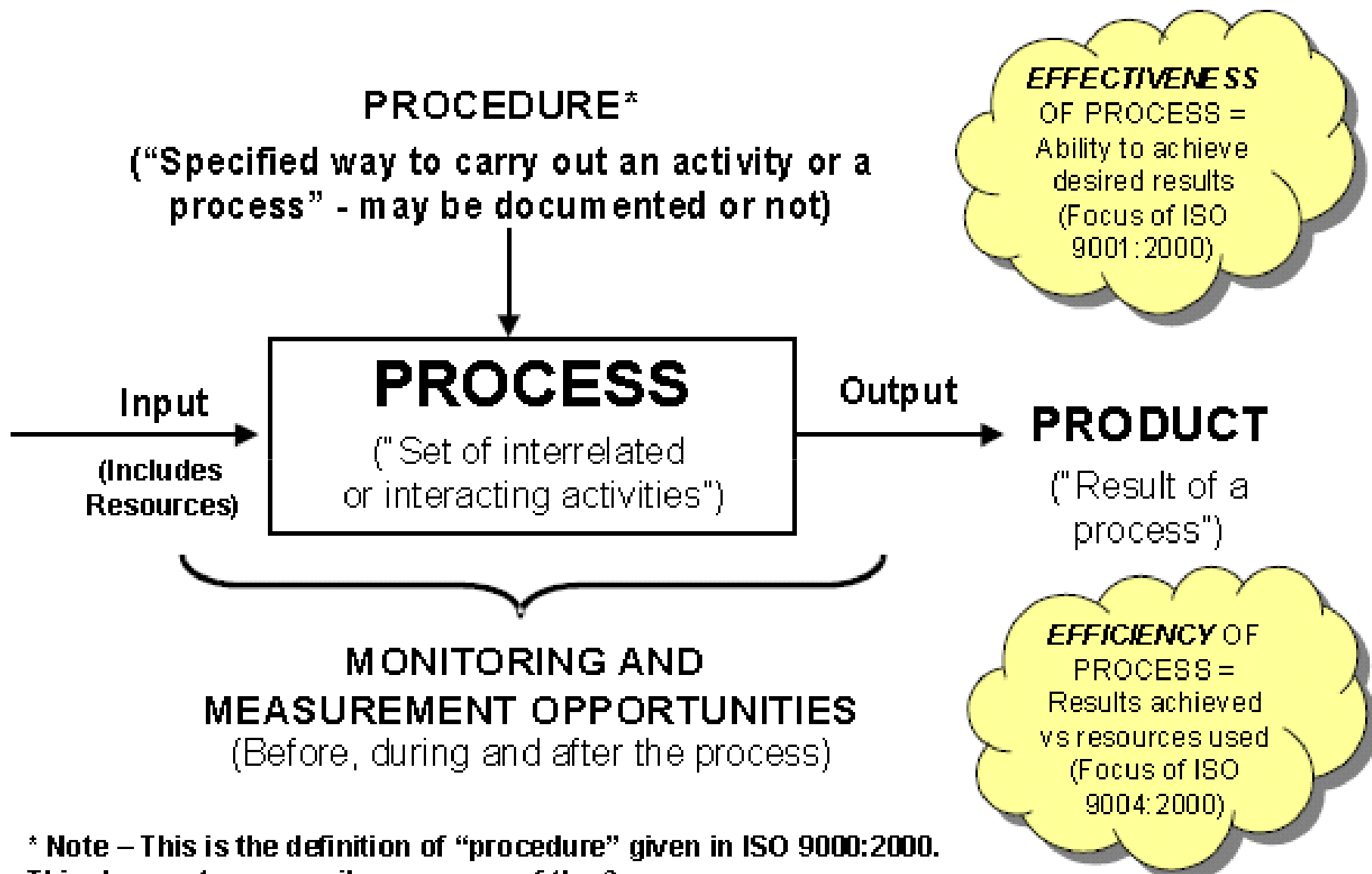
- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision-making
- Mutually beneficial supplier relationships

# 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



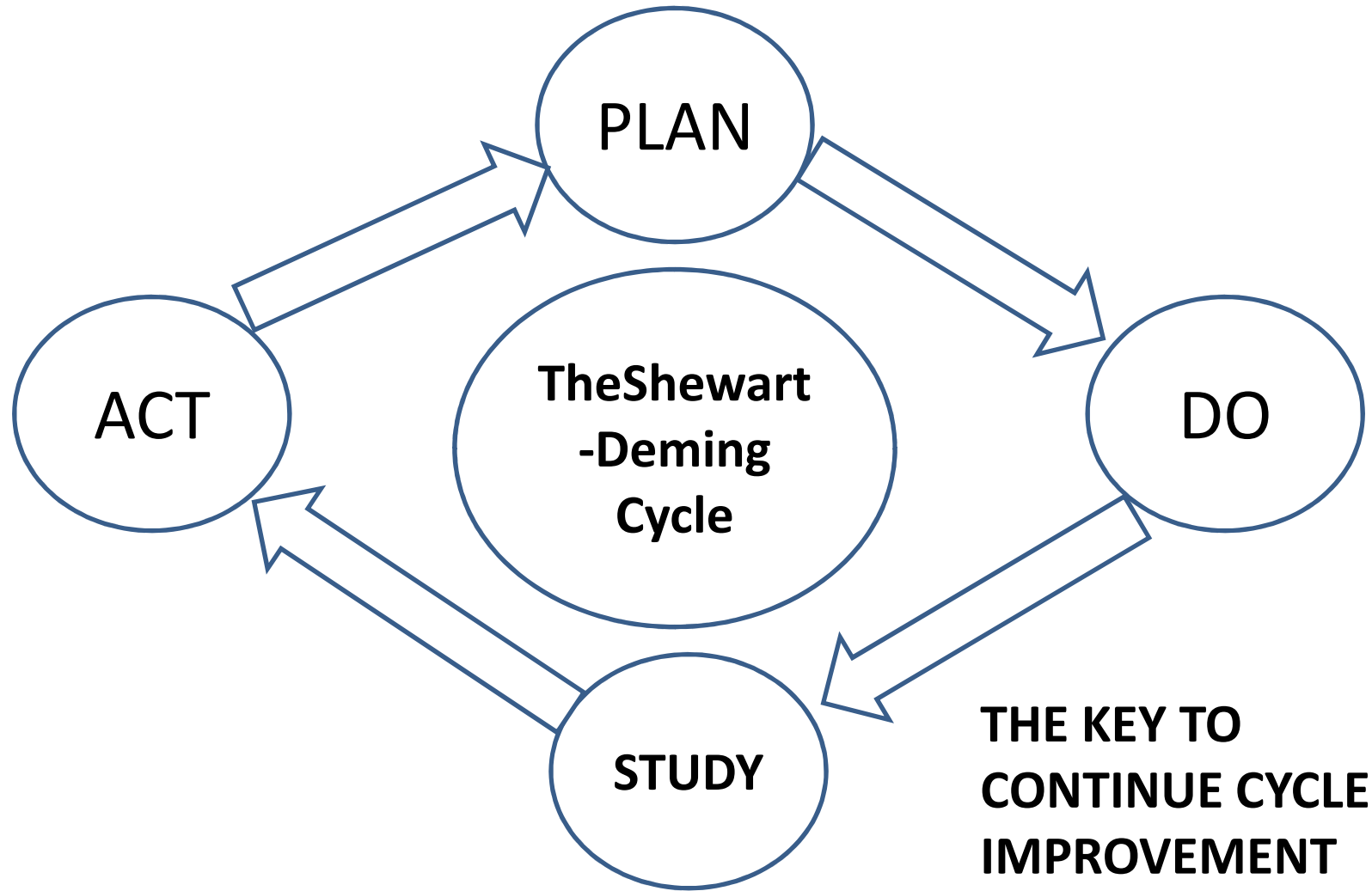
\* Note – This is the definition of “procedure” given in ISO 9000:2000. This does not necessarily mean one of the 6 “documented procedures” required by ISO 9001:2000

# Quality Management

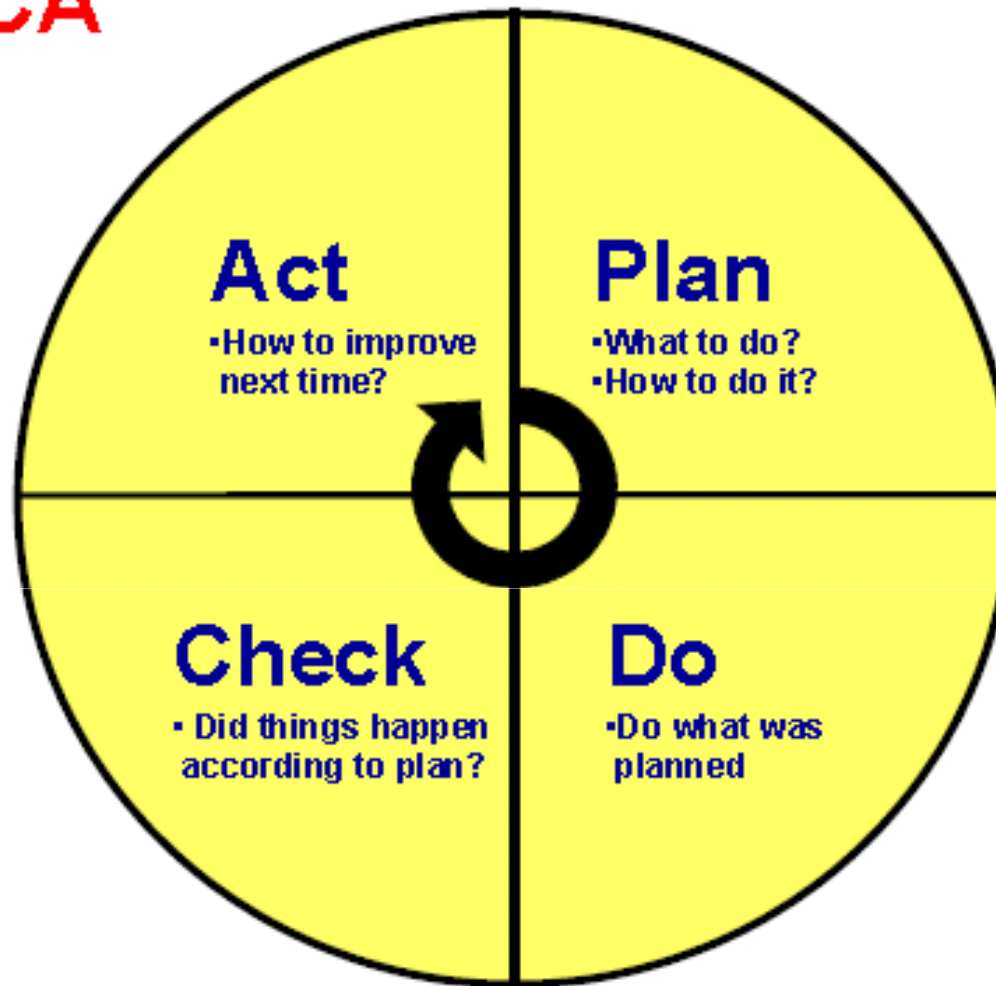
- Primary focus is on process improvement
- Most variation in a process is due to the system, not the individual
- Teamwork is integral to quality management
- Customer satisfaction is a primary goal
- Organization transformation is necessary
- Fear must be removed from organizations
- Higher quality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



# The Shewhart-Deming Cycle



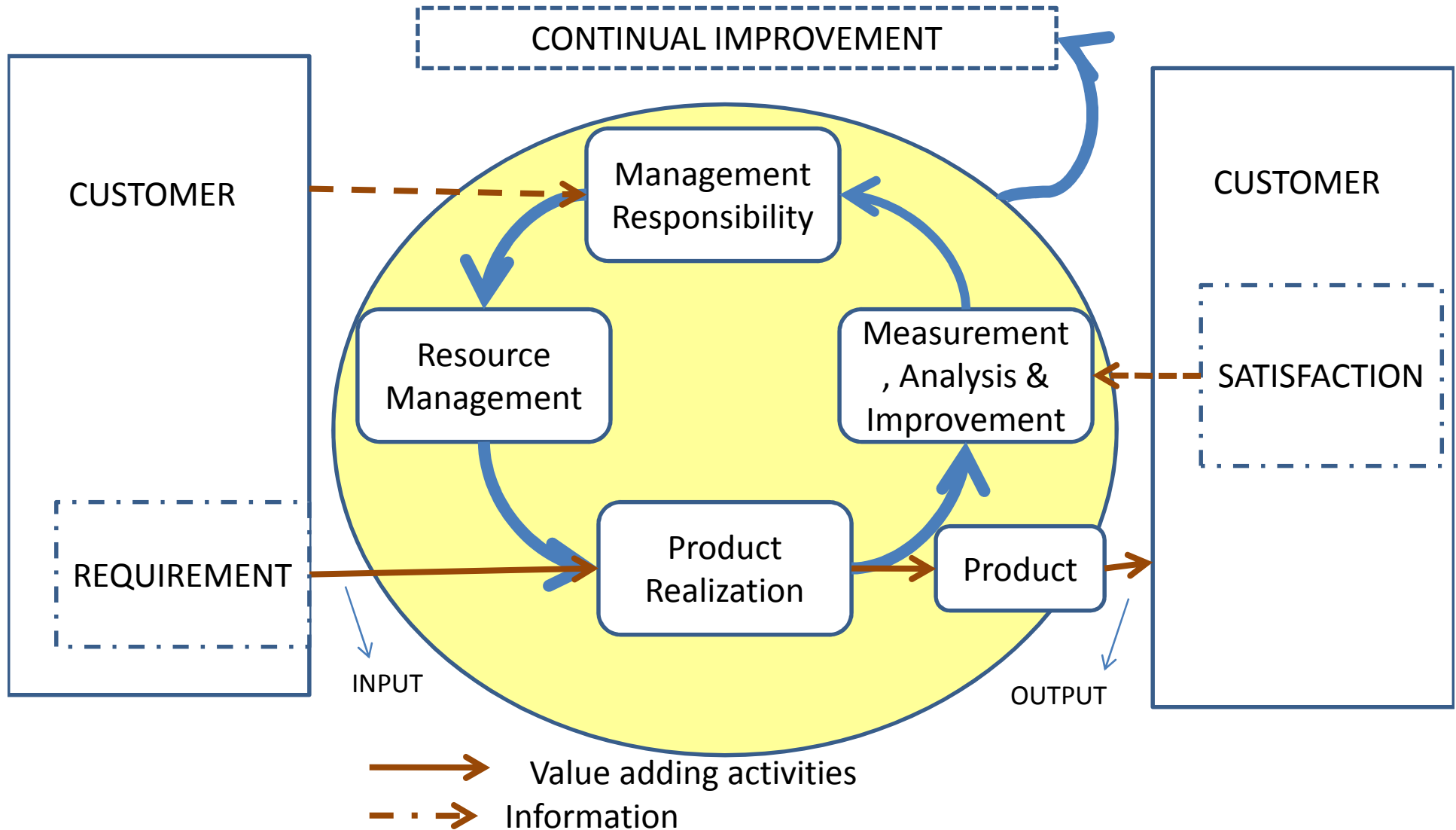
# PDCA



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.



# ELEMENTS OF EMS / SMS

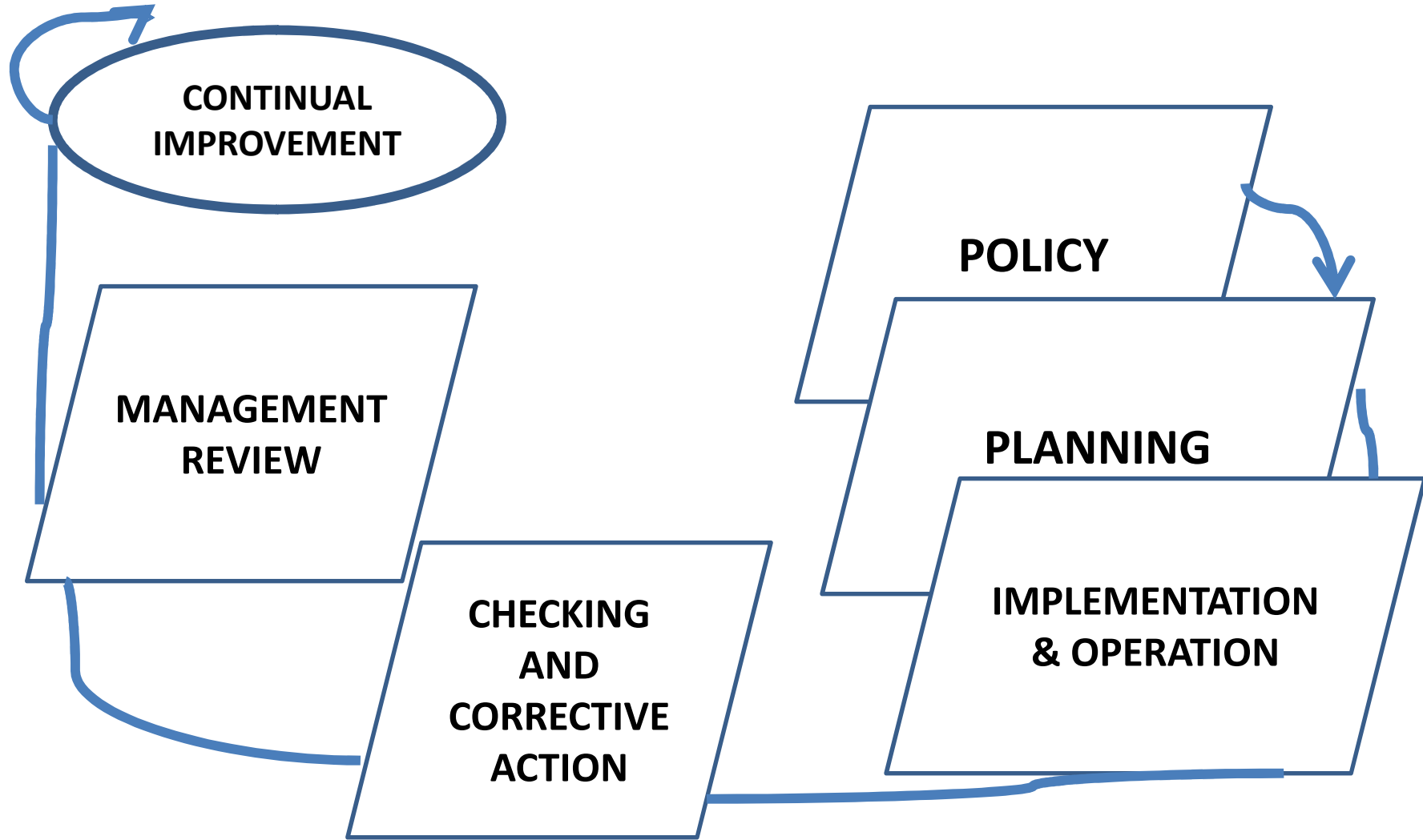
CONTINUAL  
IMPROVEMENT

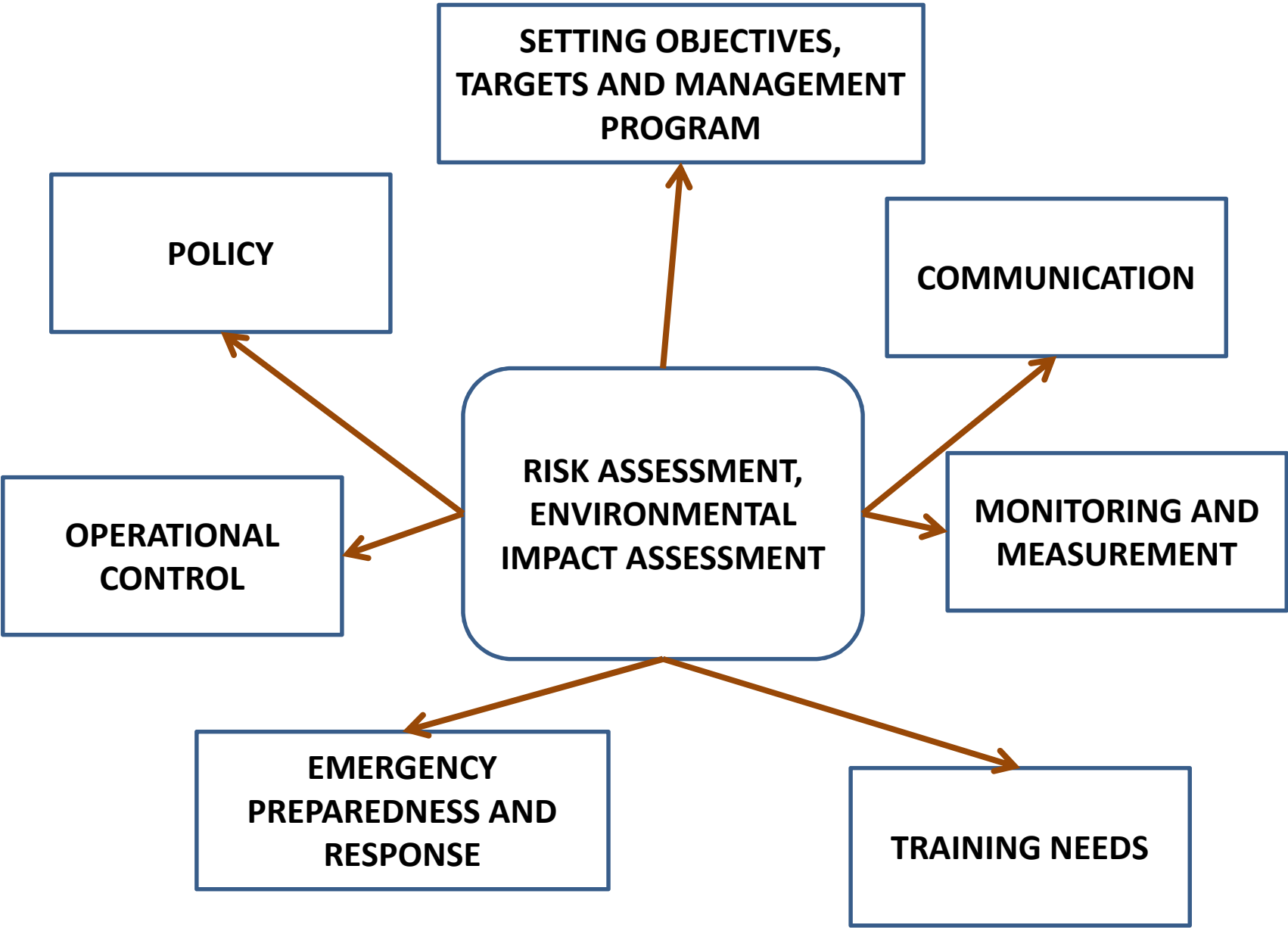


PLAN



# ELEMENTS OF EMS / SMS



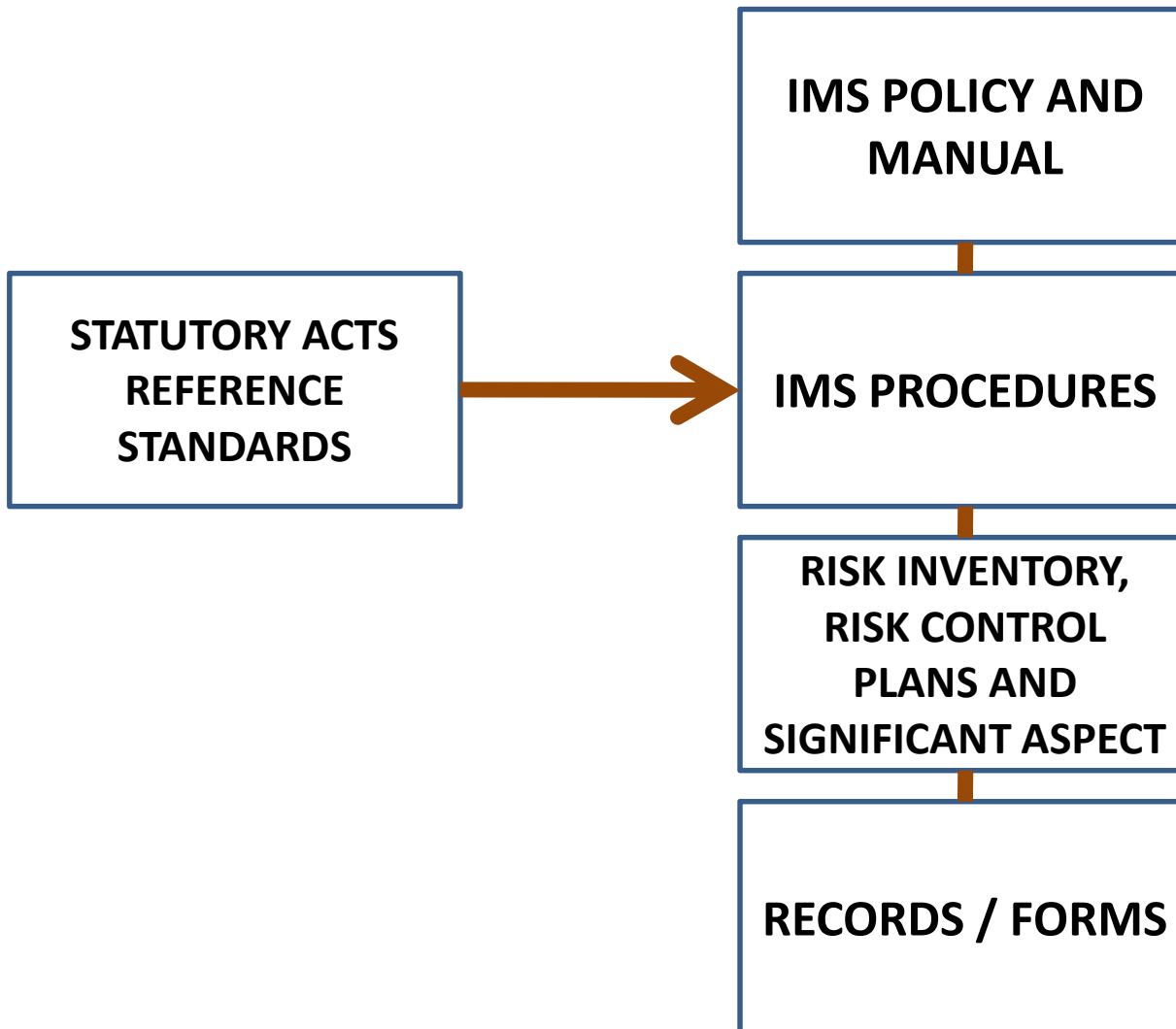


- **Define** -- define the problem to be solved; list costs, benefits, and impact to customer
- **Measure** – need consistent measurements for each Critical-to-Quality characteristic
- **Analyze** – find the root causes of defects
- **Improve** – use experiments to determine importance of each Critical-to-Quality 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. **Quality, Safety & Environmental Statements**

# 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**

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