

0.2 CONTENTS

Section	Element description	Page
0.1	Document Information	1
0.2	Contents	2
0.3	Revisions record	6
0.4	Document control system for IMS Manual	8
0.5	Introduction to the organization	10
0.6	Overview of Integrated Management system	12
1 Scope		
1	Scope	13
1.1	General	13
1.2	Application	13
2 Abbreviations, terms and definitions		
2	Abbreviations, Terms and definitions	15
2.1	Abbreviations	15
2.2	Terms and definitions	16
3 Integrated management system documentation		
3.1	Integrated management system	17
3.2	Documentation requirements	19
3.2.1	General	19
3.2.2	IMS Manual	19
3.2.3	Control of documents	19
3.2.4	Control of records	20
4 Policy and principles		
4.1	Management commitment	21
4.2	Customer focus	21
4.3	Quality and Environmental Policy	21

Section	Element description	Page	
5 Planning			
5.1	Planning for Quality Management	24	
5.1.1	Planning of product realization	24	
5.2	Planning for Environmental Management	25	
5.2.1	Environmental aspects	25	
5.2.2	Legal and other requirements	25	
5.3	Objectives, targets and programmes	26	
6 Organization for implementation			
6.1	Provision of resources	27	
6.2	Financial resources	27	
6.3	Human resources	27	
6.3.1	Roles, Responsibility, Accountability and Authority	28	
6.3.1.1	Management Representative	28	
6.3.2	Competence, training and awareness	28	
6.4	Infrastructure	29	
6.5	Work environment	29	
7 Implementation and Operation			
7.1	Communication	30	
7.1.1	Internal communication	30	
7.1.2	External communication	30	
7.2	Customer-related processes	31	
7.3	Design and development	32	
7.4	Purchasing	34	
7.5	Control of production and service provision	37	
7.5.1	Control of service provision	37	
7.5.2	Validation of processes for production and service provision	37	
7.5.3	Identification and traceability	38	
IMSM-01 Issue 02	Section Revision No: 0	Section Revision Date: 01.07.2015	Page 3

Section	Element description	Page
7.5.4	Customer property	38
7.5.5	Preservation of products	38
7.6	Control of monitoring and measuring devices	39
7.7	Operational control - EMS	39
7.8	Emergency preparedness and response	39
8 Performance assessment		
8.1	General	41
8.2	Monitoring and Measurement	41
8.2.1	Customer satisfaction	41
8.2.2	Internal Audit	41
8.2.3	Monitoring and measurement of processes	42
8.2.4	Evaluation of compliance	43
8.2.5	Monitoring and measurement of product	43
8.3	Control of nonconforming product	43
8.4	Analysis of data	44
9 Improvement		
9.1	Improvement	45
9.1.1	Continual improvement	45
9.2	Nonconformity and corrective and preventive action – EMS	45
9.3	Corrective action	45
9.4	Preventive action	45
10 Management review		
10.1	General	47
10.2	Review inputs	47
10.3	Review outputs	47

ANNEXURES

Annexure No.	Annexure Title	Page
1	IMS Process Overview	49
2	QMS Processes – Sequence and Interaction	50
3	EMS Processes – Sequence and Interaction	51
4	Organization chart	52
5	Roles, responsibilities and authorities	54
6	List of IMS Procedures	58
7	Correspondence between IMS elements and ISO 9001:2008 and, ISO 14001:2004	59