ISO 9001/ ISO45001 INTERGARED MANAGEMENT SYSTEM OVERVIEW

QuTec Pershore Ltd

AN INTRODUCTION

to our Integrated Management System

The company has chosen to implement this Integrated Management System (IMS) that complies with the requirements of:

- The ISO9001:2015 International Quality Standard
- The ISO45001:2018 International Safety Standard

This has been taken as a strategic decision, with the intention of improving the overall performance of the business and ensuring that all undertakings of QuTec are carried out in a safe manner. This guide outlines what each clause of the IMS requires us to do and details how we comply with the standards listed above.

It is worth noting that whilst each clause is broken down here, we take a holistic approach to the ISO9001 and ISO45001 standard and many of our activities do demonstrate compliance to more than one clause.

Also, whilst we are in strict in the adherence to our procedures and the requirements laid out in the standard, the structure and content our IMS is meant to be flexible and should continually be developed to reflect changes and improvements that our business makes. Therefore, this guide is accurate at the time of writing, but may be updated as our IMS grows and evolves.

At the bottom of this guide there is a glossary of terms relevant to our ISO Certification. Any word or phrase which is underlined throughout this documented has been included in the glossary.

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REVISION & AMENDMENT REGISTER

DATE	PAGE	ISSUE	REV	REVISION DETAILS
07/02/2023	All	5	N/A	Updated to Integrated management System (IMS)

ISO CERTIFICATION
What does it mean?

The International Standards Organisation (ISO) decide on and publish standards for everything you could think of! For businesses, ISO certification can be achieved in relation to its management system, i.e., the way we run our business. Therefore, if a company holds and ISO certification then it displays that it operates to an internationally recognised level.

In our case, we comply to the ISO 9001:2015 Quality Management Standard which has a focus on customer satisfaction and ensuring conformity across the organisation as well as the ISO 45001:2018 safety management standard which ensures compliance with health and safety legislation. Each standard is split into various clauses, compliance with which must be maintained to ensure our continued certification.

Our chosen certification provider (ISO 45001:2019) is ISO Quality Services Ltd (ISOQSL) who we are audited by every year to ensure compliance is continually met. They also visit us every six months for a support meeting to provide help and guidance, so we are ready for the re-certification audit, and to assist in the development of the management system.

Welcome to QuTec Pershore Ltd

QuTec was founded by the Cunningham family in 2003 following the purchase of the assets of Evesham Metal Pressings Ltd, a company with a long history and an excellent reputation for Pressed Metal Products based around anti-vibrational sectors such as locomotive and construction.

Our specialist knowledge of complex metal pressings and fabrications mean we offer a comprehensive end to end service to all our clients and we are constantly developing new and innovative manufacturing solutions in conjunction with our customers to expand and enhance that offering.

We continue to attract business because of our commitment and professional approach to our customers' requirements. Partner QuTec and you can expect to receive technical knowledge, technological capacity, a dedication to Quality and personal loyalty.

We have a dedicated, resourceful, knowledgeable, and skilled workforce of engineers and fabricators that we are fully committed too. This means you will have access to a team of experts that really can bring your requirements to full fruition. QuTec has also invested heavily over recent years to provide innovative technology in our expanded Fabrication facility.

QuTec's customer base is broad encompassing, Rail & Locomotive, Anti-vibration, Domestic heating, Air Conditioning, Agricultural, Flood Defence, Construction, Commercial Vehicles, Architectural Hardware, Military components, and Equestrian.

QuTec supplies to customers in the UK & Europe.

The company, QuTec, originally established in 2003 when its main product line was based upon military and commercial vehicle suspension pressed fittings.

The Company occupies premises in Pershore, Worcestershire. It has a production area of 25000 sq. ft. and office accommodation of 2000 sq. ft.

Over the years the company has diversified into other industries which include supplies of parts to rubber bonding, heating and ventilation, agriculture, flood defence, construction, furniture, wind power and commercial vehicle suspension industries.

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4.0 CONTEXT OF THE ORGANISATION

CLAUSE SUMMARY

Clause 4 of the standard requires us to understand our organisation and its context, needs and expectations of all interested parties, the scope of this management system and our processes.

KEY ELEMENTS

Internal & External Factors → Interested Parties → Needs & Expectation of Interested Parties

HOW DO WE COMPLY?

4.1 Internal and External Factors

Internal Factors	External factors
Employees	Competitive market
Quality Culture	Political Instability
Market Share	Customers' attitude
Productivity Performance	Suppliers' incompetency
High Cost of Supplies and status of supply chain.	Environmental Legal requirements
Health & Safety Performance (RIDDOR, Prosecution, Injury claims etc)	H&S Legal Requirements
Environmental Performance	Technological advancement in terms of waste processing
Compliance with ISO 9001 (Adherence to Internal Procedures)	Cultural and Social issues
Compliance with ISO 45001 (Adherence to Internal Procedures)	Neighbouring Businesses (What impact would an environmental incident at QuTec have on them) (What impact would an environmental incident at a neighbouring facility have on QuTec facility)
Indirect Brexit Effect. (Trade affected or enhanced of customer base?)	Indirect Brexit Effect. (Trade affected or enhanced of customer base?)
Social Media and general media response	Social Media and general media response
General reputation and wider public perception.	General reputation and wider public perception.

4.2 Understanding the Needs and Expectations of Interested Parties (ISO 9001)

4.2 Understanding the Needs and Expectations of workers and Interested Parties (ISO 45001)

'Interested parties' literally means anyone who has an interest in our business through one form or another.

We have identified who are interested parties are and what their needs and expectations of us as business are in the table below:

INTERESTED PARTIES	NEEDS AND EXPECTATIONS
Owners/Shareholders	• Have a growing business that provides profit. • Be well governed and well managed. • Want staff to enjoy their work, be challenged, perform their job competently and meet the company and customer requirements.
Customers	• Value for money. • A simple solution that manages compliance easier. • Implementation of the product in-line with customer expectations. • Receive responsive support. • Delivery of free content to educate around compliance.
Suppliers/Contractors	• Ongoing and secure work. • To be paid on time. • Clear understanding of requirements. • Constructive feedback. • Want to provide services/products to a reliable, reputable, and financially viable business
Partners	• Make them more financially secure through additional revenue from QuTec Pershore sales. • Enable them to change their business model from hour-based to value-based income.
Employees within business	• Job security. • Salary for work performed. • Flexible work hours. • Clear understanding of their role and responsibilities. • Able to raise issues of concern and provide constructive feedback. • Good, friendly work environment. • To feel valued and appreciated. • Opportunities for personal development.
Regulators	• To meet the required laws and regulations. • To submit all tax obligations accurately and on time. • To maintain high standards of corporate governance.
Community	• Good corporate citizen. • Diversity of employees

4.3 Determining the Scope of the Integrated Management System

The scope of our management system covers the following:

> *'We are committed to the continuous improvement of our products, our people, and our processes. At QuTec we provide our premier presswork and fabrication solutions, by delivering cost-effective, value-added solutions for customer requirements and specifications, with a focus on the exceptional quality of our products and excellent customer service. We achieve this through timely production, assembly, and delivery cycles, in a flexible, reactive, and dynamic manner, using experienced, competent, and professional personnel.'*

All businesses are affected by both internal and external factors. By identifying how this applies to QuTec, we can consider how they may have an impact on our operations. Therefore, within our IMS, we are able to implement adequate control measures.

5.0 LEADERSHIP & WORKER PARTICIPATION

CLAUSE SUMMARY

Clause 5 of the standard requires leadership commitment, customer focus, establishing and communicating a relevant policies commensurate with the requirements of the ISO 9001 and ISO 45001 International standards and ensuring organisation roles, responsibilities and authorities are assigned, communicated, and understood.

KEY ELEMENTS

Quality Policy & OH&S Policy → Leadership Commitment → Roles & Responsabilities → Worker Participitation

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5.1 Leadership and Commitment

Senior Management Team of QuTec provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by defining how the company demonstrates leadership and commitment to the IMS.

Procedure:

Top management will take responsibility for the effectiveness of the IMS and will demonstrate their commitment to the IMS. by:

- Defining roles, allocating responsibilities and accountabilities, and delegating authorities, to facilitate effective IMS. management.
- Roles and Responsibilities documented in Leadership - Organisation Roles, Responsibilities and Authorities and through position descriptions, and IMS procedures where applicable.
- Ensuring that relevant policies and objectives established for the IMS and that these are in keeping the context, strategic and the safety ethos and direction of the organisation.
- Ensuring that the IMS is integrated into the organisation's business processes.
- That resources needed for the IMS are made available.
- The IMS. achieves its intended results.
- The process approach and risk-based thinking shall be promoted. Communicating the importance of effective IMS. management and of conforming to the IMS requirements.
- Engaging, directing, and supporting personnel to contribute to the effectiveness of the IMS.
- Continual improvement is promoted.
- Ensuring that the organisation establishes and implements processes for consultation and participation of workers.
- Other relevant management roles are supported to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

Top management is committed to our customers and enhancing customer satisfaction. This commitment is demonstrated by:

- Ensuring that applicable customer and statutory requirements are determined, understood, and met throughout the business.
- Ensuring that client requirement and specifications are recorded and preserved by use of various specific software packages.
- Ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
- Exercising due care with our customer's property (data) whilst it is under the control of the company.
- Monitoring customer's perceptions of the degree to which their needs and expectations have been fulfilled.

5.2 Quality Policy & Occupational Health & Safety Policy

Senior Management has developed the Quality and OH&S Policy, that govern day-to-day operations to ensure quality and health & safety. These policies give assurance that the IMS can achieve its intended results, demonstrates a commitment to the reduction and mitigation of risks and ensure that continual improvement is a central tenet of the system.

The Policies are released as a standalone document and are communicated and implemented throughout the organisation as well as being available to third parties as required.

5.3 Organisational Roles, Responsibilities and Authorities

Senior Management has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the Org Chart and Job Descriptions.
Senior Management accepts responsibility and authority for:
- ensuring that the management system conforms to applicable standards.
- ensuring that the processes are delivering their intended outputs.
- reporting on the performance of the management system.
- providing opportunities for improvement for the management system.
- ensuring the promotion of customer focus throughout the organisation.
- ensuring that the integrity of the management system is maintained when changes are planned and implemented.

5.4 Consultation & Participation of Workers

A process to ensure consultation and participation of the workforce is enabled by the following:
- The election and maintenance of a health and safety committee
- The holding of monthly health and safety meetings.
- The attendance, at such meetings of individuals charged with representing various areas within the business.
- The production and dissemination of minutes reflection the subject matter of health and safety meetings
- The provision of clear understandable and relevant information concerning the IMS and all relevant and applicable health and safety regulatory information.
- The distribution where necessary of informative bulletins appropriate to the safety performance of the organisation in formats that can be easily understood (EG safety alerts).
- To conduct toolbox, talk sessions as and when necessary, in order to impart relevant information/ safety procedure ECT.

6.0 PLANNING

CLAUSE SUMMARY

Clause 6 requires actions to address risks and opportunities, the establishment of quality and safety objectives, and the planning of any changes to maintain the integrity of the Integrated management system.

KEY ELEMENTS

Objectives → Risks and Opportunities → Hazard Identifiaction → Challanges and Changes
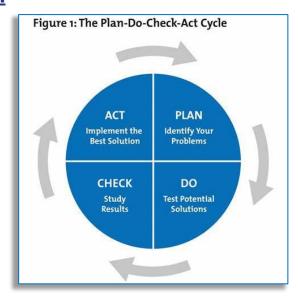
6.1 Action to address risks and opportunities.

The organisation has considered the strategic risk to the business, and these have been considered and detailed in a log witch clearly indicates a risk factor for each applicable category. Smart objectives have been set to reflect actions required as result of these risks, please see below:

We apply a plan – do – check - act principle to address all business activities. By taking this approach, we can be more proactive in dealing with any risks and opportunities that may arise and can put measures in place to be prepared for when the event happens.

Planning in this way means that our delivery of services is not impacted, or any impact is minimal, and we can continue to meet our customer requirements. We close the cycle by assessing how effective any measures we put in place were, using this as evidence to base future planning activities on.

Any risk or opportunity our business might face will arise from the external and internal issues / needs and expectations of interested parties listed earlier in this document.

Figure 1: The Plan-Do-Check-Act Cycle

6.2 Hazard Identification and assessment of risks and opportunities.

6.1.2.1 Hazard Identification

The organization has established, implemented, and maintained a process for the on-going proactive identification of hazards arising. The process has considered but not limited to:

- Routine and non-routine activities and situations, including consideration of Infrastructure, equipment, materials, substances, and the physical conditions of the workplace.
- Hazards that arise because of product design including during research, development, testing, production, assembly, construction, service delivery, maintenance or disposal.
- Human factors.
- How the work is done.
- Emergency situations.
- People, including consideration of those with access to the workplace and their activities, including workers, contractors, visitors, and other persons.
- Those in the vicinity of the workplace that can be affected by the activities of the organization.
- Workers at a location not under the direct control of the organization.
- The design of work areas, processes, installations, machinery/equipment, operating procedures, and work organization, including their adaptation to human capabilities.
- Situations occurring in the vicinity of the workplace caused by work-related activities under the control of the organization.
- Situations not controlled by the organization and occurring in the vicinity of the workplace that can cause work-related injury and ill health to persons in the workplace.
- Actual or proposed changes in the organization, its operations, processes, activities and Occupational Health and Safety Management System.
- Changes in knowledge of, and information about, hazards.
- Past incidents, internal or external to the organization, including emergencies, and their causes.
- How work is organized and social factors, including workload, work hours, leadership, and the culture in the organization.

6.1.2.2 Assessment Of OH&S Risks and Other Risks to the OH&S Management System

The organization has established implemented and maintained processes to:
- Assess OH&S risks from the identified hazards considering applicable legal requirements and other requirements and the effectiveness of existing controls.
- Identify and assess the risks related to the establishment, implementation, operation, and maintenance of the OH&S management system that can occur from the issues identified in the organization context and the needs and expectations of the interest parties.
- The organization's methodology and criteria for assessment of OH&S risks is defined with respect to scope, nature, and timing, to ensure it is proactive rather than reactive and used in a systematic way. These methodologies and criteria are maintained and retained as documented information.
- Ensure worker and all interested parties are aware of associated and applicable risk.

6.1.3 Determination of Legal and other Requirements

The organization has:

- Determined the legal requirements affecting the organisation.
- Access to legislative updates specific to the activities of the organisation.
- Access to competent health and safety advice.
- Take these legal and other requirements / compliance obligations into account when establishing, implementing, maintaining, and continually improving its OH&S management system.

The organization has maintained documented information of its applicable legal and other requirements and compliance obligations and has ensured that it is updated to reflect any changes.

6.2 Quality objectives, and OH&S objectives & planning to achieve this.

Quality Objectives

The organisation has considered the strategic risk to the business, and these have been considered and detailed in a log which clearly indicates a risk factor for each applicable category.
We have set a number of objectives that will enable us to develop our integrated management system. There are several requirements we must meet for our set objectives to comply with the requirements of both the ISO 9001:2015 international quality standard and ISO 45001:2018 international occupational health and safety standard these requirements are <u>SMART.</u>

Our objectives should also be linked to our wider business goals and targets.

Finally, it is critical that our objectives are reviewed at pre-agreed intervals so we can monitor where we are in achieving them.

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7.0 SUPPORT

Resources	Monitoring & Measuring	Documentated Information

Clause 7 of the standard requires resources such people, infrastructure, and environment to be determined. These resources must allow for monitoring and measuring, traceability, organisational knowledge, competence, awareness, and internal and external communication.

The organisation's Integrated management system must include mandatory documentation required to comply with the requirements of both the ISO 9001:2015 international quality standard and ISO 45001:2018 international occupational health and safety standard as well as that which is necessary for the business.

7.0 Resources

7.1 Provision of Resources

QuTec determines and provides the resources needed:
a) to implement and maintain the integrated management system and continually improve its effectiveness.
b) to enhance customer satisfaction by meeting customer requirements
c) to ensure compliance with occupational health and safety requirements as well as other statutory and legal legislations.

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are continually assessed for suitability.

7.1.4 Work Environment

QuTec provides a clean, safe, and well-lit working environment. The Senior Management of QuTec manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained. QuTec will endeavour to provide and maintain not only a safe working environment but one that also complies with applicable OH&S legislation.

7.1.5 Monitoring Measuring Resources

QuTec have determined the requirement for monitoring and measuring to verify the conformity of our products thus enabling us to meet our customer requirements. These requirements are listed below (not an exhausted list)
- BS EN9000 Series
- APQP/PPAP
- BS EN10204

7.1.5.2 Measurement Traceability

Certain types of fixed and mobile equipment require calibration in order to ensure continued accurate service provision. A definitive and comprehensive list of items requiring calibration has been created. (See below)

7.1.6 Organizational knowledge

7.2 Competence

7.3 Awareness

Senior management ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes.

Staff members performing work affecting product quality are competent based on appropriate education, training, skills, and experience.

Training and subsequent communication ensure that staff are aware of:
  a) All relevant company policies.
  b) relevant quality/ OH&S objectives.
  c) their contribution to the effectiveness of the Integrated management system, including the benefits of improved performance.
  d) the implications of not conforming with the Integrated management system requirements.
  e) Competence in critical areas enabling staff to perform within their assigned roles is monitored and detailed in a training/competence matrix.
  f) QuTec ensure that all staff are aware of the risks associated with the role and tasks they are being asked to carry out.

7.4 Communication

Internal and external communications is clearly detailed to each staff member as part off their training and awareness. Communication protocols are clearly listed as below.

7.4 Documented information

All documented information appertaining to the integrated management system is subject to document control protocols as regards creating, updating, distribution and disposal (Please see below)

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8.0 OPERATIONS

Clause 8 of the standard requires the organisation to plan, implement and control the processes needed to meet the requirements for the provision of products and services and these include:

- Our products and services.
- Design and development
- Externally providers and procession
- Control of non-conforming outputs
- Eliminating hazards & reducing OH&E Risks
- Emergency preparedness and response

KEY ELEMENTS

Processes and Procedures → Design and development → Emergency preparaness → External Providers

8.1 Operational Planning and Control

QuTec plans and develops the processes needed for service delivery. Service delivery is consistent with the requirements and ethos of the organisation. A clearly defined production process has been established and clearly detailed in the form of process control charts.

8.1.2 Eliminating hazard and reducing OH&S Risks

Elimination of hazards and reduction of risks is carried out in line with the following hierarchy of controls:

- Avoid the hazard.
- Eliminate the hazard.
- Substitute with less hazardous process, operations, materials, or equipment.
- Use engineering controls (guards) and reorganization of work.
- Use administrative controls, including information, instruction, and training.
- Use adequate PPE.

Hazards and the associating risks are subject to continual assessment and as required by The Management of Health and Safety at Work regulation 1999 these are recorded in written form (Risk assessments)

8.2 Requirements for products and services

During the intake of new business QuTec captures:
a) requirements specified by the customer, including the requirements for delivery and post-delivery activities.
b) requirements not stated by the customer but necessary for specified or intended use, where known
c) statutory and regulatory requirements related to the product.
d) any additional requirements determined by QuTec.

Once requirements are captured, QuTec reviews the requirements in the form of contract review prior to its commitment to supply the Product. This review ensures that:
a) Product requirements are defined,
b) contract or order requirements differing from those previously expressed are resolved,
c) the organization can meet the defined requirements, and/or the claims for the Products it offers, and
d) risks have been identified and considered.

These activities are defined in greater detail in the procedures, Quotation and Orders.

8.2 Emergency preparedness and response

QuTec has prepare a disaster recovery plan that is activated in response to an emergency above and beyond that which can normally be expected. It details emergency measures to be followed during critical events the disaster recovery plan is subject to annual test and evaluation to ensure tis continuing applicability and relevance.

8.3 Design products and development of products and services

Design of products as a generalisation is usually produced according to detailed customer specification. These specifications are held and reviewed in conjunction with the client and will apply within the organisations production facility as required.

Design and development changes are controlled and enabled through and engineering change notification (ECN) ECN's always take place with the full collaboration of the client.

8.4 Control of externally provided processes, products and services.

Procurement of products and services is carried out in line with the requirements of the company's Health & Safety System taking into account statutory and regulatory requirements, additionally the organization has established controls to ensure that the Process of procurement comply with the requirements of both QuTec's Integrated Management System and the expectations of QuTec's clients.

8.5.3 Property belonging customers or external providers.

QuTec exercises care with customer or supplier property while it is under the organization's control or being used by the organization. Upon receipt, such property is identified, verified, protected, and safeguarded.   If any such property is lost, damaged, or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage, or inappropriate use.

8.5.3 Control of nonconforming outputs.

On the occasion of nonconforming outputs as a result of a production process it will be necessary to take remedial action dependant on the cause of the nonconforming output. Such action may include but not be limited to the following:

- Supplier issue resulting in review meeting and corrective meetings with supplier.
- Tolling issue resulting in nonconforming product.
- Non-conforming component.
- Incorrect customer specification
- Incorrect internal documentation Incorrect external documentation

9.0 PERFORMANCE EVALUATION

The standard requires monitoring measurement, analysis and evaluation of the effectiveness of its management system, which includes customer satisfaction, internal audit, and planned management review meetings.

KEY ELEMENTS

Customer Satifaction → Internal Auditing → Evaluation of Compliance → Manageemnt Review Meetings

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9.1 Monitoring, measurement, analysis, and evaluation

9.1.2 Customer satisfaction.

As one of the measurements of the performance of the management system, QuTec monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information include:
- recording customer complaints
- product rejections or returns.
- repeat orders for product.
- changing volume of orders for product
- trends in on-time delivery
- obtain customer scorecards from certain customers.
- submittal of customer satisfaction surveys

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations and assess the effectiveness of the results.

9.1.2 Evaluation and compliance

Once the application of a particular requirement has been defined, the means of how compliance to the requirement is going to be ensured is to be established by the company, in consultation with appropriate personnel. Various means of ensuring compliance are available and include, but are not limited to the following:
- Policies and/or procedures being established documented and implemented.
- Training being provided.
- Engineered solutions being implemented.
- Instructional signs being displayed.
- Internal Audits (ISO 45001)
- OH&S Audits
- Management Review.

9.2 Internal Audit

The organization conducts internal audits at planned intervals to ensure that the Integrated Management System conforms to the planned arrangements and requirements of the ISO 45001:2018 OH&S international standard and the ISO 9001:2015 international quality standard.
An audit schedule is established and will be review and updated annually. Audits will be completed taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency, consultation, and methods are defined through documented procedures and relevant records. The responsibilities and requirements for planning and conducting audits, and for reporting results and retaining documented information are the responsibility of the quality manager.
Results of internal audits are retained and subject to review and analysis at management review meetings. Documented information is retained by Management Representative as evidence of implementation of audit programs and audit results.

9.3 Management Review

Management review meetings are held annually and attended by senior management a record is kept of the management review meeting and shared as required.

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10.0 IMPROVEMENT

The standard requires the determination and selection of opportunities for improvement and implementing any necessary actions to meet customer requirements and enhance customer satisfaction. This includes non-conformity and corrective actions including those arising from complaints.

KEY ELEMENTS

| Incident | Opportunity for improvement | Non-Conformance | Corrective Action |

10.2 Incident, Nonconformity, and corrective action

The organization has planned, established, implemented, and maintain a process to manage incidents and nonconformities including reporting, investigating and taking action, when an incident or a nonconformity occurs, including any arising from complaints, the organization shall:

- React in a timely manner to the nonconformity and, as applicable:
- Take action to control and correct it.
- Deal with the consequences.
- Evaluate with the participation of workers and the involvement of other relevant interested parties, the need for action to eliminate the cause(s) of the incident or nonconformity, in order that it does not recur or occur elsewhere, by:
- Reviewing and analysing the incident or nonconformity.
- Determining the causes of the incident or nonconformity.
- Determining if similar incident or nonconformities exist or could potentially occur.
- Review the assessment of OH&S risk as appropriate.
- Review strategic and quality risk if appropriate and applicable.
- Determine and implement any action needed, including corrective action, in accordance with the hierarchy of controls and the management of change.
- Review the effectiveness of any corrective action taken.
- Update risks and opportunities determined during planning, if necessary.
- Make changes to the Integrated management system, if necessary.

Corrective actions shall be appropriate to the significance of effects or potential effects of the incidents or nonconformities encountered including environmental impact(s).

The organization has retained documented information as evidence of:

- The nature of the incidents or nonconformities and any subsequent actions taken.
- The results of any corrective action, including the effectiveness of the actions taken.

The organization will communicate this documented information to relevant workers, and where they exist, workers' representatives, and relevant interested parties.

GLOSSARY

TERM	MEANING
Competency Matrix	A document to record employees' skills
Corrective Action	A plan to ensure a mistake isn't made again
Date of Issue	What date was a document sent out to people in your business
Document Register	A list of all documents, forms & templates used by your business
External Audit	Your annual re-certification audit, conducted by an assessor from ISO Quality Services Ltd
External Factors	Something outside of your business that might have an impact on it
Interested Parties	Anyone who is impact by your business
Internal Audit	Audits of your processes and procedures which you complete yourself
Internal Audit Schedule	A list of when internal audits are due to take place
Internal Factors	Something inside of your business that might have an impact on it
ISO Certification	A certificate to say your business runs to a standard written and recognised by the International Standards Organisation
Management System	The way your business operates
Needs and Expectations	What your customers and employees need or expect from your business
Non-Conformance	A mistake or error
Objectives	Targets and goals for the business
Opportunity (Risk and)	Something your
Opportunity for Improvement	A better way of doing things, or something which you are not currently doing but should
Organisation Chart	How your business is structured, broken down into departments, directors, managers, staff, etc

GLOSSARY

TERM	MEANING
Organisational Knowledge	What information an employee knows, either individually or as a collective, about the nature of your business, clients, procedures, etc
Plan-do-check-act	A cycle for ensuring decisions are planned, actioned and checked for effectiveness or success
Procedure	Step-by-step guide for how something needs to be completed
Quality Policy	A written statement for how Quality is managed within your business
Reference Number	A unique number which is given to a document to identify it or refer back to
Regulatory Requirements	What laws your business have to comply with
Revision Level	A reference for when a documented as been amended
Risk	What threats or issues your business may face
Roles and Responsibilities	A list of tasks associated with each job role
SMART – S	Specific
SMART – M	Measurable
SMART – A	Achievable
SMART – R	Realistic
SMART – T	Time-bound
Training Matrix	A document which details what training individuals have received and when any certificates expire