

INTEGRATED MANAGEMENT SYSTEM

What is an Integrated Management System

An Integrated Management System (IMS) integrates all of an organization's systems and processes in to one complete framework, enabling an organization to work as a single unit with unified objectives.

Organizations often focus on management systems individually, often in silos and sometimes even in conflict. A quality team is concerned with the QMS, often an EHS manager handles both Environmental and Health and Safety issues, etc.

Integrated Management Systems:



QMS - Quality Management System

A quality management system (QMS) is a set of policies, processes and procedures required for planning and execution (production/development/service) in the core business area of an organization. (i.e. areas that can impact the organization's ability to meet customer requirements.) ISO 9001:2015 is an example of a Quality Management System.

- [ISO 9000: 2015 Quality management system](#)

EMS - Environmental Management System

An Environmental Management System (EMS) determines and continuously improves an organizations' environmental position and performance.

- [ISO 14001 Environmental Management Systems](#)

SMS - Safety Management System

An OHSMS determines and continually improves an organizations Health and Safety position and performance. It follows an outline and is managed like any other facet of a business, such as with marketing or engineering functions.

- [OHSAS 18001 Occupational Health and Safety Management Systems](#)

EnMS - Energy Management System

An EnMS determines and continually improves and organizations' energy usage and impact.

- [ISO 50001 Energy Management System](#)

QUALITY MANAGEMENT SYSTEM

ISO 9000: 2015 defines "Quality management system" as system to established quality policy and quality objectives and to achieve those objectives. ISO 9000 family of standard distinguish between requirements for quality management systems and requirements for products. Requirement for quality management system are specified in ISO 9000. These are generic and could apply to any organisation regardless of nature of product or service. ISO 9000 itself does not establish requirements for products.

Basics Concept of Quality

The word quality has variety of meaning.

1. Fitness for purpose: The component is to possess good quality if it works well in the equipment for which it is went quality is these as fitness for purposes.
2. Grade: Quality is a distinguished feature grade product in appearance, performance, life, reliabilities taste odor maintainability etc. this is generally called as quality character.
3. Degree of preference: Quality is the degree to which a special product is preferred over competitive product of equivalent grade based on competitive cost by customer normally called product as customer preference.
4. Degree of excellence: Quality is a measure of degree of general excellence of the product.

5. Quality of products is measure fulfilment made to the customer.
6. It may be also define as a degree of confirmation to design and specifications.
7. The composite product characteristics of engineering and manufacturing that determine the degree to which the product in use also meet the expectations of the customers.

Factor Affecting The Quality Of Product

Generally quality of any product depend upon following factors.

- A. Quality of design
- B. Conformance of design
- C. Performance of design

Factor controlling quality of design:

1. Type of customer in market: For customer goods the important factor which governs the quality of design is the type of customer in the market. The study of optimum quality of design involves market survey it is the study of:
 - a. Consuming habits of people.
 - b. The price they are willing to pay for various product and service.
 - c. The choice of design of the product which meet the needs of the customer.
2. Profit Consideration: From company point of view profit is more important. It is not necessary that the

company should manufacturing 100% quality products.

3. Special requirements of the product: Generally greater the requirements for strength, fatigue, resistance, life, interchangeable of manufacturing of items closer should be the tolerance to give better quality goods.
4. High quality of design means higher cost quite often it also means higher value.
However, human ingenuity often finds way to make design both better and cheaper.

Factor controlling quality of conformance for good quality of conformance with the design any organization should ensure that-

1. The incoming raw materials are of the adequate quality.
2. The machine and tool for the job and the measuring instrument are adequate for their purpose and are kept at high level of maintenance
3. Proper selected of the process and adequate Process control.
4. The operator should be well trained and experience.
5. Proper care should be taken in shipments and storages of finished goods.
6. Inspection program is such that it gives accurate measure of the efficiency of whole system.

7. Feedback from both the internal inspection and the customer are obtained regarding quality for taking corrective action.

Quality of performance: (performance of design)

The quality of performance is concern with how well the manufactured product gives it performance it depends upon.

- a) Quality of design
- b) Quality of conformance

It can be best design possible but poor conformance control can cause poor performance conversely the best conformance control cannot make the product function correctly, if the design itself is not right.

Why do we need Quality management system:

In today's competitive environment, it is not quality at any cost, instead it is quality of competitive cost. In this context Quality management system provides the right framework for organisation to harness there capabilities and basis the efforts to achieve the intended business result and serve as a basis for long term group and survival.

Key objects for Quality management system to have effective management of internal process to Enhance costumer/stock holder satisfaction to sustain business competitiveness. Increase bottom line result and profitability with optimum use of resource.

Main Steps to Establish Q.M.S. in Organisation
Customer needs and expectations
Established quality policy and quality objectives of the organisation
Determine the process to achieve the quality objective
Establish document quality management system
Quality assurance
Quality control
Measure effectiveness of process towards attaining the quality objective
Reviewing for effectiveness and efficiency of process
Continual improvement

Quality management principles: Quality management system based on ISO 9001:2008, should have good look at those principles, to achieve best results:-

- Customer focused organisation
- Leadership
- Involvement of people
- Process approach
- System approach To management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationship