INTEGRATED MANAGEMENT SYSTEM IMPLEMENTATION GUIDELINE

IMS

	Prepared By	Reviewed by	Approved By
Name:			
Position:			
Date:			
Signature:			

Revision details	Issue Date:	Revision Number
Integrated Management System Implementation Guide	2025/07/30	00

Table of Contents

1 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.

1.1 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.

2 Definitions

HSE: Health, Safety, and Environment

Organization: Current Company

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

Process Name: Production Process Process Owner: Production Manager Date: 2025-07-22

NO.		Context of Organization	Consequences		Responsibility	%	Effectiveness

	Strategic objectives/purpose of IMS	Internal Issues	External Issues		Corrective Action/Plan (NO.)		Progress	
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 title: **Project planning** Page: **7** of **23**	**Organization logo**	Document code: **IMS-F-CO-06** Revision: **01** Issue Date: **2024/02/16**

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	
Project manager: Production Manager Deadline: 2025-12-22 Location: Manufacturing production line	Resources: Educational Instructor…….. Financial Resources……. Educational Infrastructure Teaching Aids

No.	Activity Title	Start Time	End Time	Implementer	% Progress

1	Identification, evaluation, and selection of experienced instructors	2025-08-05	2025-08-12	Procurement Manager	100%
2	Contracting with the selected instructor	2025-08-12	2025-08-17	Procurement Manager	100%
3	Determination and preparation of the training infrastructure	2025-08-05	2025-08-20	Procurement Manager	100%
4	Provision of teaching aids, including a video projector, computer, whiteboard, markers, erasers, sufficient desks and chairs, A4 paper, and enough pens	2025-08-12	2025-08-20	Procurement Manager	100%
5	Planning the training course	2025-08-20	2025-08-22	Training Manager	100%
6	Notifying the production supervisor about the training	2025-08-23	2025-08-25	Training Manager	100%
7	Holding the course	2025-08-25	2025-09-05	Training Manager	100%
8	Preparation of the course report	2025-09-05	2025-09-07	Training Manager	100%
9	Monitoring and re-measuring the waste rate	2025-11-01	2025-09-03	Production Manager	100%
10	Analyzing the waste trend compared to the previous period	2025-09-03	2025-09-05	Production Manager	100%
11	Evaluating the effectiveness of training	2025-12-05	2025-12-07	Training Manager	100%

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 complaints Rising costs related to workplace accidents Failure to achieve the objective	Requirement for contractor employees to hold a valid safety competency certificate Requirement for completion of occupational safety training courses prior to commencement of work at the company Revision and update of contractor control checklists used within the organization	HSE Manager		

2	Reduce ambient PM2.5 from GMAW welding from 40 to 20 $\mu g/m^3$ (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

Internal Strategic Factors	Weight	Score	Final Score	Description
Strengths:				
Presence of a qualified and experienced team in assembly and testing processes	0.35	4	1.4	
Advanced in-house testing equipment for product safety and energy efficiency	0.30	3	0.9	

Weaknesses: Lack of documented environmental impact controls during cleaning processes …….. Insufficient safety training programs for temporary or contract workers …….. …….. ……..	0.20 0.15	2 1	0.4 0.15	
Total;	1		2.85	
Provided by: Signature: Date:				approved by CEO: Signature: Date:

Table No. 4

Sample: External Factors

External Strategic Factors	Weight	Score	Final Score	Description
Opportunities: Rising demand for energy-efficient and environmentally friendly appliances Government incentives for reducing industrial emissions ……..	0.40 0.25	4 3	1.6 0.75	
Threats: Increased competition from international low-cost appliance manufacturers …….. Frequent changes in occupational safety regulations ……..	0.20 0.15	2 3	0.40 0.45	
Total;	1		**3.20**	
Provided by: Signature: Date:				approved by CEO: Signature: Date:

Table No. 5

Sample: SWOT Matrix

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

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

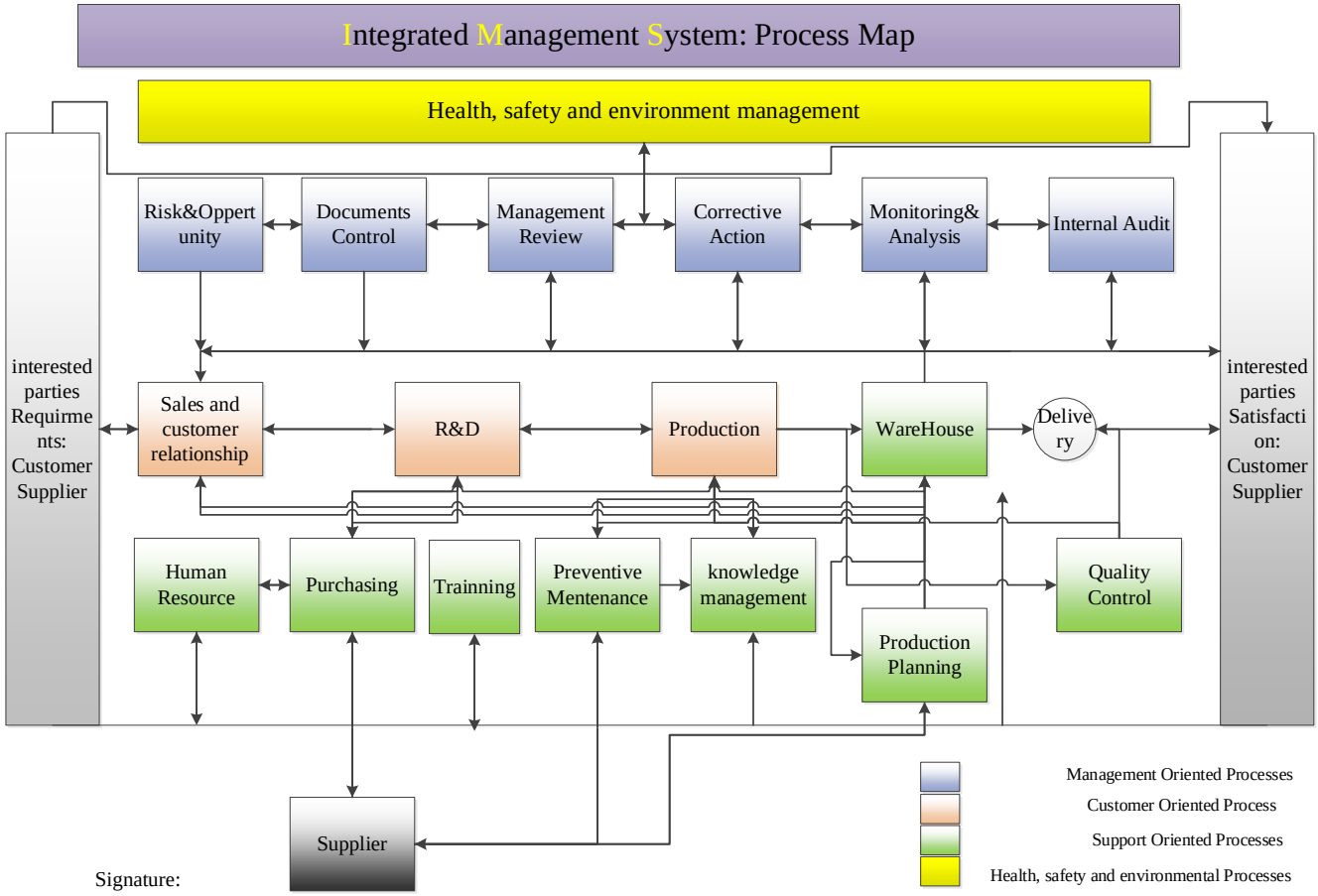
Infrastructure Maintenance Process

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:



Signature:

Date:

IMS-F-CO-01 Rev: 00

Process Identification:

Process Name: Design and development (R&D) **Process Type:** Core process **Process Owner:** R&D Manage **Resources:** Warehouse space, Control tools, Hardware and software, Design expert

No.	Input	From	Activity Title	Output	To
1	Ordering new products	Sales Process	Preliminary design review Design feasibility study Studying design resources required Offering a timetable and cost	Offering a plan, time, and cost plan	Sales Process
	Ordering new product designs	Market research			Market research
	Approval of the timetable and cost	Sales Process Market research Management	Issuance of the design plan form Reviewing Design Process Product risks analysis (DFMEA&PFMEA) Design planning Performing design according to the plan outputs: Product technical information includes: drawings Technical data of Purchase, including purchase data and part list Design controls include: ensuring the conformity of design outputs with the design inputs verification that the outputs are in conformity with the inputs	submitting the technical documents (product design, purchase data) product risk analysis	Customer
	Potential risks	Records of quality problems from similar products			
	Product sample/catalog/image or ...	Sales Process Market research			Quality control
	Legal and regulatory requirements	National, international, local, and organizational laws			
	Standard requirements	National, international, local, and organizational standards			
	approving the technical documents	Customer management	validity that the outputs meet the performances of the product(Product performance will be checked by Quality control or by simulation)	Product technical information includes: Product design, product risk analysis, purchase data, part list, Instructions for	Production Process Manufacturing Quality control

				making tools, production, etc..	
	Product validity	Production Process	Registering the product records	Product technical information includes: Product design Technical data of Purchase	Production Process
		Quality control			
		Manufacturing			Manufacturing
					Purchasing process
2	Request product changes	Production Process	Issuance of the design plan form Reviewing Design Process Design planning performing design according to the plan outputs: Product technical information includes: drawings Technical data of Purchase Design controls include: ensuring the conformity of design outputs with the design inputs verification that the outputs are in conformity with the inputs	submitting the technical documents	Production Process Manufacturing
		Manufacturing			Molding
		Molding			Production Process
	approving the technical documents	Production Process Manufacturing	validity that the outputs meet the performances of the product(Product performance will be checked by Quality control or by simulation)	Product technical information includes: drawings Technical data of Purchase	Production Process
		Molding			Manufacturing
		Production Process			Quality control
	Product validity	Production Process	Recording product records	Product technical information includes: drawings	Production Process
		Manufacturing			Manufacturing

		Quality control		Technical data of Purchase	Purchasing process
3	Occupational hazards Appropriate action plan Health and safety requirements	The HS&E unit	Implementing actions Use of personal protective equipment.	percentage of performing the action Protecting the safety and health of quality control employees	Data analysis the HS&E
4	Environmental requirements Waste Collection Program Program for the Proper Use of Energy Carriers (Water)	The HS&E unit	Implementing actions	percentage of performing the action Protecting the environment	Data analysis the HS&E
Process Manager: Signature: Date:			Management representative: Signature: Date:		

Table No. 8