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**IMS**

**INTEGRATED MANAGEMENT SYSTEM IMPLEMENTATION GUIDELINE**

This document is controlled under the Integrated Management Systems (IMS). No modifications to this document are permitted without the authorization of the Management Representative.

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| **Revision Number** | **Issue Date:** | **Revision details** |
| 00 | 2025/07/30 | Integrated Management System Implementation Guide |
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# Purpose and Scope

The purpose of this guide is to support users in the successful implementation of an integrated management system. This guide comprehensively covers all clauses of ISO 9001:2015, ISO 45001:2018, and ISO 14001:2015.

## **History of the company**

Crystal Ware Dishwashers Ltd. was founded on 12 February 2011 with the objective of transforming the dishwasher industry. Headquartered at the Tech Industrial Estate in Birmingham, the company specializes in the design and manufacture of both residential and commercial dishwasher units. Over time, Crystal Ware has established a distinguished reputation for innovation, quality, and dependability. Presently, the company is recognized as a reputable provider dedicated to delivering efficient and reliable cleaning solutions on a global scale.

# Definitions

**HSE:** Health, Safety, and Environment

**Organization**: Current Company

# Responsibility and Authority

Responsibility and authority needed to implement the HSE management system have been determined in the human resources procedure by the CEO.

4 **Context of the organization**

**4.1 Understanding the organization and its context**

**Responsibility:**

1. Managing Director
2. QA Manager
3. Process Owners

**Related Documents:**

Context of the Organization Procedure**: (**IMS-P-CO-01**)**

According to Clause 4.1 of the Quality, Safety, Health, and Environmental Management Standards, organizations are required to identify, monitor, and review internal and external issues relevant to their strategic goals and objectives that influence the effectiveness of the Quality, Safety, and Environmental Management System.

**Related Document:** Context of the Organization Procedure

**Responsibility:** It is the responsibility of process owners to identify and assess environmental factors relevant to their processes and to determine and implement appropriate actions.

The Managing Director is responsible for reviewing and approving these actions.

**This clause can be addressed through the following two approaches:**

**First Approach:**

1. Identifying environmental factors affecting quality, safety, and environmental objectives using the Organizational Context Form (IMS-F-CO-07).
2. Recording identified internal and external factors related to each process in Form (IMS-F-CO-07).
3. Implementation of the defined actions by documenting them in the Project Planning Form (IMS-F-CO-09).
4. Project progress (%) shall be monitored and recorded based on the relevant schedule, utilizing the output information provided in the FO Project Planning Form (IMS-F-CO-09).
5. The effectiveness of the implemented measures should be evaluated after implementation and recorded in the final column of the form (IMS-F-CO-07) as follows:

**5.1** 100% achievement of the objectives: 100% effectiveness
**5.2** 70% achievement of the objectives: 70% effectiveness
**5.3** 50% achievement of the objectives: 50% effectiveness
**5.4** 25% achievement of the objectives: 25% effectiveness
**5.5** No achievement of the objectives: 0% effectiveness

**Sample: Organization Context**

|  |  |  |
| --- | --- | --- |
| Document code: IMS-F-CO-07Revision: 00Issue Date: 2024/02/16  | **Organization logo** | Document title:**Context of Organization Form** |
| Page: **6** of **23** |

|  |
| --- |
| Process Name: Production Process Process Owner: Production Manager Date: 2025-07-22 |
| NO. | Strategic objectives/purpose of IMS | Context of Organization | Consequences | Corrective Action/Plan (NO.) | Responsibility | %Progress | Effectiveness |
| Internal Issues | External Issues |
| 1 | Reduce production waste from 3% to 1.5% by the end of 2025. | Insufficient skill level among production operators | ------ | Failure to meet waste reduction targets, resulting in increased production waste | Conducting needs assessments and implementing training programs to enhance the skill levels of machine operators. | Training Manager | 100% | 100% |

Table No. 1

**Sample: Project planning**

|  |  |  |
| --- | --- | --- |
| Document code: IMS-F-CO-06Revision: 01Issue Date: 2024/02/16  | **Organization logo** | Document title:**Project planning** |
| Page: **7** of **23** |

|  |
| --- |
| Project title: Reduce production waste from 3% to 1.5% by the end of 2025 Date: 2025-07-29 Project Code: 25/PR/01 Target: Achieving 1.5% production line waste  |
| Resources: 1. Educational Instructor……..
2. Financial Resources………….
3. Educational Infrastructure
4. Teaching Aids
 | Project manager: Production ManagerDeadline: 2025-12-22Location: Manufacturing production line |
| %Progress | Implementer | End Time | Start Time | Activity Title | No. |
| 100% | Procurement Manager | 2025-08-12 | 2025-08-05 | Identification, evaluation, and selection of experienced instructors | 1 |
| 100% | Procurement Manager | 2025-08-17 | 2025-08-12 | Contracting with the selected instructor | 2 |
| 100% | Procurement Manager | 2025-08-20 | 2025-08-05 | Determination and preparation of the training infrastructure | 3 |
| 100% | Procurement Manager | 2025-08-20 | 2025-08-12 | Provision of teaching aids, including a video projector, computer, whiteboard, markers, erasers, sufficient desks and chairs, A4 paper, and enough pens | 4 |
| 100% | Training Manager | 2025-08-22 | 2025-08-20 | Planning the training course | 5 |
| 100% | Training Manager | 2025-08-25 | 2025-08-23 | Notifying the production supervisor about the training | 6 |
| 100% | Training Manager | 2025-09-05 | 2025-08-25 | Holding the course | 7 |
| 100% | Training Manager | 2025-09-07 | 2025-09-05 | Preparation of the course report | 8 |
| 100% | Production Manager | 2025-09-03 | 2025-11-01 | Monitoring and re-measuring the waste rate | 9 |
| 100% | Production Manager | 2025-09-05 | 2025-09-03 | Analyzing the waste trend compared to the previous period | 10 |
| 100% | Training Manager | 2025-12-07 | 2025-12-05 | Evaluating the effectiveness of training | 11 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Goal achievement percentage: Since the *1.5% waste reduction target has been achieved*, the implementation effectiveness is considered 100%. |
| Project manager: Approved by:Signature: signature: Date: 2025-12-10 Date: |

Table No. 2

**Sample: Organization Context**

|  |
| --- |
| Process Name: Maintenance Occupational and Environmental Safety Process Process Owner: HSE Manager Date: 2025-07-22 |
| NO. | Strategic objectives/purpose of IMS | Context of Organization | Consequences | Corrective Action/Plan (NO.) | Responsibility | %Progress | Effectiveness |
| Internal Issues | External Issues |
| 1 | Achieve a reduction in occupational accidents from 2% to 1% per month by the end of 2025 | ----- | Non-compliance with safety principles by contractor personnel operating within the organization | Rising trend in occupational accidents and stakeholder complaintsRising costs related to workplace accidentsFailure to achieve the objective | Requirement for contractor employees to hold a valid safety competency certificateRequirement for completion of occupational safety training courses prior to commencement of work at the companyRevision and update of contractor control checklists used within the organization | HSE Manager |  |  |
| 2 | Reduce ambient PM2.5 from GMAW welding from 40 to 20 µg/m³ (24-hour avg) by the end of 2025 | Regulations on welding-related PM2.5 emissions are not enforced effectively due to financial constraints | ----- | Pollution of air, water, or soil | Install and operate local fume extraction systems at all GMAW (MIG) welding stations to reduce PM2.5 emissions by at least 50% within 12 months. | Environmental Manager and Technical Team |  |  |

Table No. 3

**Second approach:**

**To implement the SWOT matrix, the following actions shall be undertaken:**

Although preparing a strategic plan is not required by ISO 9001, ISO 14001, and ISO 45001 standards, this clause can be examined using a SWOT analysis and documented through form (FD022).

1. **Identify Internal and External Factors**
In this method, internal and external influential factors are first identified using the organization's internal and external factor identification forms (IMS-F-CO-03 and IMS-F-CO-04). As is commonly known, the output of internal factors includes the organization's strengths and weaknesses, while the output of external factors includes opportunities and threats.
2. **Transfer Data to SWOT Matrix**
Transcribe the data from the internal and external factor identification forms into the SWOT Matrix Form (IMS-F-CO-05).
	* Internal factor data → record in “Strengths” and “Weaknesses” sections.
	* External factor data → record in “Opportunities” and “Threats” sections.
3. **Analyze Interactions**
Evaluate the interactions between internal and external factors in the SWOT matrix. Assess how each pair of factors may impact the organization's strategic objectives.
4. **Formulate Strategies**
Develop strategies aimed at:
	* Reducing or eliminating negative interactions (e.g., Weakness–Threat)
	* Leveraging positive interactions (e.g., Strength–Opportunity)
5. **Review and Prioritize Strategies**
Review all proposed strategies for feasibility and relevance. Prioritize them based on impact, urgency, and alignment with organizational goals.
6. **Document Strategic Objectives**
Enter each prioritized strategy as a distinct strategic objective into the Project Planning Form (FO) for execution.
7. **Assign Project Managers**
Appoint a dedicated project manager responsible for overseeing the implementation of each strategic objective.
8. **Allocate Resources**
Allocate the necessary resources (financial, human, technical) required for the effective execution of each project.
9. **Implement the Projects**
Initiate and execute the projects in accordance with the defined plans and timeframes.
10. **Monitor Progress**
Continuously monitor the progress of each project against defined milestones, deliverables, and KPIs.
11. **Evaluate Results**
Upon project completion, evaluate the outcomes to determine:
* The extent to which negative environmental influences have been mitigated
* The degree to which positive environmental factors have been enhanced

**Sample: Internal Factors**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description | Final Score | Score | Weight | Internal Strategic Factors |
|  | 1.40.9 | 43 | 0.350.30 | **Strengths:**1. Presence of a qualified and experienced team in assembly and testing processes
2. Advanced in-house testing equipment for product safety and energy efficiency
 |
|  | 0.40.15 | 21 | 0.200.15 | **Weaknesses**:1. Lack of documented environmental impact controls during cleaning processes ………..
2. Insufficient safety training programs for temporary or contract workers ………..
3. ………..
 |
|  | 2.85 |  | 1 | Total; |
| Provided by: approved by CEO:Signature: Signature:Date: Date: |

Table No. 4

**Sample: External Factors**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Description | Final Score | Score | Weight | External Strategic Factors |
|  | 1.60.75 | 43 | 0.400.25 | **Opportunities:**1. Rising demand for energy-efficient and environmentally friendly appliances
2. Government incentives for reducing industrial emissions
3. ………..
 |
|  | 0.400.45 | 23 | 0.200.15 | **Threats:**1. Increased competition from international low-cost appliance manufacturers ………..
2. Frequent changes in occupational safety regulations
3. ………..
 |
|  | **3.20** |  | 1 | Total; |
| Provided by: approved by CEO:Signature: Signature:Date: Date: |

Table No. 5

**Sample: SWOT Matrix**

|  |  |  |
| --- | --- | --- |
| **Weaknesses (W)** | **Strengths (S)** |  |
| 1. Lack of documented environmental impact controls during cleaning processes ………..
2. Insufficient safety training programs for temporary or contract workers
 | 1. Presence of a qualified and experienced team in assembly and testing processes
2. Advanced in-house testing equipment for product safety and energy efficiency
 |
| **Strategies (WO)** | **Strategies (SO)** | **Opportunities (O)** |
| 1. Implement documented environmental controls using government incentives for industrial emission reduction.
2. Develop and document safety training programs for temporary workers using external funding or incentives.
 | 1. Use skilled team and advanced testing to develop energy-efficient appliances responding to rising market demand.
2. Expand training programs leveraging team expertise to improve product safety aligning with environmental regulations.
 | 1. Rising demand for energy-efficient and environmentally friendly appliances
2. Government incentives for reducing industrial emissions
 |
| **Strategies (WT)** | **Strategies (ST)** | **Threats (T)** |
| 1. Establish comprehensive environmental and safety documentation to mitigate risks from changing regulations.
2. Enhance safety training and environmental control documentation to reduce vulnerability to regulatory changes and competition.
 | 1. Leverage advanced equipment and skilled workforce to ensure compliance with evolving occupational safety regulations.
2. Use in-house testing capabilities to maintain product quality despite increased competition.
 | 1. Increased competition from international low-cost appliance manufacturers
2. Frequent changes in occupational safety regulations
 |
| The CEO: date: Signature |

Table No. 6

**4.2 Understanding the needs and expectations of workers and other interested parties**

**Responsibility:**

1. Managing Director
2. QA Manager
3. Process Owners

**Related Documents:**

Context of the Organization Procedure**: (**IMS-P-CO-01**)**

**In accordance with the requirements of Clause 4.2 of the standard, the organization shall identify relevant interested parties, including but not limited to: customers, employees, managers, shareholders, governmental bodies related to quality, safety, and the environment, suppliers, banks, and insurance companies.**

**The following steps must then be performed using the Stakeholder Needs and Expectations Form:**

1. **Identify the relevant stakeholders.**
2. **Determine the needs and expectations of each stakeholder.**
3. **Identify any applicable legal and regulatory requirements related to these needs and expectations.**
4. **Define the mechanisms by which the organization will fulfill these needs and expectations.**
5. **Assign responsibility for ensuring the fulfillment of stakeholder needs and expectations.**
6. **Assign responsibility for reviewing and updating the list of stakeholders and their needs.**
7. **Establish the frequency or period for reviewing and updating the stakeholder list.**

**Sample: Interested Parties**

|  |
| --- |
|  Date: 2024-06-01  |
| NO. | Interest parties name | Needs | Expectations | Commitment mechanism (Are legal requirements?) | Fulfillment mechanism | Implementation date | Responsible | Reviewer | Review Date |
| 1 | Department of Environment | Emission reduction compliance | Adherence to air quality standards | Yes – Environmental Protection Law | Air filtration systems and monitoring reports | 2025-01-01 | HSE Manager | QA Manager | 2025-12-31 |
| 2 | Customers (OEMs) | High product quality | On-time delivery, consistent specs | Contractual requirement | ISO 9001 QMS implementation | 2024-11-01 | Production Manager | QA Manager | 2025-06-01 |
| 3 | Workers | Safe and clean working conditions | Fair wages, training opportunities | Labor Law, Company Policy | Safety audits, PPE, training programs | 2024-10-01 | HR & Safety Officer | QA Manager | 2025-04-01 |
| 4 | Employees | Fair compensation, job security | Safe workplace, skill development | Labor Law, Internal Policies | Health & Safety plan, training, and salary policy | 2024-09-01 | HR Manager | Managing Director | 2025-03-01 |
| 5 | Suppliers | Timely payments, clear requirements | Long-term cooperation, transparency | Contractual terms, Procurement Policy | Supplier evaluation, on-time payments | 2024-10-15 | Procurement Officer | Finance Manager | 2025-04-15 |
|  |  |  |  |  |  |  |  |  |  |

Table No. 7

**4.3 Determining the scope of the integrated management system**

**Responsibilities:**

Top Management

Management Representative

**Related Documents:**

Context of the Organization procedure

**Explanation of clause 4.3**

The boundaries of the Integrated Management System (IMS) have been determined based on the requirements of Clause 4.3 and by taking into account the requirements of Clauses 4.1 (understanding the organization and its context) and 4.2 (understanding the needs and expectations of interested parties).

These considerations ensure that the IMS scope appropriately reflects the internal and external environment of the organization as well as the relevant stakeholders.

Accordingly, the IMS scope encompasses all activities, products, and services related to the design, procurement, assembly, testing, and delivery of household dishwashers.

The IMS fully covers all applicable requirements of the three standards, integrating quality, environmental, and occupational health and safety management aspects.

**This scope includes the following processes:**

Design and Development (R&D)

Production and Service Provision

Purchase Process

Quality Control Process

Sales and Customer Relationship Process

Warehouse Process

Change Management Process

Communication Process

Compliance Evaluation with Legal Requirements

Compliance Obligation Process

Corrective Action Process

Determining Legal Requirements

Documents Control Process

Emergency Preparedness and Response Process

Environmental Aspects Process

Hazard Identification Process

Incident, Investigation, and Reporting Process

Internal Audit Process

Knowledge Management Process

Management Review Process

Monitoring and Analysis Process

Operational Planning and Control Process

Risk and Opportunity Management Process

Resources Management Process

Training Process

Infrastructure Maintenance Process

The IMS scope excludes no clauses of the standards and ensures consistent fulfillment of customer requirements, compliance with applicable legal and regulatory obligations, environmental protection, and workplace health and safety.

**4.4 integrated management system and its processes**

**Responsibilities:**

The management representative and process owners share the responsibility for implementing this clause of the standard.

**Related Documents:**

Context of the Organization procedure

**Explanation of clause 4.4**

In accordance with the requirements of Clause 4.4, the organization shall establish, implement, maintain, and continually improve an integrated management system for quality, environmental, and occupational health and safety, and shall determine the necessary processes and their interactions.

**4.4.1 Quality management system processes**

 Clause 4.4 of the ISO 9001 standard outlines the requirements for the organization's quality management system (QMS) processes. It mandates the definition of process inputs and outputs, the identification and sequencing of process activities, the assignment of responsibilities and authorities, the determination of necessary resources, the identification of associated risks and opportunities, and the establishment of methods for monitoring, measuring, and controlling these processes to ensure their effective operation and continual improvement.

**4.4.2 Extent of the Organization**

According to the requirements of this clause in the ISO 9001 standard, the organization shall maintain documented information, to the extent necessary, to support the operation of processes and ensure they are carried out as planned.

Although the preparation of s*afety and environmental processes is not a mandatory* requirement, **ISODOC GROUP** Consulting has developed a complete set of processes for the Quality, Safety, and Environmental Management System. This effort is intended to serve an educational purpose by facilitating users’ understanding of ISO standards and Integrated Management System (IMS) documentation (IMS-F-CO-02).

**Processes:**

Design and Development (R&D)

Production and Service Provision

Purchase Process

Quality Control Process

Sales and Customer Relationship Process

Warehouse Process

Change Management Process

Communication Process

Compliance Evaluation with Legal Requirements

Compliance Obligation Process

Corrective Action Process

Determining Legal Requirements

Documents Control Process

Emergency Preparedness and Response Process

Environmental Aspects Process

Hazard Identification Process

Incident, Investigation, and Reporting Process

Internal Audit Process

Knowledge Management Process

Management Review Process

Monitoring and Analysis Process

Operational Planning and Control Process

Risk and Opportunity Management Process

Resources Management Process

Training Process

Infrastructure Maintenance Process

**Necessary measures for implementing this requirement of the Standard:**

1. Identify the organization’s core (primary) processes in accordance with the nature of its business activities.
2. If the organization is a manufacturing entity, the core processes typically include design, production, and sales of the product.
3. If the organization is commercial/trading, the core processes generally comprise procurement and sales.
4. If the organization provides services, the core processes will relate to the delivery of such services.
5. Upon identification of the core processes, develop a document titled “Process Map (IMS-F-CO-01)”, in which the interaction between the main processes and the customer, as well as their interrelationships with one another, is defined.
6. The interactions shall be bidirectional. For example, a process such as sales receives an order as input from the customer and, after processing, submits its output to the warehouse or production process. Conversely, each of these processes provides corresponding outputs back as inputs to the relevant process.
7. Inputs and outputs may consist of products, materials, tools and equipment, information, documents, and the like.
8. Subsequently, identify the management processes — such as management review, monitoring, measurement and data analysis, strategic management, and determination of responsibilities and authorities — which guide and control the organization, and define their interaction with the other processes (IMS-F-CO-02).

**Sample:**

**Process Map:**



**Process Identification:**

|  |
| --- |
| **Process Name:** Design and development (R&D) **Process Type:** Core process **Process Owner:** R&DManage **Resources:** Warehouse space, Control tools, Hardware and software, Design expert |
| **To** | **Output** | **Activity Title** | **From** | **Input** | **No.** |
| Sales Process | Offering a plan, time, and cost plan | Preliminary design reviewDesign feasibility studyStudying design resources requiredOffering a timetable and cost | Sales Process | Ordering new products | 1 |
| Market research | Ordering new product designs |
| Market research |
| Customer | submitting the technical documents (product design, purchase data)product risk analysis | Issuance of the design plan formReviewing Design ProcessProduct risks analysis (DFMEA&PFMEA)Design planningPerforming design according to the planoutputs:Product technical information includes:drawingsTechnical data of Purchase, including purchase data and part listDesign controls include:ensuring the conformity of design outputs with the design inputsverification that the outputs are in conformity with the inputs | Sales Process | Approval of the timetable and cost |
| Market research |
| Management |
| Records of quality problems from similar products | Potential risks |
| Sales Process | Product sample/catalog/image or ... |
| Quality control |
| Market research |
| National, international, local, and organizational laws | Legal and regulatory requirements |
| National, international, local, and organizational standards | Standard requirements |
| Production Process | Product technical information includes:Product design, product risk analysis, purchase data, part list, Instructions for making tools, production, etc..  | validity that the outputs meet the performances of the product(Product performance will be checked by Quality control or by simulation) | Customer | approving the technical documents |
| management |
| Manufacturing |
| Quality control |
| Production Process | Product technical information includes:Product designTechnical data of Purchase | Registering the product records | Production Process | Product validity |
| Quality control |
| Manufacturing | Manufacturing |
| Purchasing process |
| Production ProcessManufacturing | submitting the technical documents | Issuance of the design plan formReviewing Design ProcessDesign planningperforming design according to the planoutputs:Product technical information includes:drawingsTechnical data of PurchaseDesign controls include:ensuring the conformity of design outputs with the design inputsverification that the outputs are in conformity with the inputs | Production Process | Request product changes | 2 |
| Manufacturing |
| Molding |
| Molding |
| Production Process |
| Production Process | Product technical information includes:drawingsTechnical data of Purchase | validity that the outputs meet the performances of the product(Product performance will be checked by Quality control or by simulation) | Production ProcessManufacturing | approving the technical documents |
| Molding |
| Manufacturing |
| Quality control | Production Process |
| Production Process | Product technical information includes:drawingsTechnical data of Purchase | Recording product records | Production Process | Product validity |
| Manufacturing |
| Manufacturing |
| Purchasing process | Quality control |
| Data analysisthe HS&E  | percentage of performing the actionProtecting the safety and health of quality control employees | Implementing actionsUse of personal protective equipment. | The HS&E unit | Occupational hazardsAppropriate action planHealth and safety requirements | 3 |
| Data analysisthe HS&E  | percentage of performing the actionProtecting the environment | Implementing actions | The HS&E unit | Environmental requirementsWaste Collection ProgramProgram for the Proper Use of Energy Carriers (Water) | 4 |
| Process Manager: Management representative:Signature: Signature:Date: Date: |

Table No. 8