



# INTEGRATED MANAGEMENT

# SYSTEM MANUAL

Ashtree Vision & Safety Ltd

Ashtree Works

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## Introduction

This manual provides details of the integrated Quality & Environmental Management System for our company. It has been developed to ensure that our company activities and procedures conform to the requirements of ISO9001 & ISO14001:2015 and forms part of the documented information held centrally by the company. It is published for the information of all interested parties in pursuance of the company's aim to satisfy our customers' requirements and follow best practice to minimise our impact on the environment, thereby preventing pollution and promoting sustainable use of global resources.

The manual may be issued to outside interested parties with the authorisation of the Managing Director.

## Scope of certification

The design and manufacture of mirror heads, arms, glasses and other relevant body fittings for motor vehicles, plant and machinery.

## Quality Objectives

Our Quality Policy demonstrates that we regard Quality Assurance as a primary objective and recognise that our reputation is built on our service capability and our value adding assistance on the use of vehicle mounted safety vision systems. Overall responsibility for achievement of our objectives lies with the senior team but it is the responsibility of all staff to ensure the work they do contributes to satisfying our customers by completing their work effectively and in accordance with instructions.

Our specific measurable objectives for this year are: -

- To consistently satisfy the requirements of all customers – measured by customer retention rates and repeat order volumes.
- To sustainably grow our business by at least 5% p.a.
- To continually introduce new products to meet our customers' expectations – measured by new product introductions, our target is 12 p.a.
- To grow our export sales – measured in absolute volume terms

## Environmental Objectives

In accordance with our Environmental Policy the company has the following objectives to limit our environmental impacts: -

- Protection of the Environment through the prevention of pollution caused directly or indirectly by our operations and the life cycle of the products we manufacture.
- Conservation of natural resources and energy.
- Minimisation of waste and emissions to air, water and land.
- Swift response to accidents or incidents that have a potential to threaten the environment.
- Provision of training for all employees as appropriate to enable them to carry out their job functions in a manner that shows care for the environment.
- Monitoring and improvement in our environmental interactions wherever practically possible.

Our specific targeted areas are: -

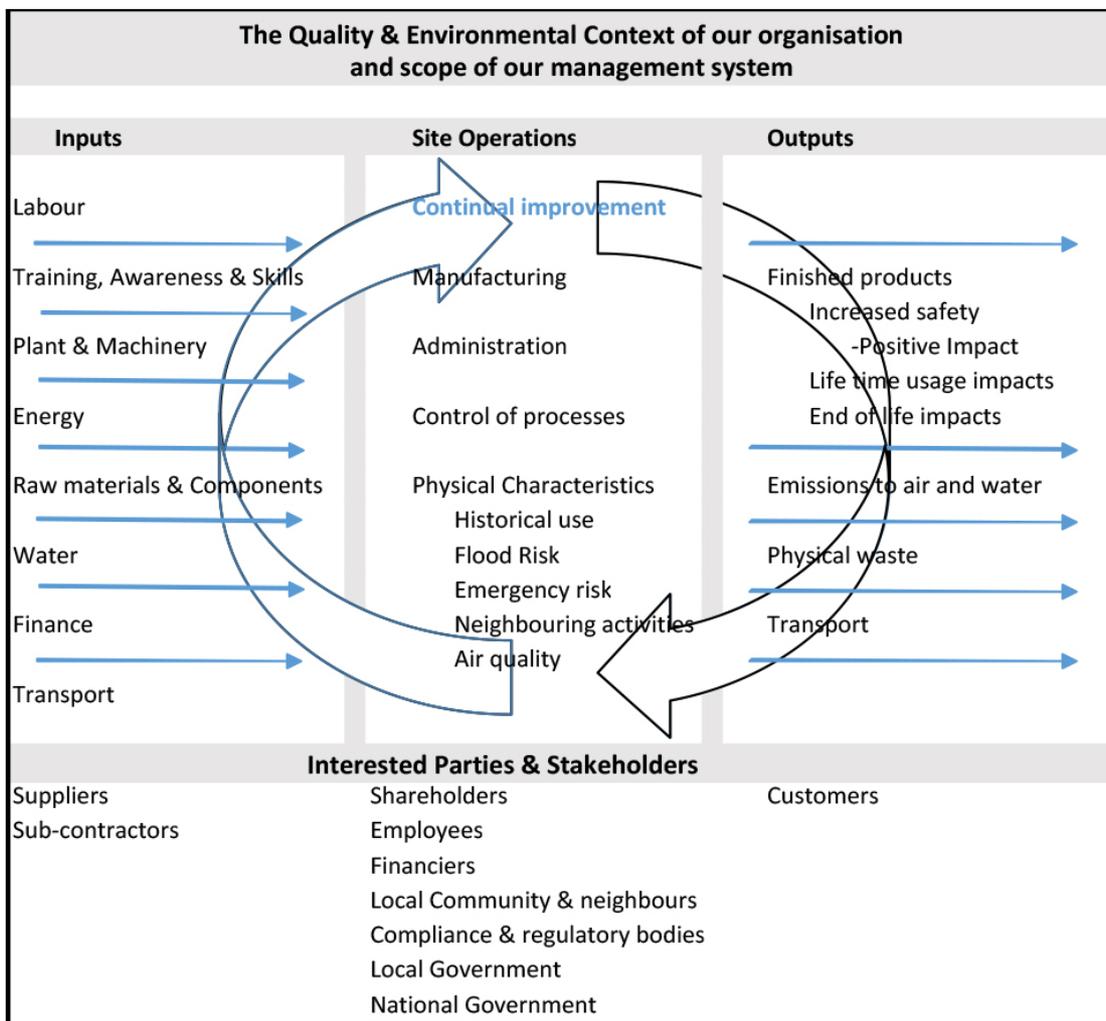
- Reduction in energy consumption relative to outputs in our manufacturing operations.
- Reduction in waste generation relative to outputs in our manufacturing operations
- Reduction in our overall up and down stream supply chain impacts.

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## ISO14001 sections

### 4 Context of the Organisation & Scope of our System

At Ashtree we recognise the importance of maintaining the quality of our service and customer satisfaction as well as our duty to environmental protection thereby minimising any detrimental effects our activities may cause. We have therefore established an integrated management system in accordance with the standards laid out in ISO9001 & 14001 2015. An important part of the process was understanding the external and internal factors and conditions which could have an impact on our environmental management system, and the expectations of parties with a direct or indirect interest in our environmental performance. These are expressed in the diagram below. In addition, as part of our risk management strategy, we periodically assess our position via analytical tools such as SWOT and PESTLE analysis



### 5 Leadership

Our senior management take responsibility to promote and continually improve company performance, not just of our own operations on site but also through our supply chain where possible. To support this aim, quality and environmental policies, objectives and targets have been established, together with working practices and procedures designed to build and reinforce our efforts towards improvement. The team are responsible for providing the physical and human resources needed, assessing the risks the business faces

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and implementing strategies and guidance for continued success. Our organisational roles and responsibilities have also been documented and assigned.

## 6 Planning

Management and minimisation of risk is at the heart of our operational planning and starts with understanding the context in which we operate and the expectations of interested parties as outlined above. Day to day operational risks are controlled through our training, provision of physical resources and staff, procedures and good working practices. Our audit and management review processes are designed to highlight new issues or changes to existing levels of risk and enable planned mitigation actions. We also have an established procedure for identifying and rating the significance of our environmental aspects, in both normal and abnormal (emergency) situations. This includes consideration of: -

- Emissions to air, water & land, including waste management
- Use of raw materials and natural resources
- Life cycle and supply chain issues of our products
- Other local environmental and community issues
- Opportunities for improvement

These aspects are recorded on our Environmental Aspects Register. Periodic reviews of aspects are undertaken by management and the minutes recorded. Aspects will be additionally reviewed whenever there is a major change or alteration to the site, processes carried out on site or major revisions in our product range.

We take our compliance obligations very seriously and maintain a register of requirements applicable to our operations. The senior management team take responsibility for action to ensure that compliance measures can be undertaken.

When we undertake projects with a significant risk, for instance, capital investment, the results achieved and the effectiveness of the change are evaluated through our management review mechanism

We have established plans for achievement of environmental objectives based on the significant environmental aspects, obligations, risks and opportunities identified in the environmental aspects evaluation. These plans show: -

- performance objectives (e.g. Investigate, Control, Improve or Reduce) for the aspect
- specific targets for those objectives
- timescales for achievement

The objectives are consistent with the Environmental Policy, are quantifiable wherever possible and will reviewed on a regular basis, (at least annually as a minimum) to ensure they are being addressed.

## 7. Support

As a company we provide the framework and resources necessary for the implementation and control of our business and expect employees to understand the responsibilities associated with their role within the organisation. We are able to identify training needs and record progress towards achievement of standards required for all employees. All personnel are required to be evaluated for competence based on appropriate education, training and/or experience for any tasks they have been allocated. Commensurate with their role employees at all levels should be aware of: -

- Our commitment to satisfying or exceeding customer requirements
- The importance of conformance with our policies and procedures.

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- Significant environmental impacts, actual or potential, of their work activities and the environmental benefits of improved performance.
- Their responsibilities in achieving conformance with the environmental policy and its' objectives, including emergency response and preparedness
- Potential consequences of departure from specific operating procedures.

We understand that information and guidance are key elements of a successful EMS and operate a systemised procedure for internal and external communications to interested parties when required. The procedure ensures close liaison and coordination between all the various functions and levels within the organisation and creates an opportunity for feedback. A copy of the manual and associated documentation is available to employees on request and a master copy is maintained and held by the Managing Director. The company Quality & Environmental Policies are available to the public on request.

In addition to the above the company has established a documented information management process.

## 8. Operation

Control of company operations, particularly the manufacturing process, has been established. In addition, this Integrated management System has been developed to establish a framework to control operations so that the company's quality & environmental obligations and objectives are met or surpassed where feasible. Activities, products and services which may have significant risk or impacts are identified and situations in which deviations from our policies, objectives and targets occur are addressed and relevant requirements are communicated to suppliers and contractors.

As part of our emergency response plan we have a procedure which identifies potential environmental risks and details actions to prevent or mitigate those risks in the event of an emergency situation. These plans are reviewed periodically as a matter of routine or specifically after the occurrence of an incident/near miss. A register of incidents is maintained.

## 9. Performance evaluation

As a minimum the company will carry out an annual audit of our systems and operating procedures to determine their continued effectiveness and conformance with the requirements of ISO9001&14001 2015. In addition, a review of compliance and effectiveness of controls and procedures relating to quality & environmental management will be included in planned audits. Results will be documented and any deficiencies will be brought to the attention of the section leader of the department in which the deficiency occurred. The relevant section will be re-audited in the following quarter to determine whether the deficiencies have persisted or the issue resolved. Results of audits will be used as input into the management review process outlined below.

## 10. Improvement

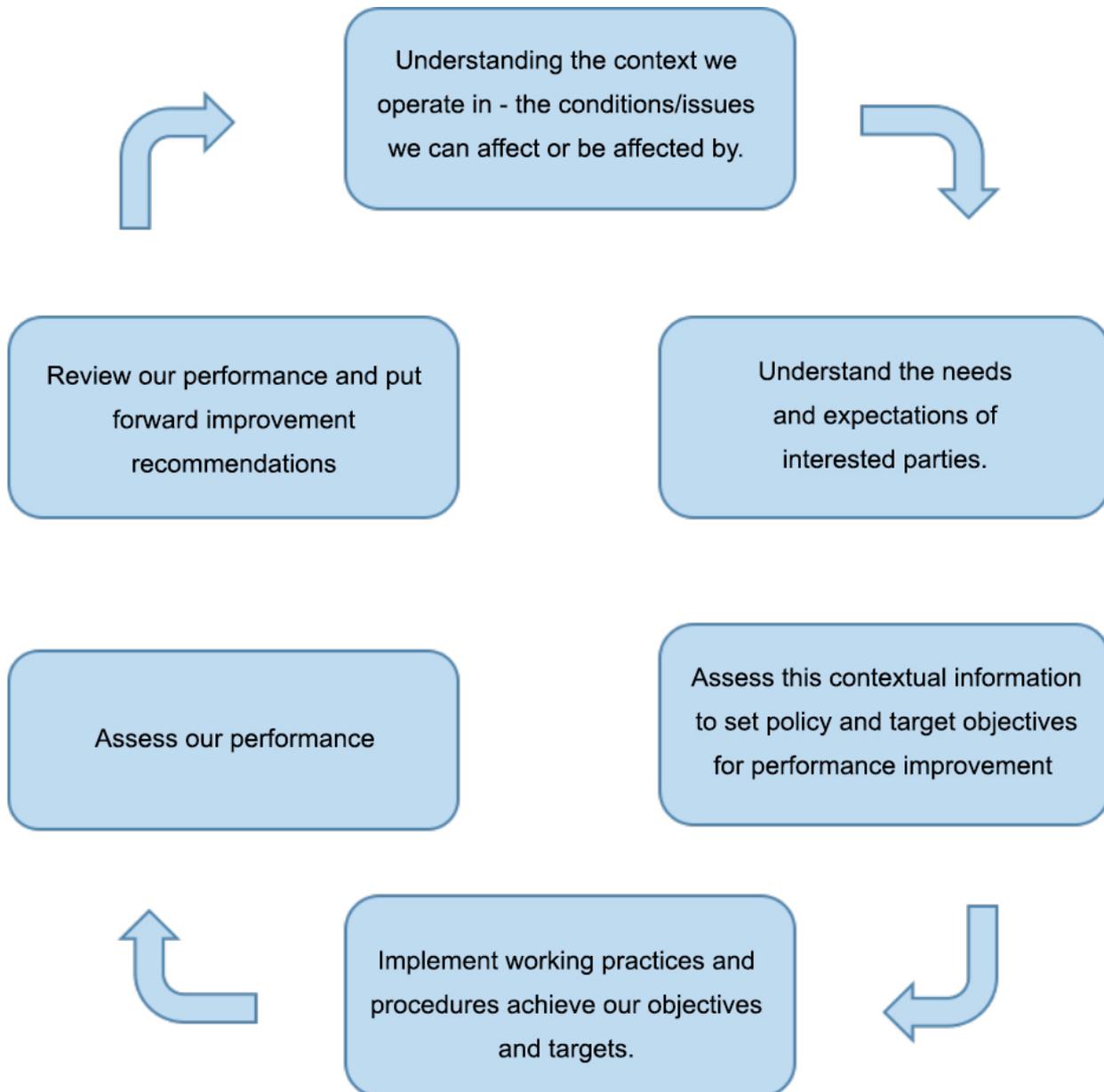
The company has established procedures for corrective action, together with reporting of non-conformances and dealing with non-conforming products. Non-conformities, including customer complaints, will be recorded, investigated and remediated (at a level appropriate to the magnitude of the non-conformance) in accordance with these procedures.

Successful implementation of the our IMS will enable the company to continually improve and enhance its' quality & environmental performance

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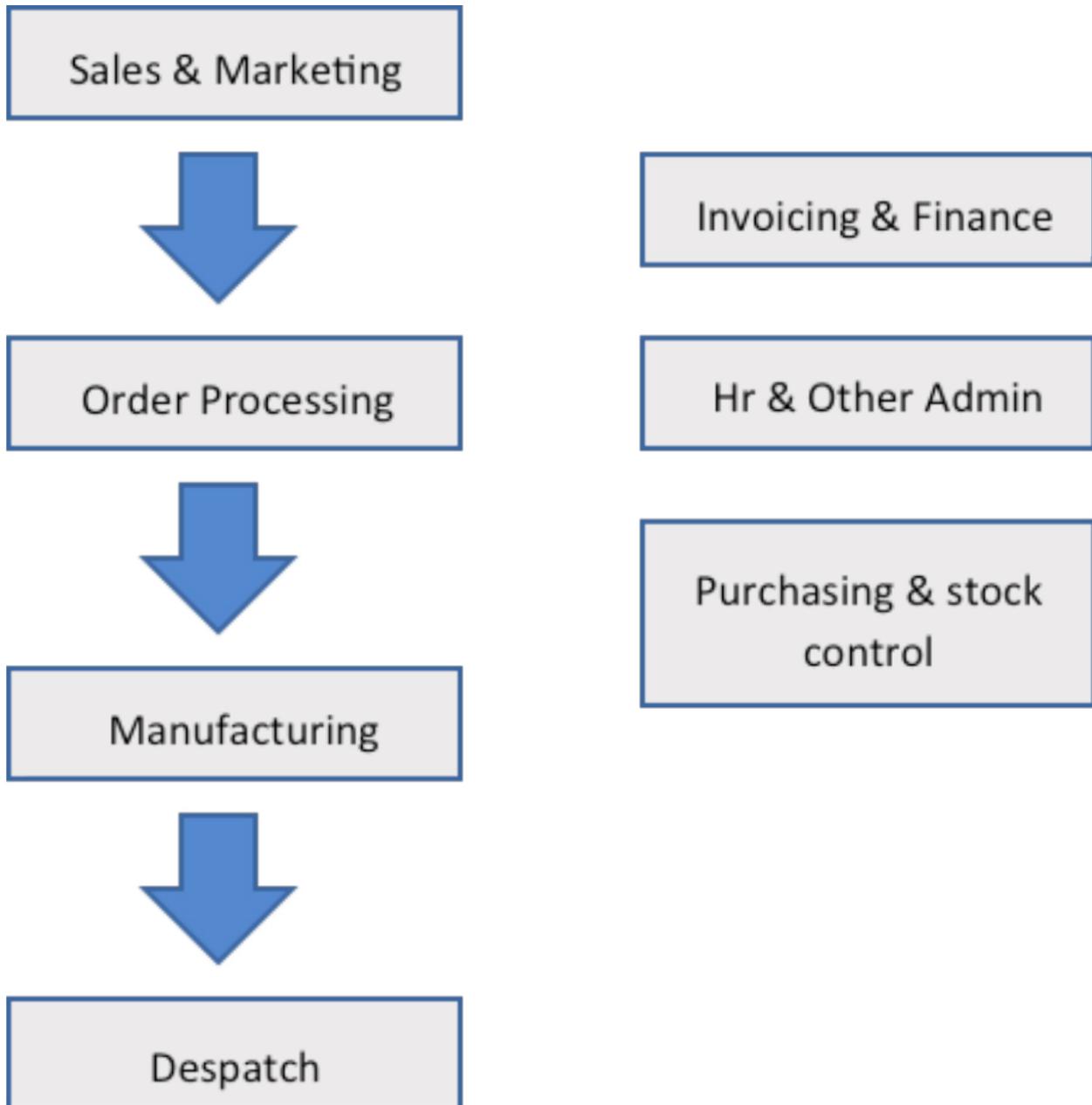
## Appendices

### Schematic summary of our system.



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## Our Business Processes – High level



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