

Documents are in Microsoft Word for ease of editing.

**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

# INSERT COMPANY NAME/LOGO HERE

Blue text throughout the manual highlight areas for customization.

## Quality and Environmental Manual

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### Instructions:

**This manual is to be used as a template in developing your Manual for the integrated ISO 9001 Quality and ISO 14001 Environmental management systems.**

- Methods and systems used in the development and operation of management systems vary widely from company to company.
- The blue text and suggestions displayed in the manual are intended to offer some options and to highlight the areas that need attention / update / replacement.
- Review the text and suggestions and at a minimum replace or update them to reflect the unique / customized information of your integrated system requirements.
- Delete the blue text after each task is completed.
- Use replace function – enter “Your Company” in find space, enter your company name in replace space – system should make changes throughout the entire document.
- In the header, replace the generic logo with your company name and logo.

**To help with the identification of the documented information as it applies to the IMS, the QMS and the EMS, the Documentation Master Lists form F-750-003 and the IMS-Docs Flow Down Matrix are color coded to highlight the documents where:**

- Common to both the QMS and the EMS – **in Yellow Highlight,**
- Specific to the QMS – **in Blue Highlight,**
- Specific to the EMS – **In Green Highlight**

# INSERT COMPANY NAME/LOGO HERE

## Quality and Environmental Manual

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### Introduction

You can search and replace "Your Company" throughout with your company name.

**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: \_\_\_\_\_

### Section 01 Scope or the Integrated Management System

#### General

To determine and establish the scope of the Integrated Management System (IMS) **Your Company** determined the boundaries and applicability of the quality and environmental systems and considered the external and internal issues, the requirements of relevant interested parties, and the products and services of the company.

The scope is available and maintained as documented information stating the products and services covered by the IMS.

**Related documents are referenced.**

#### Scope of the Quality and Environmental Management System

**Your Company** applies all the requirements of ISO 9001:2015 and ISO 14001:2015 when they are applicable within the determined scope of the IMS.

As developed with procedure **P-400** for Organizational context, include the scope of your IMS here: For example, if you are a manufacturer of toys, the scope may be:

The scope of the Quality and Environmental Management System includes the major product and service categories associated with the primary functions of manufacturing wooden toys at the North Pole location and distributing the product to children of all ages.

Conformity to the international standards may only be claimed if the requirements determined as not being applicable do not affect the organization's ability or responsibility to meet requirements. In the event that any requirement is not applicable at **Your Company**, justification for any instance where a requirement cannot be applied is documented.

**Your Company** has determined that the following requirement(s) is/are not applicable to the operations at this site: \_\_\_\_\_.

As determined with procedure P-400, identify the requirement(s) that do not apply and document the justification here: For example, if you are a manufacturer of toys, a requirement that does not apply may be:

Clause 8.5.5 for post-delivery activities does not apply to the company. Customer feedback has shown that conformity to post-delivery services is achieved with the initial delivery.

### Section 02 References

- a. There are no normative references.
- b. Definitions. Applicable definitions are included in documented procedures and instructions at par 3.0 to enhance the understanding of the process.

# INSERT COMPANY NAME/LOGO HERE

## Quality and Environmental Manual

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### c. Quality Policy – Attachment A-520-001

As developed with the Leadership procedure P-500, include the information here:

#### QUALITY POLICY

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#### QUALITY OBJECTIVE

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#### STRATEGIC DIRECTION

#### VISION

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#### MISSION

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#### GOALS

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#### Top Management Approvals:

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

# INSERT COMPANY NAME/LOGO HERE

## Quality and Environmental Manual

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### e. Organization chart – Attachment A-530-001

As developed with the Leadership procedure P-500, insert Your Company's Organization Chart in this page.

### ORGANIZATION CHART for *YOUR COMPANY*

