

# O.C.O Technology Limited, Integrated Management System Manual



## 1

1	Contents .....	1
2	Introduction to Company, Scope and Integrated Management System (IMS) Outline .....	<b>Error! Bookmark not defined.</b>
2.1	Scope .....	<b>Error! Bookmark not defined.</b>
2.2	Outline .....	<b>Error! Bookmark not defined.</b>
2.3	Context of Integrated Management System .....	<b>Error! Bookmark not defined.</b>
2.4	Understanding the Needs and Expectations of Interested Parties.....	<b>Error! Bookmark not defined.</b>
3	Integrated Management System .....	<b>Error! Bookmark not defined.</b>
3.1	Leadership and Commitment .....	<b>Error! Bookmark not defined.</b>
3.2	Policies.....	<b>Error! Bookmark not defined.</b>
3.3	Organisation .....	<b>Error! Bookmark not defined.</b>
3.4	Management Organisation .....	<b>Error! Bookmark not defined.</b>
3.5	Planning Quality Management, H&S Risk Assessment & Control and Environment Aspects & Impacts .....	<b>Error! Bookmark not defined.</b>
	<b>Bookmark not defined.</b>	
3.6	Legal and Other Requirements.....	<b>Error! Bookmark not defined.</b>
3.7	Competence, Awareness, Resource & Training.....	<b>Error! Bookmark not defined.</b>
3.8	Communication, Engagement and Participation .....	<b>Error! Bookmark not defined.</b>
3.9	Documents & Records .....	<b>Error! Bookmark not defined.</b>
3.10	Compliance Management, Incidents & Non-Compliances .....	<b>Error! Bookmark not defined.</b>
3.11	Measurement, Audit & Evaluation of Compliance .....	<b>Error! Bookmark not defined.</b>
3.12	Preventive & Corrective Action .....	<b>Error! Bookmark not defined.</b>
3.13	Emergency Preparedness .....	<b>Error! Bookmark not defined.</b>
3.14	Management Review .....	<b>Error! Bookmark not defined.</b>
4	Service Realisation & Operational Control .....	<b>Error! Bookmark not defined.</b>
4.1	Introduction .....	<b>Error! Bookmark not defined.</b>
4.2	Design and Development .....	<b>Error! Bookmark not defined.</b>
4.3	Service Determination & Contract Review .....	<b>Error! Bookmark not defined.</b>
4.4	Purchasing & Supplier Management .....	<b>Error! Bookmark not defined.</b>
4.5	Provision of Invoices & Management of Customer Accounts .....	<b>Error! Bookmark not defined.</b>
5	Index of Safe Operating Procedures, Operating procedures and Risk Assessments .....	<b>Error! Bookmark not defined.</b>