

V.O.CHIDAMBARANAR PORT TRUST



DEPARTMENT MANUAL FOR CIVIL ENGINEERING DEPARTMENT

**INTEGRATED MANAGEMENT SYSTEM
IMS SYSTEM MANUAL**

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CIVIL DEPT/VOC PORT

IMS MANUAL

(ISO 9001:2015, ISO 14001:2015& BS OHSAS 18001:2007)

	DESIGNATION	SIGNATURE	DATE
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Reviewed by	Deputy Chief Engineer		
Approved by	Chief Engineer	<u>Sd/-</u>	05.07.2017

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2.0 Distribution List of IMS (QHSE) Manual

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3.0 SCOPE AND BOUNDARIES:

Scope: This section deals to ensure user agencies satisfaction through continual improvement of facilities and services by creating infrastructure and maintain the same at optimum cost.

Exclusions: 8.3 Design and Development of Products and Services

Justification: The CIVIL DEPT/VOC PORT does not engage in the design and development of products and services.

As VOC PORT operates as per Indian Port Act 1908 and Major Port Trust Act 1963, Design and Production are not applicable

4.0 Context of the Organization

4.1 Understanding the Organization and its Context

The CIVIL DEPT/VOC PORT monitors and reviews the information about these external and internal issues including positive and negative factors. Such issue has included the environmental conditions being affected by or capable of affecting the organization.

Reference Standard Requirement

ISO 9001:2015, Clause: 4.1

ISO 14001:2015, Clause: 4.1

DELIVERABLES:

ISSUE REGISTER

DOC REF: SECTION MANUAL

4.2 Understanding the Needs and Expectations of Interested Parties

- The interested parties that relevant to the Integrated management system (QHSE);
- The relevant needs and expectation (i.e., requirements) of these interested parties that are relevant to the integrated managementsystem (QHSE).
- Which of these needs and expectations become its compliance obligations.

CIVIL DEPT/VOC PORT monitors and reviews the information about these interested parties and their relevant requirements.

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Reference Standard Requirement

ISO 9001:2015, Clause: 4.2
ISO 14001:2015, Clause: 4.2

DELIVERABLES:

INTERESTED PARTIES REQUIREMENTS

DOC REF: SECTION MANUAL

4.3 Determining the Scope of the Integrated Management System (QHSE)

The CIVIL DEPT has determined the boundaries and applicability of the integrated management system (IMS, EMS& OHSAS) to establish its scope.

Scope of Registration

CIVILDepartment provides various services such as to ensure user agencies satisfaction through continual improvement of facilities and services by creating infrastructure and maintain the same at optimum cost.

Exclusions: 8.3 Design and Development of Products and Services

Justification: The CIVIL DEPT/VOC PORT does not engage in the design and development of products and services.

As VOC PORT operates as per Indian Port Act 1908 and Major Port Trust Act 1963, Design and Production are not applicable

Reference Standard Requirement

ISO 9001:2015, Clause: 4.3
ISO 14001:2015, Clause: 4.3
BS OHSAS 18001:2007, Clause 4.1

DELIVERABLES:

SCOPE

DOC REF: DEPARTMENT APEX MANUAL

4.4 Integrated Management System (QHSE) and it's Processes

The CIVIL DEPT/VOC PORT has established, implemented, maintained, and continually improves theintegratedmanagement systemand its Process (QMS, EMS, OHSAS), including the processes

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needed and their interactions, in accordance with the requirements of the ISO 9001:2015, ISO 14001:2015 and BS OHSAS 18001:2007.

LIST OF CIVIL DEPARTMENT PROCESS:

1. North Break Water
2. Plan & Design
3. Quantity Survey Division
4. Wharf Maintenance I
5. Wharf Maintenance II
6. Personal Claims
7. Establishment I
8. Establishment II
9. Estate Management

Reference Standard Requirement

ISO 9001:2015, Clause: 4.4

ISO 14001:2015, Clause: 4.4

BS OHSAS 18001:2007, Clause 4.1

DELIVERABLES:

SIPOC

DOC REF: SECTION MANUAL

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5 Leadership

5.1 Leadership and commitment

5.1.1 General

The CIVIL DEPT/VOC PORT has demonstrated leadership and commitment with respect to the integrated management system (QHSE). CHEIF ENGINEER is the head of CIVIL DEPT/VOC PORT.

Reference Standard Requirement

ISO 9001:2015, Clause: 5.1
ISO 14001:2015, Clause: 5.1

DELIVERABLES:

CIVIL DEPARTMENT FUTURE PLAN

5.2 Customer Focus

CIVIL DEPT/VOC PORT have the mechanism to determine customer requirements. The top management ever prioritize customer satisfaction. Established IMS have focused on customers' requirements. Top management hold a daily meeting with all Employees to review and discuss the customer requirements. Day to day Public complaints is discussed to review the level of progress in achieving customer requirements and ultimately customer satisfaction. Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;

- a) The risks and opportunities that can affect conformity of products and the ability to enhance customer satisfaction are determined and addressed; and
- b) The focus on enhancing customer satisfaction is maintained.

Reference Standard Requirement

ISO 9001:2015, Clause: 5.1.2
ISO 14001:2015, Clause: 6.1.3
BS OHSAS 18001:2007, Clause :4.3.2

DELIVERABLES:

REGISTER OF LEGAL AND STATUTORY REQUIREMENTS
DOC REF: LEGAL REGISTER

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5.2 IMSPolicy

5.2.1 Establishing IMS Policy

The top management has established, implemented and maintained the IMS policy that, within the defined scope of the integrated management system. Compliance with the IMS requirements and effectiveness of the IMS is checked through internal audits to assess the implementation of the IMS policy.

We are committed to provide seaport facilities and related support services for seaborne transport facilities by –

- Ensuring quality service to EXIM Trade, by adhering all legal requirements.
- Protecting the environment including prevention of pollution.
- Ensuring safety by preventing injury and ill health.
- Continually improving the overall effectiveness of IMS through

Employee motivation and empowerment with social responsibility towards the progress of the Nation.

Reference Standard Requirement

ISO 9001:2015, Clause: 5.2.1

ISO 14001:2015, Clause: 5.2

BS OHSAS 18001:2007, Clause 4.2

DELIVERABLES:

IMS POLICY

DOC REF: CIVIL APEX MANUAL

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5.2.2 Communicating the IMS Policy

Chief Engineer is responsible to get approved the IMS policy and to ensure communication of the IMS policy to all persons working for or on behalf of the CIVIL DEPT. IMS policy is reviewed in every MRM to ensure its implementation and maintenance. It is displayed at the prominent locations visible to the employees, public and the same is made available to the external interested parties, if required. The IMS Policy:

- a) is available and maintained as documented information.
- b) is communicated, understood and applied within the organization.
- c) is available to relevant interested parties, as appropriate.
- d) is reviewed periodically to ensure that it remains relevant and appropriate to the organization.

Reference Standard Requirement

ISO 9001:2015, Clause: 5.2.2

ISO 14001:2015, Clause: 5.2

BS OHSAS 18001:2007, Clause 4.2

DELIVERABLES:

IMS POLICY

DOC REF: CIVIL APEX MANUAL

5.3 Organizational Roles, Responsibilities, and Authorities

Top management assigned the responsibility and authority for:

- a) Ensuring that the Integrated management system (QHSE) conforms to the requirements of this International Standard (ISO 9001:2015, ISO 14001:2015 and BS OHSAS 18001:2007);
- b) Ensuring that the processes are delivering their intended outputs;
- c) Reporting on the performance of the Integrated management system (QHSE) and on opportunities for improvement in particular to top management;

Reference Standard Requirement

ISO 9001:2015, Clause: 5.3

ISO 14001:2015, Clause: 5.3

BS OHSAS 18001:2007, Clause 4.4.1

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DELIVERABLES:

DEPARTMENT CHART

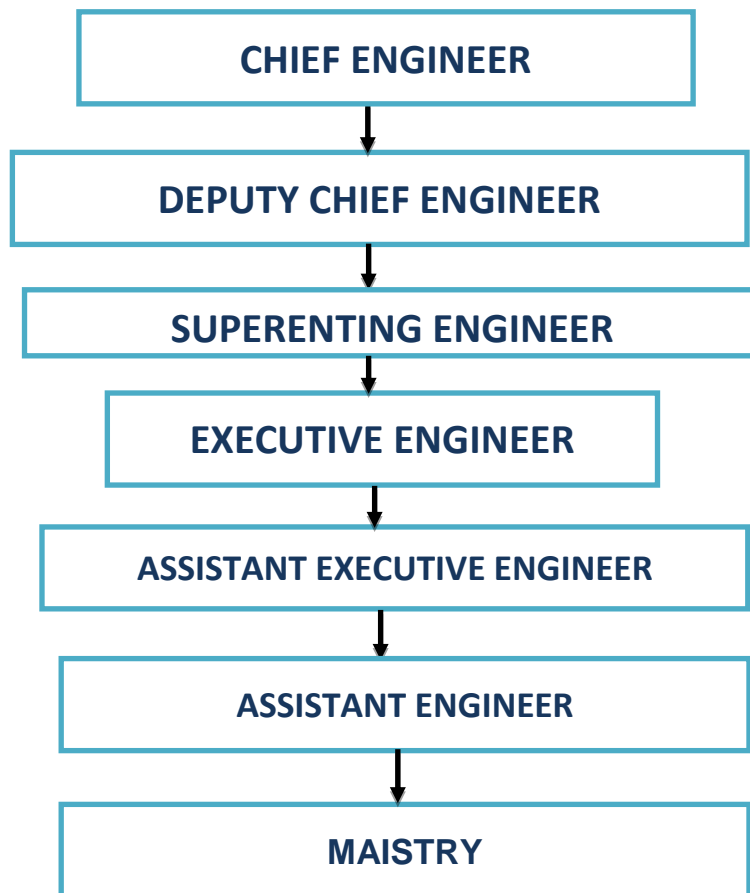
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ROLES AND RESPONSIBILITIES

DOC REF: SECTION MANUALS

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ORGANIZATION CHART



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6 Planning

6.1 Actions to Address Risks and Opportunities

The Civil Department has established, implemented and maintained the processes needed to meet the requirements of ISO 9001:2015, ISO 14001:2015 and BS OHSAS 18001:2007.

When planning for the integrated management system (QMS, EMS and OHSAS), the CIVIL DEPT/VOC PORT considered the issues referred to in 7.1, the requirements referred to in 7.2, scope of the IMS and determined the risks and opportunities related to its environmental aspects (see 10.2), compliance obligations (see 10.4) and other issues and requirements, identified in 7.1 and 7.2 that need to be addressed.

Reference Standard Requirement

ISO 9001:2015, Clause: 6.1.1 and 6.1.2
ISO 14001:2015, Clause: 6.1.1

DELIVERABLES:

RISK ASSESSMENT AND RISK TREATMENT
DOC REF: SECTION MANUAL

ASPECT & IMPACT
DOC REF: SECTION MANUAL

HIRA
DOC REF: SECTION MANUAL

6.1.2 Environmental Aspects

Within the defined scope of the environmental management system, the CIVIL DEPT has determined the environmental aspects of its activities and services that it can control and those that it can influence, and their associated environmental impacts, considering a life cycle perspective. CIVIL DEPT/VOC PORT has established and maintained procedures to identify environmental aspects of its activities and services which it can control and over which it can have an influence.

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The organization can consider:

- a) Emissions to air.
- b) Releases to water.
- c) Releases to land.
- d) Use of Raw materials and natural resources.
- e) Use of energy.
- f) Energy emitted (e.g. heat, radiation, vibration, light)
- g) Generation of waste
- h) Use of space

Reference Standard Requirement:
ISO 14001:2015, Clause: 6.1.2

DELIVERABLES:

EVALUATION OF ENVIRONMENTAL ASPECTS DOC REF: SECTION ASPECT IMPACT

4.3.1 Hazard Identification, Risk Assessment and Controls

CIVIL DEPT has established and maintained procedures for identification of hazards, the assessment of risk, and implementation of necessary control measures. Also it has established and maintained procedures to identify hazards of its activities and services

- Routine and non-routine activities
- Activities of all personnel having access to the workplace including contractors and visitors.
- Facilities at the work place
- Use of infrastructure, equipment and materials
- Whenever change occurs to systems, processes equipment, personnel, materials etc.
- Changes in legislation
- Emergency situations and potential incidents e.g. fire, accidents
- Contractors and visitors to the workplace
- The capabilities of personnel

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Reference Standard Requirement

BS OHSAS 18001:2007, Clause: 4.3.1

DELIVERABLES:

HIRA

DOC REF: SECTION HIRA

6.1.3 Compliance Obligations:

CIVIL DEPT has identified all the applicable legislative and regulatory and other requirements with reference to the Occupational health, Safety, Environmental aspects have been identified and registered in Legal & Statutory register as per the documented procedure for Review of Legal and Other Requirements.

Reference Standard Requirement

ISO 14001:2015, Clause: 6.1.3

BS OHSAS 18001:2007, Clause: 4.3.2

DELIVERABLES:

REGISTER OF LEGAL AND STATUTORY REQUIREMENTS

6.1.4 Planning Action:

The CIVIL DEPT has followed a “plan-do-check-act” process to facilitate continual environmental performance improvements. The planning process includes the identification and updating of Register of Environmental Aspects, Evaluation of Environmental Aspects and the Register of Legal and Other Requirements.

Reference Standard Requirement

ISO 14001:2015, Clause: 6.1.4

DELIVERABLES:

OBJECTIVES & TARGETS

DOC REF: SECTION MANUAL

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6.2 IMS Objectives and planning to achieve them

6.2.1 IMS Objectives

The CIVIL DEPT/VOC PORT has established IMS (QHSE) objectives at relevant functions, levels and processes needed for the integrated management system, taking into account the organization's significant environmental aspects and associated compliance obligations, and considering its risks and opportunities.

The IMS (QHSE) objectives are:

- a) Consistent with the IMS policy
- b) Measurable
- c) Taken into account applicable requirements
- d) Relevant to conformity of products and services and to enhancement of customer satisfaction
- e) Monitored
- f) Communicated
- g) Updated as appropriate.

IMS OBJECTIVE OF THE DEPARTMENT QMS

To ensure user agencies satisfaction through continual improvement of facilities and services by creating infrastructure and maintain the same at optimum cost

EMS

To ensure reduction of paper and to conserve energy

OHSAS

To ensure prevention of ill health and injury.

Reference Standard Requirement

ISO 9001:2015, Clause: 6.2.1

ISO 14001:2015, Clause: 6.2.1

BS OHSAS 18001:2007, Clause: 4.3.3

DELIVERABLES:

OBJECTIVES& TARGETS

DOC REF: SECTION MANUAL

OBJECTIVES AND ITS KPI

DOC REF:SECTION MANUAL

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6.2.2 Planning actions to achieve IMS objectives

When planning how to achieve its IMS (QHSE) objectives, the CIVIL DEPT has determined:

- a) What will be done
- b) What resources will be required
- c) Who will be responsible
- d) When it will be completed
- e) How the results will be evaluated including indicators for monitoring progress toward achievement of its measurable IMS objectives

The organization has considered how actions to achieve its IMS objectives can be integrated into the organization's business processes.

Reference Standard Requirement

ISO 9001:2015, Clause: 6.2.2

ISO 14001:2015, Clause: 6.2.2

BS OHSAS 18001:2007, Clause: 4.3.3

DELIVERABLES:

OBJECTIVES & TARGETS

DOC REF: SECTION MANUAL

OBJECTIVES AND ITS KPI

DOC REF: SECTION MANUAL

4.3.3 IMS Objectives and Programmes

When establishing and reviewing its IMS objectives, the CIVIL DEPT/VOC PORT has taken into account the legal requirements and other requirements to which the organization subscribes, and its OH&S risks. It considers its technological options, its financial, operational and business requirements, and the views of relevant interested parties.

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CIVIL DEPT/VOC PORT has established, implemented and maintained Environmental Management Program (EMP) and Occupational Health & Safety Management Program (OH&SMP) to achieve objectives and targets.

Reference Standard Requirement

BS OHSAS 18001:2007, Clause: 4.3.3

DELIVERABLES:

OBJECTIVES& TARGETS

DOC REF: SECTION MANUAL

OBJECTIVES AND ITS KPI

DOC REF: SECTION MANUAL

6.3 Planning of Changes

When CIVIL DEPT/VOC PORT has determined the need for changes to the integrated management system (QHSE), the changes are carried out in a planned manner (see 7.4). The organization has considered:

- a) The purpose of the changes and their potential consequences;
- b) The integrity of the integrated management system;
- c) The availability of resources; and
- d) The allocation or reallocation of responsibilities and authorities.

Reference Standard Requirement

ISO 9001:2015, Clause: 6.3

DELIVERABLES:

CHANGE RECORD

DOC REF: SECTION MANUAL

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7.0 Support

7.1 Resources

To define the manner in which the resources are managed in respect to the Organization Management System set up under ISO 9001: 2015, ISO 14001: 2015 & BS OHSAS 18001: 2007 at CIVIL DEPT/VOC PORT is fulfilled.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.1

ISO 14001:2015, Clause: 7.1

BS OHSAS 18001:2007, Clause: 4.4.1

DELIVERABLES:

ROLES AND RESPONSIBILITIES

DOC REF: SECTION MANUAL

7.1.2 People

The CIVIL DEPT/VOC PORT believes that our employees are our most valuable resource and we do our best to help them achieve their full potential through continual education and training. The CIVIL-MR has determined and provided the persons necessary for the effective implementation of its integrated management system (QMS, EMS & OHSAS) and for the operation and control of its processes.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.2

ISO 14001:2015, Clause: 7.1

BS OHSAS 18001:2007, Clause: 4.4.1

DELIVERABLES:

LIST OF EMPLOYEES

DOC REF: ESTABLISHMENT SECTION

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7.1.3 Infrastructure

To achieve conformity of services, the infrastructure has been identified, provided and maintained which include adequate workspace, hardware, software, support services, approved suppliers, efficient means of communication etc. Taking into the consideration that Maintenance and Repair to be carried out following infrastructure has been provided:

1. **Building and Workspace:** Buildings, Open Space, Tugs have been provided. Suitable building and place have been provided for various facilities e.g. Staff rooms and Toilets at various location etc.
2. **Associated Utilities:** Requisite power supply, water supply and transportation facilities have been provided.
3. **Process equipment:** Suitable Maintenance and Repair of equipments and machineries, and measuring and monitoring instruments have been provided.
4. **Supporting Services:** Requisite supporting services e.g. Local purchases, stores and information systems have been provided.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.3

7.1.4 Environment for the Operation of Processes

The organisation has determined and shall manage the work environment needed to achieve conformity to service requirements.

Work areas are organized according to space required for assigned tasks. Equipment, tools, or supplies are made available as appropriate to each job function or workstation. Where appropriate, Safety notices are posted. Material Safety Data Sheet (MSDS) for hazardous material are made available at vantage point. Work environment includes creative work methodology, noise & humidity control, facilities for staff, requisite illumination, air conditioning and cleanliness of premises.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.4

DELIVERABLES:

WORK ENVIRONMENT FACTORS MONITORING RECORD

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7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

CIVILDEPT/ VOC PORT has determined and provided the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. Monitoring and Measuring Equipment (MME) required for calibration to get the requisite accuracy and tolerance have been listed and maintained. The procedure for calibration of MMEs has been established in CIVIL DEPT DEPT.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.5.1

7.1.5.2 Measurement Traceability

When measurement traceability is a requirement, or is considered by the CIVIL DEPT to be an essential part of providing confidence in the validity of measurement results, measuring equipment are:

- a) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standard exist, the basis used for calibration or verification is retained as documented information;
- b) Identified in order to determine their status

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.5.2

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7.1.6 Organizational Knowledge

The CIVIL DEPT/VOC PORT has determined the knowledge necessary for the operation of its processes and to achieve conformity of services. This knowledge is maintained and made available to the extent necessary.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.6

DELIVERABLES:

ACHIEVEMENTS, IMPROVEMENTS RECORD

7.2 Competence

CIVIL DEPT has established procedure for identifying training needs and providing training to all personnel whose work is associated with quality of services, significant Occupational and Safety hazard and may create a significant impact upon the environment and to equip all personnel with requisite knowledge, skill and competence for realizing services as per requirement.

Training on Fire, First Aid, Occupational, safety and Environment are imparted to concerned employees. First-Aid training is imparted to employees by Fire fighters personnel.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.2

ISO 14001:2015, Clause: 7.2

BS OHSAS 18001:2007, Clause: 4.4.2

DELIVERABLES:

DOC REF: TRAINING RECORDS

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7.3 Awareness

The CIVIL DEPT/VOC PORT has ensured that persons doing work under the organization's control are aware of:

- a) The IMS (QMS, EMS and OHSAS) policy;
- b) Relevant IMS objectives and its KPI;
- c) The significant environmental aspects and related actual or potential environmental impacts associated with their work;
- d) The OH&S consequences, actual or potential, of their work activities, their behaviour, and the OH&S benefits of improved personal performance;
- e) Their roles and responsibilities and importance in achieving conformity to the IMS policy and procedures and to the requirements of the IMS management system, including emergency preparedness and response requirements
- f) Their contribution to the effectiveness of the IMS, including the benefits of improved quality, environmental and safety performance; and
- g) The potential consequences of departure from specified procedures.
- h) The implications of not conforming with the integrated management system requirements including not fulfilling the organization's compliance obligations.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.3

ISO 14001:2015, Clause: 7.3

BS OHSAS 18001:2007, Clause: 4.4.2

DELIVERABLES:

MRM

DOC REF: ISO CELL

7.4 Communication, Participation and Consultation

7.4.1 General

Chief Engineer determines the information that Internal and External communications relevant to the organisation management systems. All the information that has been communicated will be done with the consent of DYCP. The CIVIL DEPT/VOC PORT has established, implemented, and maintained the processes needed for internal and external communications relevant to the integrated management system (QMS, OHSAS & EMS), including:

- a) On what it will communicate;
- b) When to communicate;
- c) With whom to communicate;

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- d) How to communicate; and
- e) Who communicates;

Reference Standard Requirement

ISO 9001:2015, Clause: 7.4

ISO 14001:2015, Clause: 7.4.1

BS OHSAS 18001:2007, Clause: 4.4.3.1

DELIVERABLES:

MINUTES OF MEETING

DOC REF: CUSTOMER SATISFACTION SURVEY, MAIL, VISITOR REGISTER

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7.4.2 Internal Communication

Appropriate internal communication processes have been established within CIVILDEPT/VOC PORT. It is ensured that communication takes place between various levels and functions of the organization for the effectiveness of an IMS. Following are some of the internal communication processes: -

- Notices, circulars, meetings, telephone/cell phone, verbal communications,
- IMS Policy and IMS Awareness training' to all personnel,
- Display boards,
- Internal training programmes,
- Daily morning meeting of Controlling Officers with all SSEs,
- Internal audits at specified interval,
- Management review meeting at specified interval,

Reference Standard Requirement

ISO 9001:2015, Clause: 7.4

ISO 14001:2015, Clause: 7.4.2

BS OHSAS 18001:2007, Clause: 4.4.3.1

DELIVERABLES:

MINUTES OF MEETING

DOC REF: E-MAIL, ATTENDANCE, CIRCULARS

7.4.3 External Communication

Communication received from any external interested parties including statutory and regulatory authorities are recorded by Concern Officer .

Reference Standard Requirement

ISO 9001:2015, Clause: 7.4

ISO 14001:2015, Clause: 7.4.3

BS OHSAS 18001:2007, Clause: 4.4.3.1

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DELIVERABLES:

CUSTOMER SATISFACTION SURVEY, E-MAIL, EXTERNAL VISITOR REGISTER

4.4.3.2 Participation and Consultation

- Hazards Identification, Risk assessment and determination of controls,
- incident investigation,
- Any changes to be made to OH & S system.
- consultation where there are any changes that affect their OH&S
- Representation on OH&S matters.

Reference Standard Requirement

BS OHSAS 18001:2007, Clause: 4.4.3.2

7.5 Documented Information

7.5.1 General

The CIVIL DEPT integrated management system (QMS, EMS& OHSAS) includes:

- a) Documented information required by ISO 9001:2015, ISO 14001:2015 and BS OHSAS 18001:2007
- b) Documented information determined by the organization as being necessary for the effectiveness of the integrated management system (QMS, EMS & OHSAS).

Reference Standard Requirement

ISO 9001:2015, Clause: 7.5.1

ISO 14001:2015, Clause: 7.5.1

BS OHSAS 18001:2007, Clause: 4.4.4

DELIVERABLES

CIVIL DEPARTMENT APEX MANUAL

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7.5.2 Creating and Updating

When Creating updating documented information, the CIVIL DEPT/VOC PORT has ensured appropriate,

- a) Identification and description (e.g. title, date, author, or reference number);
- b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);and
- c) Review and approval for suitability and adequacy.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.5.2

ISO 14001:2015, Clause: 7.5.2

BS OHSAS 18001:2007, Clause: 4.4.4

DELIVERABLES

DOC REF: SECTION MANUAL

7.5.3 Control of Documented Information

All documented Information as required by the Integrated Management System, namely, IMS Manual.

For the control of documented information, CIVIL DEPT has addressed the following activities, as applicable.

- a) Distribution, access, retrieval and use;
- b) Storage and preservation, including preservation of legibility;
- c) Control of changes (e.g. version control); and
- d) Retention and disposition.

Documented information of external origin determined to be necessary for the planning and operation of the integrated management system (QHSE) is identified as appropriate and controlled. Documented information retained as evidence of conformity are protected from unintended alterations.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.5.3

ISO 14001:2015, Clause: 7.5.3

BS OHSAS 18001:2007, Clause: 4.4.5

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DELIVERABLES

DOC REF: SECTION MANUAL

8.0 Operation

8.1 Operational Planning and Control of IMS

The CIVIL DEPT/VOC PORT has planned and developed the various processes needed for operations to ensure user agencies satisfaction through continual improvement of facilities and services by creating infrastructure and maintain the same at optimum cost.

- (a) Measurable objectives and requirements for the Service as agreed with the customer.
- (b) The need to establish processes, documents, and provision of resources specific to the services.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.1

DELIVERABLES

OPERATIONAL CONTROL PROCEDURES

The CIVIL DEPT/VOC PORT has established, implemented and maintained operation control procedures to manage its significant environmental aspects and OH&S risks. The CIVIL DEPT has ensured that all operations and activities, carried out by depot employees or contractors that are associated with the significant aspects and OH&S risks are properly controlled, and that appropriate operational control procedures, in terms of Environmental System Procedures and Operational Control Procedures (OCP), are communicated to personnel whose tasks may result in significant environmental aspects and OH& S risks.

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Reference Standard Requirement

ISO 14001:2015, Clause: 8.1

BS OHSAS 18001:2007, Clause: 4.4.6

DELIVERABLES

OPERATIONAL CONTROL PROCEDURES

8.2 Requirements for Products and Services

8.2.1 Customer Communication

The CIVIL DEPT/VOC PORT has determined and implemented effective arrangements for communicating with customers in relation to Other External communication includes receiving, documenting and responding to environmental aspects, occupational health safety hazards, EMS/OH&SMS with the interested parties.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.2.1

DELIVERABLES

EMAIL,PUBLIC COMPLAINT BOOK,CUSTOMER FEEDBACK,

12.3.2 Determining the Requirements Related to Products and Services

When determining the requirements for the services to be offered to customers, the CIVIL DEPT/VOC PORT has ensured that to ensure user agencies satisfaction through continual improvement of facilities and services by creating infrastructure and maintain the same at optimum cost.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.2.2

DELIVERABLES:

DOC REF: SECTIONS MANUAL

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8.2.3 Review of Requirements Related to Products and Services

Chief Engineer reviews the requirements related to the service received from Port CIVIL Operations.

- a) Requirements not stated by the customer, but necessary for the specified intended use, when known.
- b) Statutory and regulatory requirements applicable to the services.
- c) Contract or order requirements differing from those previously expressed are resolved.

8.2.4 Changes to Requirements for Products and Services

Chief engineer shall reviews the relevance of changes in requirements of the services and ensures the amendment of necessary documented information and circulates the same to all sections.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.2.4

DELIVERABLES

CHANGE RECORD

8.4 Control of Externally Provided Processes, Products, and Services

8.4.1 General

For CIVIL DEPT/VOC PORT the procurement of material is done by the Deputy Chief Engineer. For materials requisition goes to Mechanical Department from CIVIL DEPT/VOC PORT.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.4.1

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8.4.3 Information for External Providers

The CIVIL DEPT has ensured the adequacy of requirements prior to their communication to the external provider. The processes and services to be provided

- a) The approval of services, Methods, processes and equipment, the release of services
- b) Competence, including any required qualification of persons

Reference Standard Requirement

ISO 9001:2015, Clause: 8.4.3

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

CIVIL DEPT/VOC PORT has established Work Instructions and procedures to plan and carry out service provision under controlled conditions.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.5.1

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8.5.2 Identification and Traceability

Maintenance areas, Files are identified and traceability is established by suitable levels and numbering. There is no contractual liability for traceability of Process.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.5.2

DELIVERABLES

FILES , IDENTIFICATION NO'S

8.5.3 Property belonging to the Customer or External Providers

Most of the items required for the functioning of CIVIL DEPT are purchased and supplied who is a part of customer's organisation as such these are "Customer Property"
If any customer property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and records are maintained. The CIVIL DEPT exercises care with property belonging to customer or external providers while it is under organization's control or being used by organization.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.5.3

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8.5.4 Preservation

The CIVIL DEPT has preserved the outputs during service provision, to the extent necessary to ensure conformity to requirements. Preservation includes that identification, handling, contamination control, packaging, storage, transmission or transportation, and protection these are Maintained and under controlled by Mechanical Department.

8.5.5 Post-delivery activities

The CIVIL DEPT/VOC PORT has meet requirements for post-delivery activities associated with the services. In determining the extent of post-delivery activities that are required, the CIVIL DEPT has consider

- a) statutory and regulatory requirements
- b) the potential undesired consequences associated with its products and services
- c) the nature, use and intended lifetime of its services

Reference Standard Requirement

ISO 9001:2015, Clause: 8.5.5

8.5.6 Control of Changes

Cheif Engineer shall reviews the relevance of changes in service provisions and ensures the amendment of necessary documented information and circulates the same to all sections.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.5.6

DELIVERABLES

CHANGE RECORD

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8.6 Release of Products and Services

The CIVIL DEPT has implemented planned arrangements, at appropriate stages, to verify that the services requirements have been met. CIVIL DEPT/VOC PORT does monitor and measure the characteristics of the services requirements have been met. These are carried out at appropriate stages of the Services realization process for incoming stage and Delivery stage.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.6

DELIVERABLES:

PROCESS FLOW CHART

DOC REF:SECTION MANUAL

8.7 Control of Nonconforming outputs

CIVIL DEPT has defined its policy in regard to control over non-conformance to prevent their unintended use in case of Service and to mitigate environmental impacts in case of environment and occupational health & safety hazard in the case of employee & others.

Any nonconforming Services & process shall be deal with by one or more of the following ways:

- a) Correction
- b) containment, return or suspension of provision of Services;
- c) By taking action to eliminate the detected nonconformity; and taking action to mitigate their environmental impacts and occupational health & safety hazard as appropriate.
- d) By authorising its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.7

DELIVERABLES:

NON CONFIRMANCE & CORRECTIVE ACTION REPORT

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8.2 & 4.4.7 Emergency Preparedness and Response

The CIVIL DEPT/VOC PORT has established, implemented and maintained the procedure to identify potential emergency situations and responses to such situations in order to prevent and/or mitigate environmental impacts and OH&S Risks that may associate with them. The CIVIL DEPT has review and revises its emergency preparedness and response procedures, in particular after the occurrence of accidents or emergency situations.

The CIVIL DEPT has:

- a) prepare to respond by planning actions to prevent or mitigate adverse environmental impacts and hazards from emergency situations;
- b) respond to actual emergency situations;
- c) take action to prevent or mitigate the consequences of emergency situations, appropriate to the magnitude of the emergency and the potential environmental impact and OH&S risks;
- d) periodically test the planned response actions, where practicable;
- e) periodically review and revise the processes and planned response actions, in particular after the occurrence of emergency situations or tests;
- f) Provide relevant information and training related to emergency preparedness and response, as appropriate, to relevant interested parties, including persons working under its control.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.2

BS OHSAS 18001:2007, Clause: 4.4.7

DELIVERABLES:

DOC REF: MOCK DRILL REPORT

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9 Performance Evaluation

9.1 Monitoring, Measurement analysis and evaluation

13.1.1 General

The CIVIL DEPT/VOC PORT has monitored, measured, analysed and evaluated its environmental and OH&S performance on a regular basis. These activities include assessment of Customer satisfaction, conduct of internal audits, process monitoring and measurement, and product monitoring and measurement. Selection and use of appropriate statistical techniques used in monitoring, measurement, analysis and improvement activities.

The organization has ensured that calibrated or verified monitoring and measurement equipment is used and maintained, as appropriate. The organization has evaluated the QHSE performance and the effectiveness of the integrated management system (QMS, EMS and OHSAS). The CIVIL DEPT has retained appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results.

Reference Standard Requirement

ISO 9001:2015, Clause: 9.1.1
ISO 14001:2015, Clause: 9.1.1
BS OHSAS 18001:2007, Clause: 4.5.1

DELIVERABLES

KPI & TARGETS

DOC REF: SECTION MANUALS

9.1.2 Customer Satisfaction

Customer satisfaction is one of the measurements of the performance of the Integrated Management System; the organisation is monitoring information relating to customer perception (satisfaction/ dissatisfaction) as to whether the organisation has met customer requirements. The methods for obtaining and using this information are determined. Records of customer perception and subsequent review are done during every Management Review.

Reference Standard Requirement

ISO 9001:2015, Clause: 9.1.2

DELIVERABLES:

CUSTOMER SATISFACTION SURVEY

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9.1.2 Evaluation of Compliance

CIVIL DEPT/VOC PORT have established, implemented and maintained a procedure for periodic evaluation of the compliance with applicable legal requirements and other requirements to which it subscribes. The organization has committed to comply with the applicable legislative requirements through its IMS Policy. The relevant procedure states the details of compliance and responsibilities assigned.

Reference Standard Requirement

ISO 14001:2015, Clause: 9.1.2
BS OHSAS 18001:2007, Clause: 4.5.2

DELIVERABLES

PROCEDURE FOR EVALUATION OF COMPLIANCE

9.1.3 Analysis and Evaluation

The analysis of data provide information relating to: -

- Customer feedback & customer complaints,
- Product conformity / Non Conformity report at the stages- Receive, process,
- The performance and effectiveness of the integrated management system;
- If planning has been implemented effectively;
- The effectiveness of actions taken to address risks and opportunities;
- The performance of external providers; and
- The need for improvements to the quality management system.

Reference Standard Requirement

ISO 9001:2015, Clause: 9.1.3

DELIVERABLES

CUSTOMER FEEDBACK REGISTER

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9.2 Internal Audit

9.2.1 General:

ISO CELL conducts internal audits at every six months for CIVIL DEPTVOC PORT to provide information on whether the integrated management system (QMS, EMS and OHSAS):

- a) Conforms to the organization's own requirements for its integrated management system (QMS, EMS and OHSAS) and the requirements of ISO 9001:2015, BS OHSAS 18001:2007 and ISO 14001:2015.
- b) Is effectively implemented and maintained.
- c) is effective in meeting the organization's IMS policy and objectives

Reference Standard Requirement

ISO 9001:2015, Clause: 9.2.1

ISO 14001:2015, Clause: 9.2.1

BS OHSAS 18001:2007, Clause: 4.5.5

9.2.2 Internal Audit Programme:

The ISO CELL has:

- a) Planned, established, implemented and maintains an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which is taken into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits
- b) Defined the audit criteria, scope of each audit, frequency and method
- c) Selected auditors and conducts audits to ensure objectively and the impartiality of the audit process
- d) Ensured that the results of the audits are reported to relevant management

Reference Standard Requirement

ISO 9001:2015, Clause: 9.2.2

ISO 14001:2015, Clause: 9.2.2

BS OHSAS 18001:2007, Clause: 4.5.5

DELIVERABLES

Doc REF: ISO CELL RECORDS

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9.3 Management Review

9.3.1 General

The top management has reviewed the organization's integrated management system (QMS, EMS and OHSAS), at six months once, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization. The Management Reviews has include assessing opportunities for improvement and the need for changes to the integrated management system, including the IMS policy and IMS objectives. Records of the management reviews has to be retained.

Reference Standard Requirement

ISO 9001:2015, Clause: 9.3.1

ISO 14001:2015, Clause: 9.3

BS OHSAS 18001:2007, Clause: 4.6

9.3.2 Management Review Input

Management review is planned and carried out taking into consideration:

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the integrated managementsystem;
- c) Changes in the needs and expectations of interested parties, including compliance obligations;
- d) Changes in the significant environmental aspects;
- e) Changes in risks and opportunities;
- f) Changing circumstances, including developments in legal and other requirements related to its environmental aspects and OH & S
- g) Relevant communication(s) from external interested parties, including complaints;
- a) Information on the performance and effectiveness of the integrated management system, including trends in:
 1. Customer satisfaction and feedback from relevant interested parties;
 2. The extent to which IMS objectives have been met;
 3. Process performance and conformity of products and services;
 4. Nonconformities and corrective actions;
 5. Monitoring and measurement results;
 6. Fulfilment and Evaluation of its compliance obligations;
 7. Results of participation and consultation
 8. status of incident investigations, corrective actions and preventiveactions
 9. Audit results
 10. The performance of external providers;

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- b) The adequacy of resources;
- c) The effectiveness of actions taken to address risks and opportunities (see 6.1); and
- d) relevant communications from interested parties, including complaints;
- e) Opportunities for improvement

Reference Standard Requirement

ISO 9001:2015, Clause: 9.3.2

ISO 14001:2015, Clause: 9.3

BS OHSAS 18001:2007, Clause: 4.6

13.3.3 Management Review Outputs

The outputs of the management review include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the integrated management system; and
- c) Resource needs.
- d) Changes in OH&S performance
- e) Changes in IMS policy and Objectives
- f) conclusions on the continuing suitability, adequacy and effectiveness of the environmental management system;
- g) actions, if needed, when environmental objectives have not been achieved;
- h) opportunities to improve integration of the integrated management system with other business processes, if needed
- i) Any implications for the strategic direction of the organization.

The CIVIL DEPT has retained the documented information as evidence of the results of management reviews.

Reference Standard Requirement

ISO 9001:2015, Clause: 9.3.3

ISO 14001:2015, Clause: 9.3

BS OHSAS 18001:2007, Clause: 4.6

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[MRM AGENDA](#)

[DOC REF: ISO CELL](#)

[MRM PLAN](#)

[DOC REF: ISO CELL](#)

[MRM REPORT](#)

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10.0 Improvement

10.1 General

The CIVIL DEPT/VOC PORT has determined and selected the opportunities for improvement and implements any necessary actions to meet customer requirements, enhance customer satisfaction and to achieve the intended outcomes of its integrated management system. These include:

- a) Improving our services to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects; and
- c) Improving the performance and effectiveness of the integrated management system.

Improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

Reference Standard Requirement

ISO 9001:2015, Clause: 10.1

ISO 14001:2015, Clause: 10.1

10.2 Incident Investigation

The CIVIL DEPT/VOC PORT with SAFETY Department has established, implemented and maintained the procedure(s) to record, investigate and analyse incidents in order to:

- a) Determine underlying OH&S deficiencies and other factors that might be causing or contributing to the occurrence of incidents;
- b) Identify the need for corrective action;
- c) Identify opportunities for preventive action;
- d) Identify opportunities for continual improvement;
- e) Communicate the results of such investigations.

Reference Standard Requirement

BS OHSAS 18001:2007, Clause: 4.5.3.1

DELIVERABLES

PROCEDURE FOR INCIDENT INVESTIGATION

DOC REF: FIRE SERVICES DEPARTMENT RECORD

ACCIDENT INCIDENT REPORT

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10.2 & 4.5.3.2 Non-conformity and Corrective action

When a nonconformity occurs, including any arising from complaints, the organization has:

- a) Reacts to the nonconformity and, as applicable:
 - 1. Takes action to control and correct it;
 - 2. Deals with the consequences;
- b) Evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - 1. Reviewing and analysing the nonconformity;
 - 2. Determining the causes of the nonconformity;
 - 3. Determining if similar nonconformities exist, or could potentially occur;
- c) Implements any action needed;
- d) Reviews the effectiveness of any corrective action taken;
- e) Updates risks and opportunities determined during planning, if necessary; and
- f) Makes changes to the integrated management system, if necessary.
- g) Corrective actions are appropriate to the significance of the effects of the nonconformities encountered, including the environmental impact and OH&S consequences.

10.2.2 The CIVIL DEPT/VOC PORT has retained the documented information as evidence of:

- a) The nature of the nonconformities and any subsequent actions taken; and
- b) The results of any corrective action

Reference Standard Requirement

ISO 9001:2015, Clause: 10.2

ISO 14001:2015, Clause: 10.2

BS OHSAS 18001:2007, Clause: 4.5.3.2

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NONCONFORMITY, CORRECTIVE ACTION REPORT

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14.4 Continual Improvement

In CIVIL DEPT/VOC PORT the continual improvement process begins with the establishment of our IMS policy and objectives for improvement based on objectives contained in our customer targets/goals.

Customer satisfaction, internal audit, process and performance data, and the cost of poor quality are then compared to progress against objectives to identify additional opportunities for improvement. Appropriate improvement initiatives are established, supported and monitored for achievement through the use of a Continual Improvement record and our management review process.

We also consider corrective actions a vital part of our continual improvement program. Corrective actions are initiated when desired results are not achieved and the same actions are initiated to prevent the occurrence of problems or to implement other improvement actions.

Reference Standard Requirement

ISO 9001:2015, Clause: 10.3

ISO 14001:2015, Clause: 10.3

DELIVERABLES

CONTINUAL IMPROVEMENT REGISTER

