**INTEGRATED MANAGEMENT SYSTEM MANUAL**

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**Glasgow**

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**Certificate No: CA12265 & HS1182**

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**Q01 Document Control**

**Document**

Certificate Number: **CA12265 & HS1182**

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**Authorization**

Authorized By: S.D.Minks

Position: System & Process Manager (Quality Representative)

Authorized Date:

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**Distribution**

Number of copies printed = 1

Copy 1 = Quality Representative

Copy 2 = n/a

Copy 3 = n/a

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**Q02 Document Amendments**

All copies of this Integrated Management Systems Manual (IMSM) must be kept under strict control to prevent the system from becoming unreliable. The following controls will ensure that the system remains current and valid. (M05)

1. All copies of the manual will be clearly numbered and the Holder recorded.
2. Each page in the manual will carry its own number.
3. The Quality Representative will be responsible for all revisions and additions being recorded.
4. Changes can be suggested by any Employee but must receive signed approval before entry into the IMSM.
5. All changes must be recorded on the Amendments Table below and appropriate pages in each IMSM changed. Significant changes will be shaded to make them easy to identify. (Where existing text is reworded or reorganised in the document, these changes will not be shaded.)

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| **Amendments Table** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Doc. No.** | **Page No.** | **Issue** | **Date** | **Description of change** | **Authorization** |
| all | all | 2 | 02/09/2021 | New AEO post-Brexit logo | S.D.Minks |
| all | 1 | 3 | 03/06/2022 | Change of business address | S.D.Minks |
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**Q03 Company Organisation Chart**

## Organisational chart AEO001 is held separately on AEO Procedures Master File

**04 Integrated Management System**

**4. Context of the organisation**

**4.1 Understanding the Organisation and its Context**

We have determined the relevant external and internal issues that affect our ability to achieve the intended outcomes of our management system. We have considered the full business environment, the key drivers and trends having impact on the objectives of the organisation and the relationship and values of external stakeholders. Details of the context of our organisation are given on our website (M01)

https://www.kcshipping.co.uk/

**4.2 Understanding the Needs and Expectations of Interested Parties**

We have identified the interested parties and their requirements with the emphasis being on quality. We have included a process to determine any legal requirements relating to activities, services that are relevant to the scope of our management system.

**4.3 Determining the Scope of the Management System**

We have determined the boundaries and applicability of our management system and have considered the issues identified in Clause 4.1 and 4.2 (above) as well as those that relate to our product and service when establishing the scope. See document – M01 Scope of IMS

**4.4 Integrated Management System and its processes (IMS)**

We have established and implemented and will look to maintain and continually improve our quality management system, including the processes and their interactions needed to meet the requirements of the international standards. To deliver the requirements, we have identified:

* the processes needed for the implementation, operation and maintenance of the management system along with opportunities for its improvement and their application throughout the organisation;
* the inputs required and outputs expected from these processes;
* the sequence and interaction of these processes;
* criteria and methods needed to ensure that both the operation and control of these processes are effective;
* the availability of resources and information necessary to support the operation and monitoring of these processes;
* the risks and opportunities within the management system and how to plan to address them;
* the monitoring, measuring and analysing of these processes, and implement actions necessary to achieve planned results and continual improvement.

Appropriate documented information is maintained to support these processes and is retained as records to demonstrate that all processes are working as planned.

We have applied the PDCA approach when implementing our management system, see below:



IMS Process Diagram

Commercial Sales

Customer

Company Management

Planning

Policy and objectives

Regulations and Standards

Main work process (Summary)

Customer Sales or Booking enquiry

Provide or obtain valid sales quotation

Resources and Training

Check for space and availability of service

Vendors (suppliers)

Performance Measurement

Internal Audit

Non-conformance

Corrective Action

Collection and Analysis of data

Process Performance

Make booking with haulier/carrier

Full details are shown in the company processes AEO Procedures Manual AEO 036.0

Management Review

Meeting

Customer Satisfaction

Customer

**5. Leadership**

**5.1 Leadership and Commitment**

5.1.1 General

Top management have demonstrated leadership and commitment with respect to the IMS by:

* ensuring that policies and objectives are established for the IMS and are compatible with the strategic direction of the organisation;
* ensuring the integration of the IMS requirements into the organisation’s business processes;
* ensuring that the resources needed for the IMS are available;
* communicating the importance of effective management and of conforming to the IMS requirements;
* ensuring that the IMS achieves its intended outcome(s);
* directing and supporting persons to contribute to the effectiveness of the IMS;
* promoting continual improvement;
* supporting other relevant management roles.
* ensuring that there are processes for the consultation with, and participation of, all employees:
* ensuring that employees are protected from reprisals when reporting incidents, hazards, risks and opportunities.

5.1.2 Customer Focus

As an organisation, we strive to meet our clients’ expectations; top management at KC Group Shipping Ltd have demonstrated their leadership and commitment by ensuring that clients’ requirements and applicable regulatory and statutory requirements are met; that risks and opportunities that could affect our services have been addressed; that our focus is on consistently providing client satisfaction.

**5.2 Policy**

Our Top Management have developed a quality policy that is in line with the requirements of the standard. The Policy is available as documented information, is communicated throughout the organisation and is also available to interested parties, as appropriate.

See Document – Quality Policy, Health & Safety Policy

**5.3 Organisational Roles, Responsibilities and Authorities**

Our Top management will ensure that the responsibilities and authorities for relevant roles are assigned and communicated throughout the organisation. The organisation has identified, documented and communicated the roles, responsibilities and authorities of those involved in the management system and their interrelationships within the organisation. This is designed to ensure that the IMS conforms to the ISO 45001:2018 and 9001:2015 standards and that top management receives timely and accurate reports on the company’s performance and on the performance of the IMS.

**6. Planning**

**6.1 Actions to Address Risks and Opportunities**

6.1.1 General

We have considered the issues detailed in clause 4.1 and 4.2 of this document together with the scope of our management system and have determined the risks and opportunities that need to be addressed to assure the IMS can achieve its intended outcomes; that we prevent or reduce undesired effects, meet our compliance obligations and achieve continual improvement.

We have determined the risk associated with threats and opportunities that need to be addressed to give assurance that our IMS can achieve intended results; prevent or reduce undesired effects and achieve continual improvement.

This process addresses not only commercial risks and opportunities, but also the Occupational Health and Safety risks and opportunities related to our organisation's activities.

We also determine all legal and other requirements that are relevant to our organisation.

**6.2 IMS Objectives and Planning to achieve them**

IMS objectives have been established throughout the organisation. These meet the following requirements:

* consistent with the IMS policy;
* measurable (if practicable);
* take into account applicable requirements;
* monitored;
* communicated.

See documents – M04 Planning to achieve Objectives, IMS Objectives

We have determined how to achieve our objectives and have considered what will be done; who will be responsible; what resources will be required; when it will be completed and how the results will be evaluated. We have also considered how these actions can be integrated into our normal business processes.

**6.3 Planning of Changes**

If we make changes to our IMS they would be carried out in a planned and systematic manner. We will consider the purpose of any change, their potential consequences, the integrity of the IMS, the availability of resources and the allocation or reallocation of responsibilities and authorities.

**7. Support**

**7.1 Resources**

7.1.1 General

We have determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of our IMS. We have considered the capabilities of our existing resources and what we need to obtain from external providers.

7.1.2 People

Those resources include people who have the necessary skills and competencies to effectively operate our IMS and to meet and exceed our clients’ expectations. Also see Clause 7.2.

7.1.3 Infrastructure

We have provided the infrastructure determined necessary for the provision of our processes and conformity of our services.

7.1.4 Environment for the Operation of Processes

We have provided the environment determined necessary for the provision of our processes and conformity of our services.

7.1.5 Monitoring and Measuring Resources

We have determined that we do not need to use measuring and monitoring resources for evidence of conformity for our services and this area is excluded from the system.

7.1.6 Organisational Knowledge

We have determined the knowledge necessary to operate our processes when achieving conformity of our services. We have systems in place to address any changes to our needs and possible trends that come up from time to time. The knowledge is in the form of documented information and is available to those who require it.

**7.2 Competence**

We have determined the competence of people doing work under our control that affects performance to ensure that these people are competent based on appropriate education, training or experience and where applicable, take actions to acquire the necessary competence and evaluate the effectiveness of the actions taken.

See Competency and training records “Training Matrix”

**7.3 Awareness**

Persons doing work under the organisation’s control are aware of the policies, their contribution to the effectiveness of the system and the implications of not conforming to the IMS requirements. They are also made aware of hazards and OH & S risks related to their work and that they may remove themselves from any situation presenting an imminent and serious danger, without facing reprisals.

**7.4 Communication**

7.4.1 General

We have determined the need for internal and external communications relevant to the system including on what, when, whom and how to communicate. When communicating we consider our compliance obligations and ensure that we are consistent in the information provided.

Where appropriate we respond to communications on our IMS and retain documented information as evidence, where necessary.

We have processes in place for consultation and participation of workers at all levels and in all functions in matters relating to the management system and, in particular, to its OH & S aspects. Where appropriate, workers' representatives and/or contractors are included in this.

See document – M15 Participation and Consultation Process

7.4.2 Internal Communication

We communicate to all levels and functions within the Organisation about our IMS, changes to the system (as appropriate) and ensure that the communication process allows everyone to contribute to the continual improvement of our IMS.

7.4.3 External Communication

We communicate externally as required by our compliance obligations and our own communication process.

**7.5 Documented Information**

**7.5.1 General**

The Company has written policies and procedures as appropriate to meet requirements. Master copies, current issue status and distribution records of the Company's system are maintained. Withdrawal of all superseded issues shall be ensured. These documents may be up-dated and reissued formally as required from time to time to incorporate newly required procedures or to achieve improved operating efficiency.

**7.5.2 Creating and updating**

When creating and updating documented Information we ensure appropriate identification and description (e.g. a title, date, author, or reference number); format (e.g. language, software version, graphics) and media (e.g. paper, electronic) and review and approval for suitability and adequacy.

**7.5.3 Control of documented information**

Documented information required by the IMS shall be controlled to ensure it is available and suitable for use, where and when it is needed; it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

See document – M06 Document Control & Records

**8. Operation**

**8.1 Operational Planning and Control**

We have planned, implemented and controlled processes needed to meet requirements for the provision of our services, and to implement the actions determined in clause **6.1** of this document by determining the requirements of our services; establishing criteria for those processes and for the acceptance of our services. We have also determined the resources needed to achieve conformity of our services and by implementing control of the processes in accordance with the detailed criteria.

We keep documented information to the extent necessary to have confidence that the processes have been carried out as planned and that demonstrate the conformity of our services.

We shall control planned changes and review the consequences of unintended changes, acting to mitigate any adverse effects as necessary. We shall ensure that outsourced processes are also controlled.

**8.2 Requirements for Services**

8.2.1 Customer Communication

We communicate with clients where necessary in relation to information related to our services, enquiries, contracts or order handling including changes, customer property, obtaining their feedback, including complaints and specific contingency actions where appropriate.

8.2.2 Determination of Requirements Related to Services

When determining the requirements for our services offered to potential clients; we have ensured that applicable regulatory and statutory requirements have been defined and that we can meet those requirements and that we can substantiate any claim made for our services.

8.2.3 Review of Requirements Related to Services

We review our Clients’ requirements including those for delivery and post-delivery activities; any statutory and regulatory requirement applicable to the product and service being provided. We also review those requirements not stated by the client, when known, plus any contract or order requirements that are different from the original request.

We conduct this review prior to our commitment to supply our services; we always provide a documented confirmation of the order, even if the client has not; details of all orders are recorded on the company Clear books system

Where requirements change, we ensure that all relevant documentation is amended and that personnel are made aware prior to delivery.

8.2.4 Changes to requirements for services

We will ensure that when changes are made to our services relevant persons are made aware and relevant documentation is amended to reflect those changes made.

**8.3 Design and Development of Services**

We have determined that we do not use design and development resources within the company operations.

**8.4 Control of Externally Provided Processes, Services**

We have produced a procedure (M06) which details how our organisation would deal with the control of externally provided services. This is annexed with Work Instructions.

**8.5 Service Provision**

8.5.1 Control of Service Provision

We have implemented controlled conditions for the service provision, including delivery and post-delivery activities in line with the requirements of Clause 8.5.1 of the ISO9001: 2015 quality management system standard. (M07)

8.5.2 Identification and Traceability

Where necessary we have introduced a system to uniquely identify our services for the purposes of traceability. We identify the status of our processed outputs with respect to monitoring and measurement requirements throughout the provision of our services. We retain documented information appropriate to maintaining identification and traceability.

8.5.3 Property belonging to Customers or External Providers

We exercise due care and attention when dealing with property belonging to external providers (including clients). We report any defect, damage or loss to the external provider as soon as it has been identified by our personnel.

8.5.4 Preservation

We ensure the preservation of our services to the extent necessary to maintain their conformity throughout the production process.

8.5.5 Post-delivery Activities

We ensure that where applicable we meet the requirements for post-delivery activities associated with our services to the extent that we have considered the risks associated with the services, the nature of use and lifetime of the services, customer feedback and statutory and regulatory requirements.

8.5.6 Control of Changes

We review and control changes necessary for the service provision to ensure continued conformity of our services. We keep documented records of any such changes within the data base system.

**8.6 Release of Services**

We have implemented arrangements at appropriate stages of production or service provision to verify that product and service requirements have been met; evidence of such acceptance criteria are recorded on the job sheets.

Services will not be released as complete to our clients until the verification arrangements have been met. Testing is carried out prior to release e.g. electronic or EDI data processing.

**8.7 Control of Nonconforming Outputs**

We have produced a procedure (M10) which details how our organisation would deal with the control of nonconforming process outputs, services.

**8.8 Emergency Preparedness and Response**

We have established and implemented a procedure specifying how we would respond to a potential environmental situation and potential accidents. See M15 Emergency Response.

**9. Evaluation**

**9.1 Monitoring, measurement, analysis and evaluation**

9.1.1 General

We have determined what needs to be monitored and measured; the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results; when the monitoring and measuring shall be performed and when the results from monitoring and measurement shall be analysed and evaluated. (M11)

We retain documented information on the results of such monitoring and measurement to enable us to evaluate the effectiveness of our IMS.

9.1.2 Evaluation of Compliance

We have produced a plan to evaluate our conformity against our compliance obligations. The plan determines the frequency of evaluation, actions required as a result of the compliance review and to maintain the knowledge and understanding of the status of the evaluation results.

9.1.3 Customer Satisfaction

We have determined the methods for obtaining information regarding our clients’ perception of our Organisation in terms of meeting or exceeding their requirements in the provision of our products and services. The information gathered is reviewed as part of the Management Review process.

9.1.4 Analysis and Evaluation

We analyse and evaluate data gathered as part of our monitoring and measuring activities and the results are used as part of our Management Review process.

**9.2 Internal Audit**

We conduct internal audits at planned intervals to provide information on whether our QMS conforms to our requirements, to the requirements of ISO9001:2015 and ISO45011:2018 Management System standards and is effectively implemented and maintained; it also takes into consideration the importance of the processes concerned. We have implemented a procedure that covers in detail the process surrounding the internal audit process. (M09)

**9.3 Management Review**

Our Top management reviews the organisation’s IMS at planned intervals, at least once every 12 months, to ensure its continuing suitability, adequacy and effectiveness. Each review will take into consideration the status of actions from any previous meetings and any changes in internal or external issues relevant to our IMS and performance information, including trends and indicators as detailed in Clauses 9.3.1 and 9.3.2.

Information relating to each of these meetings is recorded using a set agenda and minutes. (M08)

**10 Improvements**

**10.1 General**

We have determined and shall select such opportunities as necessary for improving our clients’ requirements and satisfaction. This will include improving our services; correcting, preventing or reducing undesired effects improving the performance and effectiveness of our IMS.

**10.2** **Nonconformity and Corrective Action**

When non-conformity occurs, we shall react to the nonconformity and take immediate action to control and correct it, mitigate adverse environmental impacts and then deal with the consequences. We will evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere in the Organisation. We will implement the actions required and review the effectiveness of any corrective action taken and make changes to the IMS, where necessary.

We record all nonconformities, actions taken and the results of any corrective action using the appropriate documentation.

**10.3 Continual Improvement**

We shall continually improve the suitability, adequacy and effectiveness of our QMS. We consider the results of analysis and evaluation and the outputs from management review to determine if there are needs or opportunities that could be addressed as part of our continual improvement.

**Q05 Document Register**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Reference** | **Title** | **Issue No.** | **Date** | **Authority** |
| M01 | Scope of QMS | 2 | 29/5/2020 |  |
| M02a | Quality Policy | 6 | 05/09/2024 | D.W.Milne (MD) |
| M02b | Health and Safety Policy | 6 | 05/09/2024 | D.W.Milne (MD) |
| M03 | Risk Assessment Procedure | 1 | 19/07/18 | S.D.Minks |
| M04 | Planning to Achieve Objectives | 2 | 29/5/2020 |  |
| M05 | Document Control & Records | 2 | 29/5/2020 |  |
| M06 | Control of Externally Provided P & S | 2 | 29/5/2020 |  |
| *M06* *Annexe 1* | *Vendor selection criteria, appointment and approval process*  | 1 | 19/07/18 | S.D.Minks |
| M07 | Service Provision | 1 | 19/07/18 | S.D.Minks |
| M08 | Management Review | 2 | 29/5/2020 |  |
| M09 | Internal Audit | 2 | 29/5/2020 |  |
| M10 | Non-conformance & Corrective Action | 2 | 29/5/2020 |  |
| M11 | Monitoring & Measurement Results | 2 | 29/5/2020 | S.D.Minks |
| M12 | Risk Policy Statement | 1 | 19/07/18 | S.D.Minks |
| M13  | Work Instructions: AEO Procedures Manual | 1 | 19/07/18 | S.D.Minks |
| M14 | Participation and communication | 1 | 29/5/2020 |  |
| M15  | Emergency preparedness and response | 1 | 29/5/2020 |  |
| M16 | Compliance obligations | 1 | 29/5/2020 |  |
|  |  |  |  |  |
| R01 | Risk Register / Interested parties | 1 | 19/07/18 | S.D.Minks |
| R03 | Internal Audit Schedule | 1 | 19/07/18 | S.D.Minks |
| R04 | Internal Audit Report | 1 | 19/07/18 | S.D.Minks |
| R05 | Management Review Agenda & Minutes | 1 | 19/07/18 | S.D.Minks |
| R06 | Non-conformance Report Form | 1 | 19/07/18 | S.D.Minks |
| R07 | Compliance register | 1 | 29/5/2020 |  |