



The Inspection Technology and
Quality Assurance National Institute

QHSE

Integrated Management System Manual

According to

ISO 9001:2015
for Quality Management
(QM)

ISO 14001:2015
for Environmental Management
(EM)

ISO 45001:2018
for Occupational Health &
Safety Management
(OH&SM)

ITQAN-IMS-01

ITQAN Institute



The Inspection Technology and Quality Assurance National Institute (ITQAN)

According to ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 standards requirement



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Section B / Purpose

This document has been produced to define and communicate the organisation's IMS Policy and Objectives for the purpose of effective implementation of an Integrated Management System designed to assist in the achievement of Total Customer & Trainee Satisfaction towards Continuous Improvement of Environmental and Safety performance.

This will serve as a guidelines document for instructing all employees in the Quality, Environment Safety procedures and disciplines, which they must observe and practice as a participant of QHSE management system.

The Integrated Management System has been based on the requirements of ISO 9001: 2015, ISO14001:2015 & ISO 45001:2018

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Section C /Manual Distribution

Department/ Location	Copy No.	Available	Signature
Managing Director	01	PDF Copy	
Management Representative	02	Master Copy	

Section D /Manual History

Rev. No.	Issuance Date	Section Changed	Summary of Changes
00	01 January, 2023	None	First Issue

Section E /Institute Profile

The Inspection Technology and Quality Assurance National Institute (ITQAN) is a state-of-the-art institute that aims at inspiring passion for excellence, provides world-class training programs, and delivers state-of-the-art human resources development. ITQAN is an independent, not-for-profit training institute. It is the result of a strategic partnership between Saudi Aramco (SA) and the Technical & Vocational Training Corporation (TVTC) in accordance with signed agreements.

ITQAN is located in Ju'aymah. It intends to train and qualify young Saudis in order to meet the market needs, contribute to community growth, help reduce unemployment and support the Kingdom's workforce and nationalization efforts. ITQAN offers inspection training mainly to high school graduates to qualify them to work in the energy sector.

Vision

Be the leading training institute in the area of inspection disciplines.

Mission

Fulfil the Inspection workforce requirements of the kingdom by providing high-quality practice oriented and technology-based training and certifications in various inspection disciplines.

Values

Integrity: We maintain high ethical standards in everything we do.

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Teamwork: We work together for the benefit of the institute.

Excellence: We always pursue high quality.

Accountability: We hold ourselves accountable for our actions.

Citizenship: We serve as a role model and support the development of our communities and the Kingdom at large.

Safety: We strive to maintain the highest levels of Safety, health, and environmental standards.

Clause: 1 Scope

The Management System implemented at ITQAN has been established according to the requirements given in ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. The scope of work for Inspection Technology and Quality Assurance National Institute is as follows:

"Vocational Training & Education (Inspection Training)"

1.1 Purpose

The purpose of this QHSE (Quality, Health, Safety, and Environment) Integrated Manual is to establish the framework for the implementation and maintenance of a comprehensive QHSE management system at ITQAN Institute. This manual outlines the institute's commitment to providing a safe, healthy, and environmentally responsible learning and working environment while ensuring the delivery of high-quality education and services.

1.2 Applicability

This QHSE Integrated Manual applies to all aspects of ITQAN's operations, including but not limited to:

- a) Academic Programs: All educational programs offered by the institute, covering various disciplines and levels of education.
- b) Administrative Processes: All administrative functions, such as admissions, registration, finance, human resources, and procurement.
- c) Support Services: All services provided to support the institute's core functions, including facilities management, IT support, and trainee services.
- d) Staff: All employees and personnel associated with ITQAN Institute, irrespective of their roles or levels within the institute.
- e) Trainees: All individuals enrolled in any academic program or participating in any activities offered by ITQAN Institute.
- f) Sponsors: Organizations or entities that provide financial support, resources, or partnership to ITQAN Institute.
- g) Stakeholders: Individuals or groups who have an interest in ITQAN Institute's activities and outcomes.
- h) Visitors: Any external individuals, guests, or suppliers/contractors visiting the institute's premises or participating in institute-related activities.

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1.3 Exclusions

The QHSE Integrated Manual does not apply to external organizations or entities not directly under the control of ITQAN Institute. However, the institute will strive to collaborate with external parties to promote QHSE practices whenever applicable.

1.4 Legal and Regulatory Compliance

ITQAN Institute is committed to complying with all relevant local, national, and international QHSE laws, regulations, standards, and other requirements applicable to its operations. This manual serves as a basis for establishing and maintaining compliance with these obligations.

1.5 Integration with ITQAN Institute's Policies and Objectives

The QHSE Integrated Manual aligns with the institute's overall policies, strategic objectives, and mission. It is designed to support and reinforce these guiding principles while ensuring that QHSE considerations are an integral part of the institute's decision-making processes.

1.6 Continuous Improvement

ITQAN Institute is dedicated to continuously improving its QHSE performance. To achieve this, regular reviews, audits, and evaluations will be conducted to identify areas for enhancement and ensure the effectiveness of the QHSE management system.

1.7 Distribution and Communication

This QHSE Integrated Manual will be made accessible to all staff, trainees, and relevant stakeholders. It will be communicated through various channels to ensure that everyone is aware of their roles, responsibilities, and obligations concerning QHSE practices at ITQAN Institute.

1.8 Document Control

The QHSE Integrated Manual is a controlled document, and any revisions or updates will be managed through the institute's document control procedures. Users will have access to documents with the latest version while obsolete versions will be archived to maintain document integrity and traceability.

Quality Management Principles (QMP) are fundamental guidelines and values that provide a foundation for the development and implementation of effective quality management systems. ITQAN institute is based on Seven Quality Management Principles (QMP) and 5 EMS & OH&S Principles i.e.,

Such QMPs include:

1. Leadership,
2. Customer Focus,
3. Engagement of People,
4. Process Approach,
5. Improvement,
6. Evidence-Based Decision Making,

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7. Relationship Management.

5 EMS & OH&S Principles

- Principle 1: Commitment & policy,
- Principle 2: Planning,
- Principle 3: Implementation,
- Principle 4: Measurement & evaluation,
- Principle 5: Review & Improvement.

The primary objective of this Integrated Management System (IMS) is to continuously improve customers' satisfaction and enhance the overall performance of the Institute. We prioritize understanding and meeting our customers' needs, which are central to our success. The IMS is specifically focused on the "Vocational Training & Education (Inspection Training) sector".

Exclusion

7.1.5 Monitoring and Measuring Resources: ITQAN workshop's equipment does not need calibration.

7.5.3.3 Documented Information & External Origin

7.5.3.4 Documented Distribution Control

8.3 Design and Development of Product and Service: ITQAN does not engage in the design of any curriculum. As a result, Clause 8.3 of the IMS is not applicable to our institute.

8.5.4 Post Delivery Activities: ITQAN does not provide any post-delivery activities for its customers. Therefore, Clause 8.5.5 of the IMS is not applicable to our institute.

1.9 Control:

The Management Representative takes the lead in the Integrated Management System Manual preparation. The manual is presented to the Managing Director for final approval as indicated in the footer of every page. The Managing Director, as the ultimate authority on matters, provides the necessary oversight to ensure that the manual is in harmony with the institute's vision and mission. Upon approval, the Integrated Management System Manual is published and distributed to all relevant personnel. Additionally, the manual is made available on the institute's intranet, always ensuring easy accessibility for employees.

1.9.1 Controlled Copies:

ITQAN IMS Manual is a comprehensive document that outlines the institute's commitment to quality, health, safety, and environmental responsibility. It is managed and maintained by the Management Representative, who oversees both physical (hard) copies and electronic (PDF) versions distributed to department/unit heads.

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The distribution list, recorded in section 2.4, keeps track of who possesses the manual within the institute. The manual is regularly updated to reflect changes in policies, procedures, process descriptions, and work instructions, ensuring that all copies remain current.

Holders of controlled copies have a responsibility to safeguard the manual, prevent unauthorized access or alterations, and make it readily available for reference by others. This accessibility promotes transparency and awareness, contributing to the institute's commitment to excellence in its integrated management system.

1.9.2 Un-Controlled Copies:

Uncontrolled copies of the IMS Manual are issued under the authority of the Management Representative. These copies are provided to individuals who are not employed by the Institute, such as customers, ISO certification bodies, or other external parties. Before issuance, approval from the proprietor is obtained to ensure proper authorization.

At the time of issue, uncontrolled copies are up to date, reflecting the latest version of the manual. However, it is important to note that these copies will not be subject to any further updating. As a result, recipients of uncontrolled copies should be aware that the information contained therein may become outdated over time.

1.10 Issue and Revision:

- 1.10.1 The IMS Manual undergoes periodic reviews by the Management Representative, and appropriate amendments or re-issuance are made as necessary. A distribution list of recipients holding controlled copies and a record of amendments or issuances can be found in section C, managed by the Management Representative. Continuous updates are issued exclusively to holders of numbered copies.
- 1.10.2 Revisions to the manual are implemented on a single-page basis, with each page clearly indicating its revision status and date. Urgent revisions are promptly applied and recorded in the Manual Revision History section.
- 1.10.3 Whenever a page is re-issued under a new revision number, the most recent revision is marked, and previous revision markings are removed. The old version's original issue, stored with the Management Representative, is marked as obsolete and archived accordingly.
- 1.10.4 Recipients are responsible for incorporating revised pages into their manual copies and appropriately disposing of obsolete pages.
- 1.10.5 Hand-written notations or changes are strictly prohibited to maintain consistency and accuracy.

1.11 Distribution

The IMS Manual is distributed through both controlled and uncontrolled methods. Department/unit heads receive soft copies via the Document Issue Register (section 7.5.3).

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Copies distributed within the institute are stamped "Controlled," while those intended for external parties are stamped "Uncontrolled" to distinguish their status.

Clause: 2 Normative References

ITQAN follows the most recent versions of the Quality Management System, Environment Management System, and Safety Management System standards, ensuring alignment with the latest best practices and requirements in these areas:

- ISO 9001: 2015 Quality Management System - Requirements for the Certification
- ISO 14001:2015 Environment Management System - Requirements for the Certification
- ISO 45001:2018 Occupational Health & Safety Management System - Requirements for the Certification

Clause: 3 Terms and Definitions

QHSE	Quality, Health & Safety and Environment
Environment	Surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation.
ITQAN	The Inspection Technology and Quality Assurance National Institute (ITQAN)
TVTC	Technical and Vocational Training Corporation
ITP	International Training Provider
CoE	Colleges of Excellence
Integrated Management System	<p>IMS is a powerful tool for achieving established objectives, comprising four essential steps: Plan, Implement, Measure, and Adjust.</p> <p>In ITQAN, the Integrated Management System combines the requirements of three key management systems: ISO 9001:2015 for Quality Management, ISO 14001:2015 for Environmental Management, and ISO 45001:2018 for Occupational Health and Safety Management. This integration ensures a streamlined approach to effectively address quality, environmental, and safety aspects within the institute.</p>
Objective	<p>Note 1: An objective can be strategic, tactical, or operational, representing goals at different levels within the institute.</p> <p>Note 2: Objectives may pertain to various disciplines, such as financial, health and safety, and environmental goals. They can apply organization-wide or on a project, product, or process level.</p>

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	<p>Note 3: Objectives can be expressed in various forms, including intended outcomes, purposes, operational criteria, OH&S objectives, or using similar terms like aim, goal, or target.</p> <p>Note 4: This definition is a fundamental term and a core element found in ISO management system standards.</p>
QHSE or IMS Objective	Institute objectives are specific targets established by the institute within its Quality, Health, Safety, and Environment (QHSE) or Integrated Management System (IMS). These objectives are designed to attain outcomes in alignment with the institute's QHSE or IMS policy.
Risk	The amalgamation of the likelihood of a hazardous event or exposure(s) occurring and the potential severity of injury or ill health that may result from the event or exposure(s).
Risk Assessment	The systematic process of evaluating the potential risks originating from a hazard(s). This evaluation considers the effectiveness of any existing controls in place. The main objective is to determine whether the identified risk(s) is acceptable or requires further mitigation measures.
Audit	A methodical, independent, and well-documented process that involves gathering audit evidence and conducting an impartial evaluation. The primary purpose of an audit is to assess the extent to which audit criteria are met, providing an objective assessment of compliance and performance.
Environmental Aspect	A component of an institute's activities, products, or services that has the potential to interact with the environment.
Environmental Impact	any alteration to the environment, whether positive or negative, and whether affecting the entirety or a portion of it. This alteration is a direct consequence of an institute's environmental aspects.
IMS Objectives	The overarching targets an institute establishes to achieve its integrated management system's overall goals in quality, environmental safety, and information. These objectives align with the integrated management policy and guide the institute in its pursuit of excellence across various management disciplines.
Prevention of Pollution	<p>Involves the strategic implementation of processes, practices, techniques, materials, products, services, or energy to actively avoid, diminish, or regulate (individually or collectively) the generation, emission, or release of pollutants or waste. The primary objective is to curtail adverse environmental impacts.</p> <p>Note 1: Prevention of pollution encompasses a variety of measures, such as source reduction or elimination, alterations in processes, products, or services, resource efficiency, material and energy substitution, reuse, recovery, recycling, reclamation, or treatment. These initiatives contribute to minimizing environmental harm and promoting sustainable practices.</p>
Participation	<p>Active involvement in the decision-making process.</p> <p>Note 1: Participation involves engaging health and safety committees and employees' representatives, where applicable or present, to foster a</p>

collaborative approach to decision-making and promote the inclusion of diverse perspectives.

Consultation

The act of seeking input and gathering perspectives from relevant stakeholders before reaching a decision.

Note 1: Consultation includes engaging health and safety committees and employees' representatives, where applicable or present, to ensure that valuable insights are considered in the decision-making process.

Encompass both legal requirements and other commitments that an institute is obligated to adhere to.

Compliance Obligations

Note 1: Compliance obligations are particularly relevant to the environmental management system.

Note 2: These obligations can originate from mandatory sources, including applicable laws and regulations, as well as voluntary commitments such as institute and industry standards, contractual agreements, codes of practice, and engagements with community groups or non-governmental organizations.

Refers to information that an organization is required to control and maintain, regardless of its format or medium.

Documented Information

Note 1: Documented information can exist in various formats and media, originating from diverse sources.

Note 2: Documented information encompasses the Integrated Management System and related processes, as well as information generated for the institute's operational functioning (commonly referred to as documentation). Additionally, it includes evidence of achieved results (commonly referred to as records).

Competence

The proficiency and capability to effectively apply knowledge and skills to achieve the desired outcomes or results.

The sequential and interconnected stages of a product or service system, encompassing the entire process from the acquisition or generation of raw materials sourced from natural resources to its ultimate disposal.

Life Cycle

Note 1: The life cycle stages involve raw material acquisition, design, production, transportation/delivery, usage, end-of-life treatment, and final disposal. These stages represent the full life span of the product or service system, highlighting its comprehensive environmental impact.

The measurable outcomes achieved through the implementation of the Quality, Health, Safety, and Environment (QHSE) Management System.

Performance

Note 1: Performance can be assessed using either quantitative or qualitative measures, enabling the evaluation of results through various methods.

Note 2: Performance can pertain to the management of activities, processes, products (including services), systems, or institutes. This broad scope allows

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for comprehensive evaluation of the effectiveness and efficiency of the QHSE Management System's application and impact.

3.1 Aim of ITQAN Environmental Management System

ITQAN Environmental Management System aims to provide a comprehensive framework that safeguards the environment while accommodating socio-economic needs. This integrated system includes the requirements of EMS, enabling ITQAN to attain its intended environmental management outcomes.

By adopting a systematic approach to environmental management, the institute empowers the Management with vital information to drive long-term success and contribute to sustainable development. The key objectives of the system are as follows:

- Protecting the environment by preventing or mitigating adverse environmental impacts.
- Mitigating potential adverse effects of environmental conditions on the institute.
- Assisting the institute in meeting its compliance obligations.
- Enhancing environmental performance.
- Exerting control or influence throughout the product and service life cycle, ranging from design or purchase to disposal, to prevent unintended environmental impacts from shifting elsewhere.
- Attaining financial and operational benefits by implementing environmentally sound alternatives.
- Effectively communicating environmental information to relevant stakeholders.

Through this holistic approach, ITQAN Environmental Management System strives to strike a harmonious balance between environmental preservation and the institute's operational needs, leading the way towards a sustainable future.

3.2 Aim of ITQAN Quality Management System

ITQAN Quality Management System aims to establish an IMS that addresses the requirements of QMS, enabling ITQAN to:

- a) Demonstrate its consistent ability to deliver products and services that meet customers' expectations, as well as applicable statutory and regulatory requirements.
- b) Enhance customer satisfaction by effectively implementing the system, including processes for continual improvement.

3.3 Aim of ITQAN OH&S Management System

ITQAN Occupational Health and Safety (OH&S) Management System aims to achieve the following intended outcomes, aligning with the institute's OH&S policy:

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- a) Continuously improve OH&S performance.
- b) Fulfill all legal and other relevant requirements.
- c) Attain the OH&S objectives set by the institute.

3.4 Plan-Do-Check-Act Model

The Plan-Do-Check-Act (PDCA) model forms the foundation of ITQAN's integrated management system. This iterative approach enables continuous improvement and can be applied to the overall integrated management system and its individual components.

ITQAN has implemented the IMS using the PDCA cycle and approach as follows:

- **Plan:** Establish IMS objectives and define the necessary processes to achieve results in alignment with the institute's environmental policy.
- **Do:** Implement the planned processes according to the established objectives.
- **Check:** Monitor and measure the performance of processes against the IMS policy, including commitments, objectives, and operating criteria. Report the findings obtained through monitoring and measurement.
- **Act:** Take proactive actions to drive continuous improvement, making necessary adjustments and enhancements to enhance the effectiveness of the system.

ITQAN ensures a dynamic and adaptable integrated management system, adopting ongoing improvement in performance and environmental responsibility.

Clause: 4 Context of the Organization

4.1 Understanding the Organization and its Context

ITQAN has implemented a documented procedure, labeled as # [ITQAN/MP/01](#), to determine and evaluate the external and internal factors pertinent to its operational environment (context) and strategic planning. These factors significantly influence the institute's ability to achieve its objectives and intended outcomes.

Relevant information concerning these external and internal factors is effectively maintained and considered while managing associated risks and opportunities. Moreover, the institute actively monitors its strengths and weaknesses through a defined mechanism, ensuring consistent and seamless business execution.

Examples of internal and external issues relevant to the institute's context for its QHSE include:

- a) Environmental conditions, such as climate, air quality, water quality, land use, existing contamination,

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- and natural resource availability, may impact the institute's purpose or be affected by its environmental aspects.
- b) Public Health Concerns, Public health crises (e.g., pandemics) can have a significant impact on the institute's health and safety measures and may require rapid response strategies.
 - c) External factors such as cultural, social, political, legal, regulatory, financial, technological, economic, natural, and competitive circumstances on international, national, regional, or local levels.
 - d) Internal factors like activities, products, services, strategic direction, culture, and capabilities (i.e., people, knowledge, processes, systems).

Understanding the institute's context serves as the foundation for establishing, implementing, maintaining, and continuously improving its QHSE management system (refer to section 4.4).

The internal and external issues identified in section 4.1 can lead to risks and opportunities for the institute or the QHSE management system (see sections 6.1.1 to 6.1.3). ITQAN has identified those that require addressing and management (see sections 6.1.4, 6.2, Clause 7, Clause 8, and 9.1).

4.2 Understanding the Needs and Expectations of Interested Parties

ITQAN has put in place a documented procedure labeled as [ITQAN/MP/01](#) to identify the interested parties relevant to its Quality, Environment, and Safety Management System, along with their respective requirements.

Relevant information pertaining to these external and internal parties is effectively maintained, regularly reviewed, and monitored through well-defined mechanisms to ensure seamless and consistent business execution. This proactive approach enables the institute to address the needs and expectations of all interested parties, adopting strong and mutually beneficial relationships.

Reference: **External Internal Issue Assessment Procedure** [ITQAN/MP/01](#)

4.3 Determining the Scope of Management System

ITQAN has precisely established the boundaries and applicability of its Quality, Environment, and Safety Management System while defining its scope. The details are documented in clause 01 of this Management System Manual. The scope of work for ITQAN Institute is as follows:

"Vocational Training & Education (Inspection Training)"

During the process of determining the scope of work, ITQAN has thoroughly considered the following factors:

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- External and internal issues associated with the business (Refer to clause 4.1 of the Integrated Manual).
- The requirements of relevant interested parties (Refer to clause 4.2 of the Integrated Manual).
- The services and products offered by the institute (Refer to clause 01 of the Integrated Manual).

ITQAN adheres to all the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 standards. The scope of work and any exclusions are explicitly defined. The scope undergoes regular review and maintenance whenever necessary. It accurately outlines the types of services and products provided to customers.

In this Manual, ITQAN addresses all the requirements (clauses) of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018, focusing on their effective implementation to ensure no impact on ITQAN's ability or responsibility to provide conformity of its products or services and enhance customers' satisfaction. The institute is committed to upholding the highest standards and delivering excellence in its educational services.

4.4 Management System and its Processes

ITQAN has established, implemented, maintained, and continuously improved its Management System in full compliance with the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. To achieve this, ITQAN has determined the following key aspects:

- Processes required for the Management System and their consistent application throughout the institute.
- The inputs necessary for these processes and the expected outputs.
- The sequence and interactions between these processes.
- Criteria and methods to effectively operate and control these processes.
- Ensuring the availability of resources needed for these processes.
- Assigning clear responsibilities and authorities for each process.
- Addressing the risks and opportunities associated with these processes.
- Evaluating these processes through a defined mechanism involving monitoring, measurement, and analysis of process performance, and assessing the need for any necessary changes to ensure intended results.
- Continuously improving the Management System processes.

ITQAN's structured Management System is designed to achieve efficient internal management and obtain high customers' satisfaction results through effective and continuous improvement efforts.

Documented information is maintained by ITQAN wherever required by international standards (ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018) or by the institute itself for effective planning, control, and operation. The requirements for documented information are addressed in Clause 7.5 of this Manual.

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The process sequence and interactions are detailed in the Master Process Map (Process Interaction) found in Annex-2 (Process Flow Diagram) of this Manual. Moreover, ITQAN maintains a list of management system procedures in Annex-5 (Master List of Records) of this Manual. The institute hierarchy is well-established and maintained through ITQAN's defined Organization Chart in Annex-1 (Organization Chart) of this manual.

Clause: 5 Leadership

5.1 Leadership and Commitment

5.1.1 General

Top Management shows effective leadership and solid commitment to the Management System by ensuring the following:

- Assuming full accountability for the effectiveness of the Management System.
- Documenting, implementing, and maintaining the Policy and objectives (Annex-3) to align with the institute's context and strategic direction.
- Integrating Management System requirements into the Business process through the establishment of a robust documentation structure (clause 7.5).
- Emphasizing the use of a "Risk-based approach" and "Process approach" by defining and promoting ITQAN documentation structure.
- Demonstrating commitment to continual improvement by providing necessary resources, such as training, new equipment, additional support, or personnel.
- Establishing effective communication processes to convey the significance of an efficient management system and the importance of conforming to Management System requirements.
- Ensuring the Management System achieves its intended results through the Quality Assurance process, including Management review and Internal Audit.
- Engaging, directing, or supporting personnel at all levels to demonstrate their contribution to the effectiveness of the Management System. This includes defined institute hierarchy, assigned responsibilities, authorities, and other monitoring parameters.
- Encouraging and supporting personnel in Management Roles to exhibit their leadership skills within their areas of responsibility.
- Promoting continuous improvement of the Management System through a well-defined mechanism of monitoring and/or measurement.

Top Management's dedicated leadership and commitment creates a culture of excellence and continuous enhancement within ITQAN.

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5.1.2 Customer Focus

At ITQAN, utmost attention is given to fulfilling customers' requirements effectively. These controls are carefully managed in accordance with Procedure [ITQAN/MP/13](#). Additionally, ITQAN places a strong emphasis on achieving customers' satisfaction, as outlined in Procedure [ITQAN/MP/16](#).

5.2 Policy

5.2.1 Establishing the Policy

ITQAN's team has accurately documented a comprehensive QHSE Policy, which has obtained full approval from the Managing Director. The strategy to attain QHSE objectives centers around the implementation and continuous maintenance of the quality system outlined in this manual and its associated procedures.

Every employee, regardless of their level within the institute, is expected to fully comprehend and adhere to the policy's requirements in all aspects of their work, related efforts, and decision-making.

In alignment with the Policy, ITQAN has established a clear set of objectives, serving as a guiding beacon for the Institute and well-known among its employees. These objectives set the course for the institute's endeavors in ensuring QHSE excellence.

Reference: Annex-3 QHSE Policy

5.2.2 Communicating the Policy

Top Management has taken proactive steps to communicate, ensure understanding and application of the QHSE Policy throughout the institute. It is also made accessible to interested parties through various defined means of communication.

This Integrated Management Policy undergoes regular reviews at defined intervals, specifically during Management Reviews, to ensure its ongoing suitability to ITQAN's Management System and its business requirements. The continuous review process guarantees that the policy remains relevant and aligned with the institute's evolving needs and commitments.

5.3 Institute Roles, Responsibilities and Authorities

Top Management has diligently assigned, communicated, and ensured understanding of responsibilities and authorities for relevant roles within the institute. The institute's structure of ITQAN Institute is visually shown in the Organization Chart (Annex -I), illustrating the designations of personnel and their inter-relationships. The responsibilities of Managing Director and key personnel of ITQAN are given below:

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Managing Director

- Overall Institute Management
- Resource approval
- Business Development and Alliances
- Chair Management Review Meeting
- Provide resources to the Institute for effective functioning and implementation of System.
- Plan, Frame and Execute the future plans and growth steps of the Institute.

Assistant to Managing Director:

- Assist the Managing Director in overall institute management and operations.
- Coordinate and manage administrative tasks as assigned by the Managing Director.
- Facilitate communication between various departments and units within the institute.
- Support in organizing meetings, events, and conferences.
- Prepare reports, presentations, and documents as needed by the Managing Director.
- Act as a liaison between the Managing Director and other staff members.

Client & Trainees Relation Officer:

- Manage relationships with customers and trainees of the institute.
- Respond to customer inquiries, concerns, and feedback promptly and professionally.
- Coordinate training programs, schedules, and logistics for trainees.
- Ensure excellent customer service and satisfaction.
- Maintain customer and trainee databases and records.
- Gather and analyze feedback to identify areas for improvement in training programs and customer services.
- Collaborate with various departments to ensure smooth customer and trainee experiences.
- Maintain open lines of communication to keep customers informed about current institutional activities and status.

Training Operation Officer

- Coordinate and manage the operational aspects of training programs.
- Plan and collaborate with relevant departments.
- Ensure training facilities, resources, and equipment are prepared and available for each discipline.
- Communicate with the ITP management regarding trainees' performance.
- Monitor and track the performance of trainees during training programs.
- Address logistical issues and challenges that may arise during training programs.
- Collect feedback from trainers and trainees to assess the effectiveness of training programs.
- Collaborate with the Client & Trainees Relation Officer to address trainee inquiries and concerns.
- Maintain accurate records and databases related to trainee progress.

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Management Representative

- Ensure that Institute third party accreditations are obtained and maintained.
- Ensure all Institute policies, objectives and procedures are clear and simple.
- Arrange internal audit and management review meetings in a timely manner.
- Identify risk in business process and apply controls accordingly.
- Apply safety program across the business process.
- Arrange with H&S officer mock drills at institute in regular manner.
- Recommend Institute personnel for fire extinguisher training and first aid training.
- Assess environmental impacts and apply environmental program accordingly.
- Analyze QHSE performance on regular basis.
- Maintain the institute's library of compliance resources including ISO standards.
- Provide awareness among involved parties about the ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.

Principal/Dean

- Oversee the academic and administrative functions of the institute.
- Develop and implement academic programs and curriculum.
- Lead and manage faculty members, trainers, and teaching staff.
- Ensure the quality and relevance of educational content and training materials.
- Foster a positive and productive learning environment for trainees.
- Collaborate with industry partners and experts to enhance program offerings.
- Participate in strategic planning and decision-making for the institute's growth and development.

Vice Dean

- Assist the Principal/Dean in managing academic and administrative activities.
- Support curriculum development and implementation.
- Provide leadership and guidance to faculty members and staff.
- Address academic and trainee-related issues and concerns.
- Collaborate with the Principal/Dean to ensure high-quality education and training standards.
- Participate in faculty recruitment, development, and evaluation.
- Represent the Principal/Dean in his absence and assist in various institute initiatives.

Department/Unit Head (Human Resources)

- Maintain the competence record of all the employees.
- Consolidate the Training Needs Identification Form and organize the training.
- Maintain the record of all training conducted & evaluation of employees.
- Identify the training needs of every personnel and maintain records using the Training Need Identification Form.
- Identify the resource requirements of the institute and inform M.R. accordingly.

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- Inform the M.R. about any change required in the Quality System through Document Change Note.
- Ensure the implementation of ISO-9001:2015 system in respective areas under his control.

Department/Unit Head (Procurement Contracts)

- Responsible for the activities related to procurement of materials.
- In charge of the market survey before purchase.
- Place vendor orders and ensure timely delivery.
- Evaluation of vendor.
- Maintain approved list of all vendors.
- Maintain all tax related activities necessary for vendor.
- Identify the resource requirements of the institute and inform M.R. accordingly.
- Identify the training needs of every personnel and maintain records using the Training Need Identification Form.
- Inform Management System about any change required in the System in Document Change Note.
- Ensure the implementation of management systems in respective areas under his control.

Department/Unit Head (Maintenance)

- Carry out Preventive Maintenance of all equipment within the Institute.
- Carry out Breakdown Maintenance of equipment and maintain a record/log of breakdown.
- Identify the resource requirements of the Institute and inform M.R. accordingly.
- Identify the training needs of every personnel and maintain records using the Training Needs Identification Form.
- Inform M.R. about any change required in the Quality System in Document Change Note.
- Ensure the implementation of management system in respective areas under his control.
- Supervisors and Technicians are verbally informed about their role, authority & responsibility before an employee is deployed to work.

Department/Unit Head (Foundation)

- Develop and oversee the foundation program curriculum and activities.
- Design educational plans that cater to the needs of trainees requiring foundational skills.
- Lead and manage foundation instructors and support staff.
- Monitor the progress and performance of foundation trainees.
- Collaborate with other academic departments to ensure a seamless transition for foundation trainees into higher-level programs.
- Identify areas for improvement in the foundation program and implement enhancements as needed.
- Maintain communication with trainees, parents, and relevant stakeholders regarding the progress of foundation trainees.

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Department/Unit Head (Job Skills)

- Design and implement job skills training programs aligned with industry demands.
- Collaborate with employers and industry experts to identify job skills requirements.
- Develop training materials, resources, and assessment methods for job skills programs.
- Lead a team of trainers and facilitators delivering job skills training.
- Monitor and evaluate the effectiveness of job skills training programs.
- Identify opportunities for collaboration with companies for On-Job-Training and site visits.
- Stay updated on industry trends and changes to ensure training programs are up-to-date and relevant.

Health and Safety Officer

- Develop, implement, and oversee health and safety policies and procedures within the institute.
- Conduct regular inspections and risk assessments to identify potential hazards and ensure compliance with health and safety regulations.
- Collaborate with various departments to establish and maintain safety programs and initiatives.
- Provide training and awareness programs to employees and trainees on health and safety protocols.
- Investigate accidents, incidents, and near-miss situations, and recommend corrective actions to prevent reoccurrence.
- Maintain up-to-date knowledge of health and safety regulations and best practices.
- Monitor the proper use of personal protective equipment (PPE) and safety gear.
- Coordinate emergency response plans, including fire drills and evacuation procedures.
- Maintain records of safety inspections, incidents, and corrective actions.
- Participate in safety committees and meetings to address safety concerns and improvements.

Department/Unit Head (Quality Assurance)

- Session Planning.
- Resource Management.
- Co-ordinate with respective Department/Unit Head (Maintenance) for timely preventive maintenance.
- Identify the training needs of every personnel and maintain records using the Training Need Identification Form.
- Inform Management Representative about any change required in the Management System
- Ensure the implementation of management systems in respective areas under his control.

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5.4 Consultation and Participation of Workers

At ITQAN, the involvement of workers is highly valued in various aspects of the institute's operations. They actively participate in identifying environmental aspects, addressing uncontrolled risks at ITQAN, establishing controls, conducting incident investigations, and contributing to the development and implementation of IMS objectives, targets, and management programs. Additionally, workers are consulted when implementing changes. Relevant interested parties are also engaged in matters concerning the Integrated Management System, and the Management Representative communicates with external interested parties on relevant IMS issues.

Furthermore, ITQAN has effectively established, implemented, and maintained a process (or processes) to ensure consultation and participation of workers/employees at all applicable levels and functions. This includes workers' representatives, where applicable, in the development, planning, implementation, performance evaluation, and actions for improvement of the OH&S management system. By promoting active involvement and collaboration with workers and relevant stakeholders, ITQAN strives to create a safer and more productive work environment that addresses the well-being and concerns of its workforce.

ITQAN has taken proactive steps to facilitate consultation and participation among its workforce by:

- a) Providing necessary mechanisms, sufficient time, adequate training, and essential resources to encourage meaningful consultation and active participation.

NOTE 1: Worker representation can serve as an effective mechanism for consultation and participation.

- b) Offering timely access to clear, understandable, and relevant information about the OH&S management system.
- c) Identifying and eliminating obstacles or barriers to participation wherever possible and minimizing those that cannot be completely removed.

NOTE 2: Obstacles and barriers may include failure to respond to workers' inputs or suggestions, language or literacy barriers, fear of reprisals, and policies or practices that discourage or penalize employee involvement.

- d) Highlighting the consultation of non-managerial workers in the following areas:
 1. Identifying the needs and expectations of interested parties (see 4.2).
 2. Establishing the OH&S policy (see 5.2.1).
 3. Assigning institutional roles, responsibilities, and authorities as applicable (see 5.3).
 4. Determining how to fulfill legal requirements and other requirements (see 6.1.3).
 5. Establishing OH&S objectives and planning to achieve them (see 6.2).
 6. Identifying applicable controls for outsourcing, procurement, and contractors (see 8.4.2).
 7. Identifying what needs to be monitored, measured, and evaluated (see 9.1).
 8. Planning, establishing, implementing, and maintaining an internal audit program(s) (see 9.2).
 9. Ensuring continual improvement (see 10).

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- e) Highlighting the participation of non-managerial workers in the following areas:
1. Determining the mechanisms for their consultation and participation.
 2. Identifying hazards and assessing risks and opportunities (see 6.1.1 and 6.1.2).
 3. Determining actions to eliminate hazards and reduce OH&S risks (see 6.1.4).
 4. Determining competence requirements, training needs, providing training, and evaluating training effectiveness (see 7.2).
 5. Identifying what needs to be communicated and establishing effective communication methods (see 7.4).
 6. Determining control measures and ensuring their effective implementation and use (see 8.1 and 8.2).
 7. Conducting regular investigations of incidents and nonconformities and determining corrective actions (see 10.2).

NOTE 3: Emphasizing the consultation and participation of non-managerial workers applies to individuals actively involved in work activities but does not exclude managers or other personnel in the institute impacted by work activities or other factors.

NOTE 4: Recognizing that providing training at no cost to workers and scheduling training during working hours, when possible, can significantly remove barriers to worker participation.

Clause: 6 Planning

6.1 Action to Address Risks and Opportunities

6.1.1 General

At ITQAN, a well-defined procedure is in place to identify ongoing hazards, conduct risk assessments, and implement necessary control measures for various activities, including routine and non-routine tasks (such as emergencies and breakdowns). This procedure applies to all personnel within the Institute, including visitors and suppliers/contractors, and all facilities and workplaces. The methodology for hazard identification and risk assessment is clearly outlined in this procedure, and the results of these assessments are carefully considered when setting objectives. Regular updates ensure that risk assessment and control measures remain current and effective.

During the planning process for the quality management system, ITQAN considers the issues specified in 4.1 and the requirements outlined in 4.2. This helps determine the risks and opportunities that must be addressed to achieve the following objectives:

- a) Ensuring that the quality management system can achieve its intended results,
- b) Enhancing positive effects,
- c) Preventing or reducing negative effects,
- d) Achieving continual improvement.

For ITQAN, planning is an ongoing process that anticipates changing circumstances and continuously identifies risks and opportunities, for the quality, the environment, and the OH&S management system. Undesired effects include work-related injuries, illnesses, noncompliance with legal and other requirements, and damage to reputation, as well as potential environmental impacts.

ITQAN's planning considers the interrelationships and interactions between activities and requirements within the entire management system. Opportunities related to OH&S focus on the identification, communication, analysis, and mitigation of hazards, as well as system improvement strategies.

ITQAN has developed an approach to address risks and seize opportunities concerning quality, H&S, and the environment. Operational disruptions, compliance challenges, and environmental considerations are recognized as potential obstacles. In addition, ITQAN is dedicated to enhancing quality and environmental sustainability by adopting innovative technologies, involving employees, and adopting collaborations with environmentally responsible suppliers.

ITQAN is prepared to uphold its mission of excellence, ensuring that quality is not compromised while leaving a positive effect on the environment through an attentive risk management and opportunity maximization framework.

ITQAN has identified some risks and opportunities related to Quality and Environment. ITQAN acknowledges that operational disruptions, such as equipment breakdowns or resource shortages, can impact quality and environmental performance. Risk mitigation strategies include maintenance schedules and resource contingency planning.

ITQAN has also explored various opportunities to enhance OH&S performance, which include but are not limited to:

- a) Strengthening inspection and auditing functions,
- b) Improving OH&S performance by addressing work at potentially hazardous pre-determined rates,
- c) Conducting thorough incident or nonconformity investigations and implementing effective corrective actions,
- d) Conducting injury prevention-related assessments,
- e) Ensuring the integration of occupational health and safety requirements in the initial planning stages for facilities relocation, process re-design, or machinery and plant replacement,
- f) Exploring the use of new technologies to improve OH&S performance,
- g) Fostering an occupational health and safety culture that extends beyond the minimum requirements, encourages timely incident reporting by employees, and emphasizes competence related to occupational health and safety,
- h) Enhancing the visibility of top management's support for the OH&S management system,
- i) Improving incident investigation processes,

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- j) Enhancing processes for employee consultation and participation,
- k) Conducting benchmarking, which includes considering the institute's past performance and that of other institutes,
- l) Engaging in collaborative forums focusing on occupational health and safety topics.

6.1.2 ITQAN has Diligently Planned

- a) Actions to effectively address identified risks and opportunities,
- b) The implementation and integration of these actions into its quality management system processes (see 4.4),
- c) A systematic evaluation of the effectiveness of these actions.

The actions taken to address risks and opportunities are carefully tailored to the potential impact on the conformity of products and services.

NOTE 1: Options to address risks may involve avoiding the risk, taking calculated risks to pursue an opportunity, eliminating the source of risk, modifying the likelihood or consequences, sharing the risk, or making informed decisions to retain the risk.

NOTE 2: Opportunities may lead to the adoption of new practices, the introduction of innovative products, exploration of new markets, engagement with new customers, forging partnerships, leveraging advanced technology, and exploring other desirable and viable possibilities to meet the institute or its customers' needs.

6.1.2 Environment Aspects

ITQAN has implemented a well-defined procedure to identify and document environmental aspects and their resulting impacts in a comprehensive register. This includes the activities and services that ITQAN can control or influence, while considering planned or new developments, as well as modifications to activities, products, and services. The procedure establishes criteria for determining aspects with significant environmental impacts.

During the process of identifying environmental aspects, ITQAN takes into consideration:

- a) Changes, including planned or new developments, and modifications to activities, products, and services,
- b) Abnormal conditions and foreseeable emergency situations.

Using established criteria, ITQAN identifies and determines the aspects that have or may have a significant environmental impact, which are referred to as significant environmental aspects. These significant aspects are effectively communicated across different levels and functions within ITQAN, as appropriate.

To maintain a systematic approach, ITQAN also keeps documented information related to:

- Environmental aspects and their associated impacts,

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- The criteria used for identifying significant environmental aspects,
- The list of significant environmental aspects.

NOTE: Significant environmental aspects can lead to potential risks and opportunities, involving adverse environmental impacts (threats) or beneficial environmental impacts (opportunities).

The established procedure aims to recognize and record within a register its environmental aspects together with its resulting impacts. This includes the services it has control over or can influence, considering planned or new developments, as well as modified operations, products, and services. This process establishes the criteria for pinpointing aspects that carry significant environmental impacts.

Reference: Environment Aspect Impact Assessment Procedure

ITQAN/MP/03

6.1.2 Hazard Identification and Assessment of Risks and Opportunities

Identifying hazards is essential in ensuring the safety of individuals in the workplace. Several methods are used at ITQAN to recognize potential harms, including workplace walkthroughs and inspections. Department/Unit Heads and Supervisors play a crucial role in noticing workplace hazards.

For each activity, significant risks are recorded in the safety program, which is regularly updated based on reviews and assessments. Specific criteria are applied to determine the significance of risks associated with workplace hazards. A quantitative technique is used to estimate the risk level of each activity, considering both normal and abnormal operating conditions.

The primary focus of OH&S Hazards covers the following categories:

- Electrical Hazards
- Chemical Hazards
- Physical Hazards
- Biological Hazards
- Information Systems Hazards

During risk assessment, hazards stemming from ITQAN's operations, suppliers/contractors' activities, infrequent tasks, lack of skill, and changes in processes, equipment, and workplace design are also considered. Trained ITQAN staff or external agencies conduct preliminary hazard analysis and risk assessments to gauge the current IMS status.

Risk control measures are established following this hierarchy:

- Elimination
- Substitution
- Engineering controls
- Administrative controls
- Personal protective equipment

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Incident control measures involving information and system security within the institute following this hierarchy:

- Detection
- Investigation
- Elimination
- Replacement
- Administrative Controls

A systematic review of all processes, both initially and continuously, captures any adverse impacts resulting from changes incorporated into operational processes. The outcome of the preliminary hazard analysis and risk assessment guides the prioritization of risk elimination, leading to the development of a corresponding safety program.

Reference: Hazard Identification and Risk Analysis Procedure

ITQAN/MP/02

6.1.2.1 Hazard identification

ITQAN has established, implemented, and maintained an ongoing and proactive process (*ITQAN/MP/02*) for hazard identification. This process considers various factors, including but not limited to:

- A. Institutional work structure, social factors (such as workload, work hours, victimization, and bullying, etc.), leadership, and institutional culture.
- B. Routinary and non-routinary activities and situations, encompassing hazards arising from:
 - 1) Infrastructure, equipment, materials, substances, and the physical conditions of the workplace.
 - 2) Design, research, development, testing, production, assembly, construction, service delivery, maintenance, and disposal of products and services.
 - 3) Human factors influencing work.
 - 4) Methods and procedures used to perform work tasks.
- C. Past relevant incidents, both internal and external to the institute, including emergencies, and their root causes.
- D. Potential emergency situations that could occur.
- E. People involved, including:
 1. Employees, suppliers/contractors, visitors, trainees, and other individuals with access within the workplace and their activities.
 2. Individuals in the vicinity of the workplace who may be affected by the institute's activities.
 3. Employees located outside the institute's direct control.
- F. Other considerations, including:

1. Design of work areas, processes, installations, machinery/equipment, operating procedures, and work organization, tailored to the needs and capabilities of employees involved.
 2. Situations near the workplace resulting from work-related activities under the institute's control.
 3. Situations beyond the institute's control but occurring near the workplace that may pose risks to individuals in the workplace.
- G. Actual or proposed changes in the institute, operations, processes, activities, and OH&S management system (see 8.1.3).
- H. Changes in knowledge or information related to hazards.
- I. Risk associated with information, systems, and operations.

By considering these factors, ITQAN ensures a comprehensive approach to identifying and addressing potential hazards in its operations.

6.1.2.2 Assessment of OH&S Risks and other Risks to the OH&S Management System

ITQAN has established, implemented, and maintained a systematic process to:

- a) Assess OH&S risks associated with identified hazards, considering the effectiveness of existing controls,
- b) Identify and assess other risks related to the establishment, implementation, operation, and maintenance of the OH&S management system.

ITQAN utilizes defined methodologies and criteria for assessing OH&S risks, ensuring a proactive approach that is systematic in nature. The institute maintains documented information on these methodologies and criteria to ensure consistency and effectiveness.

6.1.2.3 Assessment of OH&S Opportunities and other Opportunities to the OH&S Management System

ITQAN has established, implemented, and maintains a process to assess:

- a. Opportunities to enhance OH&S performance, considering planned changes to the institute, its policies, processes, or activities. This includes:
 1. Opportunities to adapt work, work organization, and work environment to benefit employees' well-being.
 2. Opportunities to eliminate hazards and reduce OH&S risks.
- b. Other opportunities for improving the OH&S management system.

Note: Assessing OH&S risks and opportunities may assist in identifying other risks and opportunities within the institute. ITQAN ensures a proactive approach to identify and

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capitalize on these opportunities, resulting in continuous improvement in OH&S performance and overall institutional well-being.

6.1.3 Determining the Legal Requirements and Other Requirements

ITQAN identifies, accesses, and regularly updates legal requirements and other applicable requirements relevant to its Management System. The process includes obtaining environmental and safety clearances as required by law. While establishing, implementing, and maintaining the management system, ITQAN ensures compliance with all relevant legal and other obligations. The responsibility for ensuring and updating the applicable legal requirements lies with the Department/Unit Head of the HR Department.

To ensure proper communication and understanding, relevant information about these requirements is effectively communicated to employees through various channels. Additionally, this information is made available to customers and interested parties upon request through the Institute’s profile, Institute’s QHSE Integrated Management System manual, policy documents, and meetings. Records of compliance with applicable legal and other requirements, including evaluations of compliance, are diligently maintained.

ITQAN has established a system to periodically evaluate and review legal and other requirements to stay current in compliance with the changing regulations. This proactive approach helps ITQAN to remain compliant and uphold its commitment to meeting all necessary legal and other obligations.

Reference: Legal and Other Requirements Procedure

ITQAN/IMP/04

6.1.4 Planning Actions and Integrated Process Management

ITQAN has well-documented procedures that comprehensively address all Quality, Environment, and Safety-related matters. Throughout each generic process, starting from the initial inquiry to the final delivery of products and services to trainees, utmost consideration is given to fulfilling the requirements of all trainees and other interested parties.

The entire system is integrated and described as a series of processes with inputs and outputs, ensuring that each step is carefully planned to align with objectives and achieve compliance obligations for the entire process.

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6.2 Objectives and Strategies for Achievement

The Management Representative is responsible for documenting and maintaining measurable Integrated Management System objectives. Management Procedures directly related to these objectives outline the detailed criteria and methods to achieve them.

The QHSE objectives are:

- a) Aligned with the QHSE policy,
- b) Measurable,
- c) In line with applicable requirements,
- d) Based on the assessment of risks and opportunities (see 6.1.2.2 and 6.1.2.3),
- e) Incorporating inputs from employee consultations (see 5.4) and, where applicable, employees' representatives,
- f) Relevant to ensuring service conformity and enhancing customers' satisfaction,
- g) Regularly monitored for progress,
- h) Communicated effectively across all levels of ITQAN institute,
- i) Updated as necessary to stay current and effective.

Continuous review of these objectives takes place through the Management review meetings, as outlined in clause 9.3 of the Manual. This ensures that ITQAN's objectives are continuously aligned with its strategic vision and responsive to changing circumstances.

Reference: Objective Procedure

ITQAN/MP/05

6.3 Planning for Changes

Whenever ITQAN identifies the necessity for changes, utmost care is taken to maintain the integrity of the management system during the planning and implementation processes. The changes are executed in strict accordance with the planned arrangements outlined in clause 4.4 (sub-clauses a to i). This approach ensures that any modifications made align seamlessly with the overall system and its intended outcomes.

Reference: Change Management Procedure

ITQAN/MP/15

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Clause: 7 Support

7.1 Resources

7.1.1 General

ITQAN top management in collaboration with department/unit heads, has thoroughly assessed and provided the necessary resources to effectively implement and maintain the Quality, Environment, and Safety Management System. This commitment extends to continuously enhancing its efficiency and meeting customers' satisfaction by fulfilling customers' requirements.

During the resource determination process, the institute has considered the associated risks, including:

- Evaluating the capabilities and constraints of existing internal resources.
- Identifying the requirements for outsourcing resources from external providers.

7.1.2 People

To ensure that the workforce is competent and possesses the requisite education, training, and experience, ITQAN has established clear human resource selection criteria, which significantly contributes to achieving customers' satisfaction.

Detailed records of employees, including their training, education, and experience, are meticulously maintained, and managed by the assigned personnel. These records encompass essential documents such as Curriculum Vitae, Training Certificates, Diplomas, and more.

7.1.3 Infrastructure

The management has diligently recognized the necessity of providing adequate and suitable infrastructure to ensure the achievement of service conformity and, consequently, customers' satisfaction.

Additionally, the management ensures the provision of suitable supporting facilities and services, such as catering, and medical clinic.

The infrastructure required for achieving service conformity, which includes hardware, software, workspaces, associated utilities, transportation, communication, and information systems, is thoughtfully provided, and diligently maintained to fulfill its appropriate functions.

Moreover, equipment used for material handling, including vehicles and forklifts, is carefully maintained in accordance with the Equipment Maintenance Procedure (General Preventive Maintenance).

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7.1.4 Environment for the Operation of Processes

ITQAN diligently identifies and provides a suitable working environment and support facilities to achieve and maintain service conformity. These facilities include adequate office facilities equipped with computers and network systems.

Furthermore, a conducive environment necessary for maintaining good health and safety, as well as operational facilities, is thoughtfully provided to ensure an adequate work environment.

7.1.5 Monitoring and Measuring Resources

Not Applicable.

7.1.6 Organizational Knowledge

ITQAN is committed to ensuring the availability of necessary knowledge specific to processes and the competence required for personnel to fulfill their work requirements. The management of organizational knowledge is a critical element in maintaining and enhancing the effectiveness of our quality management system.

To effectively manage organizational knowledge, ITQAN identifies key sources of knowledge both within and outside the organization. These sources include but are not limited to Internal Documents, Subject Matter Experts, Industry Standards, Customer Feedback, CPD, and Lessons Learned from past projects.

ITQAN recognizes the importance of knowledge transfer and employee training in ensuring competence. New hires and employees experiencing transfers between processes receive comprehensive training that incorporates the essential organizational knowledge required for their roles. Training programs are regularly updated to align with changes in processes and industry standards.

Regular reviews are conducted, and updates are made to the knowledge repository to reflect the latest industry trends, technological advancements, and organizational experiences.

ITQAN maintains comprehensive documentation of its processes and activities related to organizational knowledge. This includes policies, procedures, and records that demonstrate compliance with ISO 9001:2015 requirements and the specific needs of ITQAN.

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7.2 Competence

At ITQAN, the HR departments take charge of controlling and maintaining personnel competency. The Department/Unit Heads play a crucial role in identifying and evaluating the training requirements for their respective staff.

An annual training plan is diligently maintained by the responsible team at ITQAN, ensuring that comprehensive training records are kept for all conducted training sessions.

As part of the onboarding process, all new employees undergo an Induction training program designed to acquaint them with their job requirements and the intricacies of the Management System. This program is thoughtfully crafted to ensure that new employees grasp the channels of internal communications clearly.

ITQAN management conducts performance evaluations for each employee, serving as the basis for increments and regularization. New employees undergo performance evaluations by their immediate superiors or department/unit heads before the completion of their three-month probationary period or prior to regularization.

Reference: Training Procedure

ITQAN/MP/07

7.3 Awareness

All new employees at ITQAN are mandated to participate in an Induction training program, specifically designed to acquaint them with their job requirements and the intricacies of the Management System. This program ensures that new employees gain a clear understanding of internal communication channels and System requirements.

As part of the performance evaluation process, the Management conducts assessments for each employee through their immediate superiors or department/unit heads. These evaluations serve as the basis for giving increments and determining regularization.

Before the completion of their three-month probationary period or prior to regularization, the new employee's performance is diligently assessed by their line manager and/or department/unit head.

Reference: Training Procedure

ITQAN/MP/07

7.4 Communication

At ITQAN, an efficient reporting system will be established using the Management Systems application. To ensure smooth internal communication, internal memos, and emails will be utilized. The flow of

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records and information will be facilitated by a well-defined reporting system outlined in the quality management system procedures, forms, and quality records.

For external communication, ITQAN Institute has assigned specific responsibilities to relevant departments. This encompasses communication with external interested parties, such as trainees and customers regarding contracted services, feedback, and complaint resolutions. It also includes communication with external providers related to purchased services, as well as communication with regulatory bodies.

Whenever necessary, the institute will maintain documented information for both internal and external communications. This ensures effective communication and fosters transparent interactions with relevant stakeholders.

Reference: Communication, Consultation and Participation

ITQAN/MP/06

WHAT	WHEN	WITH WHOM	HOW	WHO
Internal Communication				
QHSE policy	Permanent	All Employees/ Interested parties	Display / Letter / Training	Managing Director
Importance of QHSE - IMS	As per training plan / during Orientation training	All Employees	Training / Display	QHSE team
Responsibilities and Authority	During recruitment / Promotion	Employee	Procedure / Oral	Human Resource
IMS Objectives	While defining /	All employees	Procedure / Oral	Managing Director
Customers Complaint	At the time of receipt	Clients & Trainees Liaison Office	Meeting	Clients & Trainees Liaison Office
WHAT	WHEN	WITH WHOM	HOW	WHO
EXTERNAL COMMUNICATION				
Information to external providers	Placing purchase order	Supplier/Contractor (External provider)	Purchase order / Letter / Email / Oral	Purchase I/C
Enquiry, order, amendments	Enquiry review / Order review	Customer	Electronic media / Letter/ oral	Clients & Trainees Liaison Office
Trainee feedback	Once in a year / After service	Customer	Forwarding customer feedback form	Clients & Trainees Liaison Office
Action taken for customer complaints	Once action taken	Customer	Electronic media / Letter/ oral	
Information to external providers	As agreed with customer	Customer	Delivery challan / Letter / Email	STORES I/C

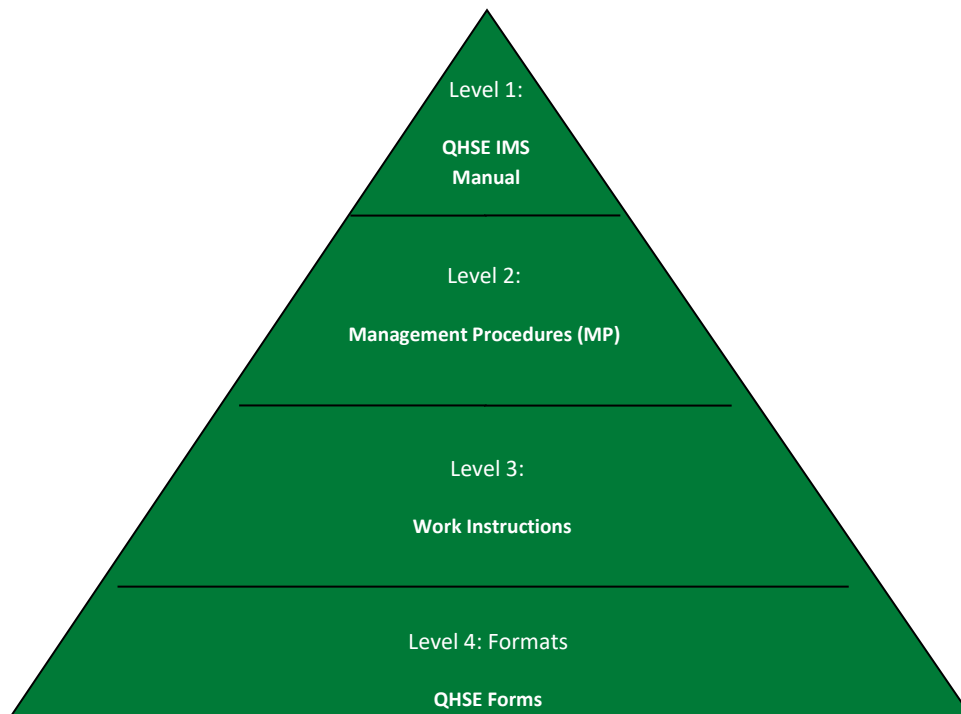
7.5 Documented Information

7.5.1 General

ITQAN has developed a comprehensive Management System that incorporates documented information for Policy & objectives. The documentation structure is organized into four (4) levels, ensuring that the products and services provided by ITQAN adhere to specified requirements while continuously enhancing their effectiveness.

The IMS documentation structure is presented below and further detailed in the following sections:

IMS DOCUMENTATION STRUCTURE



7.5.2 Creating and Updating

Level 1 – QHSE Integrated Management System Manual This introductory document outlines the Policy and objectives of the Institute. It provides a broad overview of the actions required to ensure the expected quality of products and services. The manual encompasses all the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. Additionally, it references the applicable Institute's Management System Procedures.

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Level 2 –Management Procedure (MP) The Management Procedures describe the overall procedures and responsibilities for operating the Management System across all divisions, departments, and units. These procedures ensure the effective implementation of each requirement of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. They encompass documented procedures and records, as well as other necessary documents to ensure effective planning, operation, and control of processes.

Level 3 – Work Instructions Provides detailed instructions for specific tasks or activities within ITQAN, addressing quality, environmental, and health and safety aspects.

Level 4 – Forms comprise the fourth level of the System documentation. They are generated and maintained in accordance with the system requirements, serving as evidence of the effective implementation and maintenance of the quality system. A detailed description of the system can be found in Section 7.5 of this Manual, with specific records and standard formats detailed under relevant functional procedures.

7.5.3 Control of Documented Information

ITQAN has a well-defined procedure for the control of documented information, which encompasses the processes of documentation review, approval, changes, and distribution. This comprehensive Management Procedure ensures that the Institute maintains efficient and effective control over its documented information.

Adequate control of documented information is of paramount importance to ITQAN, as it enables the smooth and organized operation of the institute. The QHSE Integrated Management System Manual is distributed based on two distinct categories:

1. **Internal Distribution:** This category includes the dissemination of the QHSE Integrated Management System Manual within the institute’s internal network. The manual serves as a guiding document for all departments, divisions, and units, ensuring a standardized approach to quality, health, safety, and environmental management.
2. **External Distribution:** The second category focuses on the distribution of the QHSE Integrated Management System Manual to relevant external parties. These external parties may include customers, regulatory bodies, and other stakeholders who have a vested interest in the Institute's products and services and compliance with international standards.

By maintaining rigorous control over its documented information and its distribution, ITQAN strives to uphold its commitment to excellence and continual improvement in all aspects of its operations.

7.5.3.1 Controlled Copies

ITQAN ensures strict control over its Management System Manual (MS Manual) by labeling authorized copies with a prominent "Controlled Copy" stamp in red. These controlled copies

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are then issued to authorized holders within the institute. In case of any revisions or changes affecting the manual, they are promptly incorporated into the controlled copies to maintain the most up-to-date version.

The responsibility for safeguarding the original QHSE Management System documents lies with the Management Representative, who ensures their safekeeping and integrity.

A comprehensive list of Controlled Copy holders is provided in section C of this manual, clearly defining the authorized personnel and departments that have access to the controlled copies.

7.5.3.2 Uncontrolled Copies

Photocopies of any ITQAN Institute document are classified as "Uncontrolled Copies." These copies are not considered official and may not reflect the most recent updates or changes made to the original documents.

Additionally, a soft copy of the original ITQAN Management System Manual is available in PDF format through the Institute Portal.

Reference: Control of Documented Information

ITQAN/MP/08

Clause: 8 Operation

8.1 Planning and Control of Operations

At ITQAN, a well-defined and effective plan has been established for service realization, which references appropriate procedures, work instructions, and process maps to ensure compliance with specified requirements.

The following planning measures are implemented to achieve and maintain service conformity:

1. The objectives of the Management System, which include customers' satisfaction, safe business operations with minimal environmental impact, and specific service requirements (if any), are considered.
2. The necessary information, documents, and resources required for service realization are clearly defined.
3. Verification and inspection activities are carried out to confirm service conformity.
4. All documented information is maintained in a manner that provides evidence of the realization process and ensures that the resulting service meets the requirements.

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5. Operational control tools such as regular meetings, safe systems of work, and effective supervision are utilized.
6. Appropriate controls are established for suppliers/contractors and other agencies involved in the business process.
7. Induction, management procedures, work supervision, and departmental monitoring are conducted to ensure effective service realization.

A full approach is taken to ensure the effectiveness and feasibility of all delivered training courses. Before introducing a new discipline, the institute conducts a thorough feasibility study, including surveys and case studies.

By implementing these measures, ITQAN ensures that service operations are planned, controlled, and executed in a manner that meets the desired quality standards and fulfills customers' requirements.

8.2 Requirement for Product and Service

8.2.1 Customers Communication

ITQAN ensures effective communication with its customers both within and outside the institute regarding its products and services. The communication channels include:

- Service Information: Direct communication with customers involving verbal and printed information, which is also available on ITQAN's website.
- Handling Inquiries: Inquiries are addressed by the Client & Trainees Relation Officer. Depending on the nature of the inquiry or initial contact made, the Training Operation Officer provides technical assistance and related information as needed.
- Managing Customers Feedback and Complaints: ITQAN has established controls to address customers' feedback and complaints. The Client & Trainees Relation Officer collects customers' feedback for review and analysis, and this feedback serves as a basis for implementing necessary improvements to meet the required standards.

By maintaining effective communication channels and addressing customers' feedback, ITQAN ensures that its products and services consistently meet customers' expectations and result in high levels of customers' satisfaction.

8.2.2. Determining the Requirement for Products and Service

The Clients & Trainees Relations Office discerns distinct customer needs by analyzing inquiries that have been received. In cases where certain requirements essential for the specified or intended use are not explicitly stated by the customer, the institute seeks clarification either by consulting with the customers or by identifying such requirements internally. These specific requirements, including

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relevant statutory and regulatory requirements, are then applied throughout the provision of the service.

8.2.3 Review the Requirement for Products and Service

Prior to committing to the delivery of products or services within the scope of the Management System, the Clients & Trainees Relation Office conducts a thorough review of the customer requirements. This review process ensures that all identified requirements are fully understood and can be met effectively.

8.2.4 Changes to Requirement for Products and Services

ITQAN's management ensures that any relevant information related to changes in products and service requirements is appropriately amended and communicated to the concerned parties. This ensures that all stakeholders are kept informed of any modifications or updates to the requirements.

8.2 Emergency Preparedness and Response

ITQAN has established and maintained a procedure to address emergency preparedness and response. This involves:

- a. Identifying potential emergency and accident situations based on historical incidents and foreseeable occurrences.
 - b. Developing appropriate responses to effectively handle these emergency situations.
 - c. Implementing measures to prevent and mitigate any associated environmental impacts.
- Preventive actions for potential emergency situations are documented and communicated to all relevant parties for implementation. The institute regularly reviews and updates these actions to ensure their effectiveness.

In addition, ITQAN provides fire extinguishers at required locations for use during emergencies, and safety signboards indicating speed limits, assembly points, etc., are strategically placed and maintained. Action plans are developed and documented to address emergency situations. If an emergency arises, the preparedness and response procedures are reviewed and, if necessary, revised. For further details, please refer to the procedure for emergency preparedness and response. Fire extinguishers are provided at required locations for use during emergency situations. Signboards for safety, speed limit of vehicles, assembly points etc. are identified and made available at different locations. They are monitored and maintained at specific intervals.

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Action plans are drawn and documented to meet emergency situations. When an emergency occurs, the emergency preparedness and response procedures are reviewed, and if required revised. More details are available in the procedure for emergency preparedness and response.

Reference: Emergency Preparedness and Response

ITQAN/MP/11

8.3 Design and development of product and service

Not Applicable

8.4 Control of Externally Provided Processes, and Services

8.4.1 General

ITQAN maintains rigorous control over its purchase process to ensure that all externally provided products and services meet the pre-defined requirements. The type and extent of controls applied to suppliers/contractors are carefully determined, effectively implemented, and closely monitored to maintain the highest quality standards.

8.4.2 Type and Extent of Control

To ensure the quality and reliability of externally provided processes and services, ITQAN maintains a list of approved suppliers/contractors, which is subject to annual review by the Procurement Contracts Department.

The compilation of this list follows specific criteria:

Level I – Suppliers/Contractors with a proven track record of providing high-quality services and consistently meeting delivery requirements.

Level II – Suppliers/Contractors recommended by other reliable sources who can meet the specified delivery requirements.

Level III – Suppliers/Contractors providing exclusive services that are necessary due to limited availability or contractual obligations.

Level IV – Suppliers/Contractors undergoing a trial period with regular performance evaluations to assess their suitability for long-term collaboration.

The results of supplier/contractor evaluations are documented and retained by the Procurement Contracts Department to ensure ongoing monitoring and control over externally provided processes and services.

8.4.3 Information for external providers

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ITQAN Management ensures that purchasing documents contain precise and comprehensive information about the products or services to be procured. This information is carefully communicated to the supplier/contractor to facilitate a clear understanding of the requirements.

Prior to sharing the specified requirements with the supplier/contractor, ITQAN Management verifies the adequacy of the information to avoid any ambiguities or misunderstandings.

To ensure the quality of purchased products, ITQAN has established various verification methods. These methods include service inspections, which involve the receipt and evaluation of services, second-party audits conducted at the supplier/contractor's site, and supplier/contractor evaluations.

In situations where ITQAN Institute intends to conduct verification activities at the supplier/contractor's premises, the arrangements and methods for service release shall be communicated through the purchasing document or a formal contract to ensure a smooth and efficient process.

Reference: Externally Provided Process Procedure

ITQAN/MP/09

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

Process control is an important aspect of ITQAN Institute's operations and procedures, including all elements involved in planning and execution. As part of our commitment to deliver high-quality services, ITQAN ensures accurate control over all processes directly impacting service quality. These controls include:

1. Operational planning and execution, accurately executed to meet customers' requirements and established documented procedures.
2. Display of work instructions, when necessary, to maintain service quality at its best.

ITQAN is dedicated to meeting customers' needs by providing services with utmost care and attention. To uphold this commitment, we refrain from validating any processes for service provision where subsequent monitoring or measurement cannot verify the output, leading to potential deficiencies after service delivery.

For these critical processes, ITQAN establishes comprehensive arrangements, which may include:

- a. Defined criteria for review and approval of the processes,
- b. Equipment approval and personnel qualification,
- c. Specific methods and procedures to ensure consistency,

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- d. Requirements for maintaining detailed records (see 7.5.3) to ensure accountability and traceability.

Reference: Operation Control Procedure

ITQAN/MP/10

8.5.2 Identification and Traceability

At ITQAN Institute, we place utmost importance on the effective identification and traceability of our training products and services. From trainees' enrolment until successful completion of ITQAN programs, we ensure a well-documented and traceable process within the scope of our Management System.

Throughout the training journey, we accurately track and identify each trainee's progress, ensuring that they receive the best possible learning experience. Our commitment to precision and accountability guarantees that trainees receive high-quality and comprehensive training, setting them up for success as future inspectors.

8.5.3 Property Belonging to Customers or External Providers

8.5.3.1 General

ITQAN Institute is committed to managing and safeguarding property belonging to customers and external providers. In the context of training services, this includes the high school certificates of trainees who are sponsored by external companies.

8.5.3.2 High School Certificates Management

Upon the admission of trainees into ITQAN Institute, their high school certificates are collected and securely stored in a designated and controlled repository. Each certificate is carefully cataloged to ensure easy retrieval and to prevent any damage, loss, or unauthorized access. ITQAN Institute will hold the trainees' high school certificates until they successfully complete their training programs and graduate, dismissed, or withdrawal. Upon graduation, ITQAN Institute will return the high school certificates to the trainees.

8.5.4 Preservation

At ITQAN, we take great care to preserve and protect trainee property entrusted to us. We have implemented robust procedures to ensure effective recording and maintenance of trainee property.

Throughout our processes, we handle trainee property with the utmost care and diligence, ensuring its safety and integrity. Our commitment to the preservation guarantees that trainee property is safeguarded throughout its time in our care, providing peace of mind to our valued trainees.

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8.5.5 Post-Delivery Activities

ITQAN does not provide any Post-Delivery Activity.

8.5.6 Change Control

At ITQAN, whenever a change is addressed, we ensure a thorough review and control process to maintain continued conformity with all requirements.

We maintain detailed documented information of these changes, including the outcomes of the review, the authorized personnel responsible for approving the changes, and any necessary actions resulting from the review.

8.6 Release of Products and Services

8.6.1 General

ITQAN Institute is dedicated to ensuring the effective release of diploma certificates to graduated trainees who have successfully completed our training programs and having these certificates approved by the Technical and Vocational Training Corporation (TVTC). Furthermore, we are committed to the secure and efficient handover of these certificates to the sponsoring companies who have supported the trainees' education.

8.6.2 Diploma Certificate Award Process

- **Certification Approval and Control** - ITQAN Institute's diploma certificates are designed, developed, and issued in accordance with TVTC's regulations and requirements. The certificate issuance process is closely controlled to maintain quality, authenticity, and compliance.
- **Successful Completion Verification** - Before releasing the diploma certificates, ITQAN Institute verifies the successful completion of the training program by the trainees, ensuring that they have met all the required criteria and standards. This verification process includes academic and practical assessments and is in line with TVTC's guidelines.
- **Certificate Issuance** - Upon successful completion verification, ITQAN Institute will prepare and issue the diploma certificates. These certificates will bear the appropriate TVTC approvals and seals, verifying their authenticity and recognition by the relevant authorities.
- **Secure Storage** - All issued diploma certificates are securely stored in a controlled and monitored repository to prevent loss, damage, or unauthorized access. This secure storage ensures the integrity and confidentiality of the certificates.
- **Certificate Handover to Sponsoring Companies** - upon graduation, all sponsoring companies authorized representatives must come to ITQAN to collect their sponsored trainees' diploma certificates.

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- **Acknowledgment of Receipt** - The sponsoring companies will acknowledge the receipt of the diploma certificates, confirming that they have received the documents on behalf of their trainees. This acknowledgment is recorded and stored for documentation purposes.
- **Records and Documentation** - ITQAN Institute maintains detailed records of the diploma certificate issuance, verification, and handover processes. These records include the dates, parties involved, and relevant approvals, ensuring transparency and traceability of the entire process.

8.7 Control of Nonconforming Outputs

To prevent the use of non-conforming products or services, we have established robust controls. Any detected non-conformance is promptly addressed by informing relevant personnel and recording all relevant information.

A documented procedure outlines the methods and responsibilities for identifying, segregating, and determining the disposition of non-conforming products or services, ensuring a swift and effective response.

Clause: 9 Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

At ITQAN, we have implemented and maintained documented systems for monitoring, measuring, analyzing, and improving our processes to demonstrate conformity with both the Quality System and our customers' requirements.

a) Products and Service Conformity

To ensure the delivery of high-quality products and services, ITQAN effectively measures, collects, and validates data throughout the activity to verify its conformity with specified requirements. All products and services are reviewed carefully as per customers' requirements.

We continuously monitor the performance improvement actions and maintain documented information about their results. These results serve as valuable inputs during the Management Review Meeting, aiding in the enhancement of activity quality and operational processes.

b) Management System Conformity

For continual improvement, we have established and documented procedures for planning and conducting system audits. These audits verify that quality activities align with planned arrangements and assess the effectiveness of our management system.

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ITQAN identifies the need for statistical techniques to establish, control, or verify process capability and service characteristics. We maintain documented information to implement and control the application of these statistical techniques effectively.

c) Management System Effectiveness

To assess the effectiveness of our management system and drive continuous improvement, ITQAN Institute relies on several sources of information.

1. **Key Performance Indicators (KPIs):** Central to our approach is the measurement of key performance indicators tailored to our specific processes and goals. By tracking these quantifiable metrics, we gain a clear understanding of how our management system is performing in relation to established benchmarks.
2. **Incident and Non-Conformity Reports:** Instances of incidents or non-conformities can offer important lessons in evaluating management system effectiveness. By analyzing these reports, ITQAN can identify root causes, assess the adequacy of our processes in preventing such occurrences, and take corrective measures to prevent their recurrence.
3. **Customers' Feedback:** Our customers' experiences and opinions provide a valuable perspective on the effectiveness of ITQAN management system. Through surveys, feedback forms, and direct communication, ITQAN gathers insights into how well its products and services align with their expectations and needs.
4. **Internal Audits:** Regular internal audits form an integral part of our evaluation strategy. These audits are conducted by qualified personnel who assess our processes and procedures against predefined standards, guidelines, and best practices. The insights gained from these audits highlight areas where our management system is excelling and pinpoint any potential deviations or inefficiencies that require corrective action.
5. **Management Reviews:** Regular management reviews provide a high-level overview of ITQAN management system's performance. During these reviews, the top management examines the aggregated data and feedback from various sources. This comprehensive assessment informs strategic decisions aimed at enhancing the system's effectiveness and aligning it with the institute's overall objectives.

9.1.2 Customer Satisfaction

At ITQAN Institute, we value our customers' satisfaction, and their perception of our products and services is a key indicator of our success.

1. **Customer Feedback:** We measure MS performance and product/service conformity through a customer feedback form, which we send out annually via email, or other mediums. We diligently follow up with customers to collect and record the feedback for analysis and

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improvement.

2. **Customer Complaints:** Any complaints received, whether in writing or verbally, are promptly recorded and reported to the Clients & Trainees Relation Officer. A Customer Complaint Report is prepared, outlining the investigation and corrective actions taken. We ensure timely communication with the customers to update them on the actions implemented.
3. **Managing Director Review:** The Managing Director reviews and summarizes all customers' feedback, including complaints, one month before the Management Review Meeting, ensuring that customers' satisfaction remains at the forefront of our priorities.

9.1.2 Evaluation of Compliance

To ensure compliance with relevant standards and requirements, ITQAN conducts regular evaluations.

9.1.3 Analysis and Evaluation

We monitor and analyze data related to important processes, aiming to improve our operations. The data includes:

- a. Customer Complaints & Feedback
- b. Operational Activity / Supplier/Contractor Evaluation Reports
- c. Internal Audit Reports
- d. Nonconformity / Corrective Action Reports

By carefully assessing this information, we identify areas for improvement and implement necessary corrective actions to enhance the effectiveness of our processes and products/services.

9.2 Internal Audit

ITQAN has established a systematic and well documented internal audit process to monitor the effectiveness and efficiency of the QHSE Integrated Management System. Audits for each procedure are scheduled at intervals not exceeding twelve months.

The internal audits are conducted by qualified personnels who are not affiliated with a certain area. The responsibility for planning and determining the frequency of audits in various sectors lies within the Management Representative. The audit plan is based on the results of previous audits and the overall performance of the system, as recorded in the Internal Audit procedure.

During the audit, the auditor discusses the findings and results with the auditee, including any identified non-conformities. The completion date for corrective actions is recorded on the non-conformity report.

Follow-up activities are conducted to verify the implementation and effectiveness of corrective actions, and the results are recorded accordingly.

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The Management Representative retains all audit reports, and the effectiveness of corrective actions is discussed during management review meetings. This continuous improvement process helps ensure the ongoing improvement and effectiveness of the QHSE Integrated Management System.

Reference: Internal Audit and Corrective Action

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9.3 Management Review Meeting

9.3.1 General

The Management Representative conducts the Management Review Meeting to review and assess the suitability and effectiveness of the ITQAN management system. The meeting is scheduled to take place at least once a year.

One week before the Management Review Meeting, the Management Representative issues a notification to all participants, informing them of the meeting's date and agenda. At the conclusion of each management review, the Management Representative prepares the records and minutes of the meeting.

9.3.2 Management Review Input

The review encompasses various elements, including but not limited to:

- Policy and Objectives
- External and Internal Issues
- Risk and Opportunities
- Aspect and Impact Analysis
- Changes in PME Regulations
- Incident and Accident Reports
- Results of Participation and Consultation
- External and Internal Audit Results
- Trainee Complaints and Feedback
- Non-Conformities
- Processes' Performance
- Planned Changes Affecting the Management System
- Corrective & Preventive Actions Taken
- The Need for Statistical Techniques
- Supplier/Contractor's Performance

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- Requirements for New Resources
- Recommendations for Improvements

The Management Representative collects all statistical data and analysis results, consolidates them, and compiles a report on the achieved outcomes. This report serves as an input for the Management Review Meeting. During the meeting, objectives are planned, where existing objectives are assessed for achievement, new objectives are defined, and the necessary resources to attain these objectives are planned.

9.3.3 Management Review Output

The output of the reviewed inputs is documented in the Management Review Action Report, which includes an action plan resulting from the discussed agenda. This report is shared among the participants to ensure alignment and accountability. Meeting records are maintained as evidence and for future reference purposes.

Reference: Management Review Meeting Procedure

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Clause: 10 Improvement

10.1 General

ITQAN is fully committed to continuous improvement, as demonstrated in the IMS Policy. The institute continuously enhances the system to meet customers' requirements and improve customers' satisfaction. This is achieved through the utilization of IMS Policy, IMS objectives, external and internal audit results, data analysis, corrective and preventive actions, opportunities for improvements and management reviews.

ITQAN carefully assesses the results of analysis and evaluation, along with the outputs from the Management review, to identify potential needs or opportunities for continuous improvement. These identified areas are addressed as part of the institute's ongoing efforts to enhance its processes and performance.

10.2 Non-Conformity and Corrective Action

In the event of any nonconformity, including those arising from complaints, ITQAN Institute establishes, implements, and maintains documented information to initiate corrective actions to address quality-related issues. Records of raised non-conformities and the outcomes of corrective actions are retained. The Corrective Action Procedure outlines the following requirements:

1. Reviewing non-conformities, including Trainee Complaints, incidents, and accidents.
2. Identifying the root causes of non-conformities.
3. Evaluating the need for action to prevent the recurrence of non-conformities.

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4. Updating the risks and opportunities determined during planning, if necessary.
5. Determining and implementing the required actions.
6. Maintaining records of the results of action taken.
7. Reviewing the effectiveness of the implemented corrective actions.
8. Addressing changes to the Management System if necessary or as part of the addressed corrective action.

Reference: Internal Audit and Corrective Action Procedure

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