# nqa. 10 STEP APPROACH TO IMS

## AWARENESS TRAINING

- Your organization should raise awareness about various standards covered under IMS.
- You should hold separate training sessions for top management, middle management and junior level management, which will help to create a motivating environment, ready for implementation.

**01**

## POLICY & OBJECTIVES

- Your organization should develop an integrated Quality Policy/Environment Policy/ Health Safety Policy/Information Security Policy and relevant objectives to help meet the requirements.
- By working with top level management your company should hold workshops with all levels of management staff to outline the integrated objectives.

**02**

## INTERNAL GAP ANALYSIS

- Your organization should identify and compare the level of compliance of existing system against requirements of the standards under your new IMS.
- Relevant staff should all understand the operations of the organization and develop a process map for the activities within the business.

**03**

## DOCUMENTATION/ PROCESS DESIGN

- The organization should create documentation of the processes as per requirements of relevant standard(s).
- You should write and implement a manual, functional procedures booklet, work instructions, system procedures and provide associated forms.

**04**

## DOCUMENTATION/ PROCESS IMPLEMENTATION

- Processes / Documents developed in step 4, should be implemented across the organization covering all the departments and activities.
- The organization should hold a workshop on the implementation as per applicable for the ISO standard requirements.

**05**

## INTERNAL AUDIT

- A robust internal audit system for the organization is essential. Internal Auditor Training is recommended and NQA can provide Internal Auditor training for the standard(s) that you are implementing.
- It is important to implement corrective actions for improvements, in each of the audited departments, in order to bridge gaps and ensure effectiveness of IMS

**06**

## ORGANIZE A MANAGEMENT 'SYSTEM' REVIEW MEETING

- Top level management must review various business critical aspects of the organization, which are relevant to the standards being implemented.
- Review the policy, objectives, results of internal audit, results of process performance, results of complaints/feedback/legal compliance, results of risk assessment/incidents and develop action plan following the meeting – which must be minuted.

**07**

## THOROUGH GAP ANALYSIS OF IMPLEMENTED SYSTEM

- A formal pre- certification gap analysis should be conducted to assess effectiveness and compliance of system implementation in the organization.
- This final gap analysis will prepare your organization for the final certification audit.

**08**

## CORRECTIVE ACTIONS

- Organization should be ready for final certification audit, providing that gap analysis audit conducted in the last step and all the non-conformities (NC) have been assigned corrective actions.
- Check that all the significant NCs are closed and the organization is ready for the final certification audit.

**09**

## FINAL CERTIFICATION AUDIT

- Once completed, your organization is hopefully recommended for registration to ISO 9001/14001/OHSAS 18001.
- CONGRATULATIONS!

**10**