**Environmental and Quality Management System Manual**

Conforms to:

Quality Management System

ISO 9001:2015

Environmental Management System

ISO 14001-2015

This Document and information therein are the property of Nature’s Own Cosmetics It must not be reproduced in whole or in part or otherwise disclosed without prior consent in writing from Nature’s Own Cosmetics

**TABLE OF CONTENTS**

[1.0 Document Amendments 3](#_Toc457398013)

[2.0 Purpose 4](#_Toc457398014)

[3.0 Company Profile 6](#_Toc457398016)

[4.0 The Scope and Context of the Company’s EQ Management Systems (EQSM) 8](#_Toc457398017)

5.0 Leadership………………………………………………………………………………………………………………………………………………….12

[6.0 Planning 15](#_Toc457398029)

[7.0 Support 17](#_Toc457398033)

[8.0 Operation 21](#_Toc457398042)

[9.0 Performance Evaluation 29](#_Toc457398048)

[10.0 Improvement 33](#_Toc457398063)

Appendix A: Terms…………………………………………………………………………………………………………………………………35

Appendix B: High level process flow chart/ QMS-EMS…………………………………………………………………………..40

**1.0) Document Amendments**

All copies of this Environmental and Quality Manual (EQM) 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.

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 Environmental and 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 being entered the EQM.
5. All changes must be recorded on the Amendments Table below and appropriate pages in each EQM changed. Significant changes will be shaded to make them easy to identify. (Where existing text is reworded or reorganized in the document, these changes will not be shaded.)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Rev. No. | EffectiveDate | Page No. | Description of change | Reviewed By | Approved By |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**2.0) Purpose**

The EQM and its supporting policies, procedures, targets, instructions, etc. explains and documents the core elements of the Nature’s Own Cosmetics Management Systems and were developed regarding to the requirements of ISO 9001:2015 and ISO 14001-2015 and applies to all processes, activities, employees and functions performed by the Company (LFS). The EQM management Representative which appointed by the Senior Management is responsible for managing and review the effectiveness of this manual. This manual is based on the methodology of PDCA cycle (Plan–Do–Check–Act) which can be briefly described as follows:

 **Plan:** Establish the objectives and processes necessary to deliver results in accordance with the Quality policies.

**Do**: Implement the processes.

**Check:** Monitor and measure processes against the policies, objectives, targets, legal and other requirements, and report the results.

**Act:** Take actions to continually improve performance of the management systems.

**Continual Improvement**

**Act**

**Check**

**Do**

**Plan**

**PDCA Cycle & ISO 9001:2015 REQUIREMENTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **PLAN** | **DO** | **CHECK** | **ACT** |
| **4. Context of the****organization** | **5. Leadership** | **6. Planning for****the EQMS** | **7. Support** | **8. Operation** | **9. Performance****evaluation** | **10. Improvement** |
| 4.1 Understandingthe organizationand its context | 5.1 Leadership and |  6.1 Actions toaddress risks andopportunities | 7.1 Resources | 8.1 Operationalplanning andcontrol | 9.1 Monitoring,measurement,analysis andevaluation | 10.1 General |
| 4.2 Understandingthe needs andexpectations ofinterested parties | 5.2 Quality policy | 6.2 Qualityobjectives andplanning to achievethem | 7.2 Competence | 8.1 Operationalplanning andcontrol | 9.2 Internal audit | 10.2 Nonconformityand correctiveaction |
| 4.3 Determining thescope of the EQMS | 5.3 Organizationalroles,responsibilities andauthorities | 6.3 Planning ofChanges | 7.3 Awareness | 8.3 Design anddevelopment ofproducts andservices | 9.3 Managementreview | 10.3 Continualimprovement |
| 4.4 EQMS and itsprocesses |  | 7.4 Communication | 8.4 Control ofexternally providedproducts andservices |  |
|  |  | 7.5 Documentedinformation | 8.5 Production andservice provision |  |  |
|  |  | 8.6 Release ofproducts andservices |
| 8.7 Control ofnonconformingprocess outputs,products andservices |

The Environmental and Quality Management System has implemented in service address of Nature’s Own Cosmetics:

80 Penn Dr. Toronto, ON, M9L-2A9 Canada

T: 416-661-8111, 1-800-221-9489

 Web site: [www.jordane.com](http://www.jordane.com)

 **2.0) Normative References**

The following documents were used as a reference for preparing this Quality System Manual:

* ISO 9000:2015: Quality Management Systems - Fundamentals & Vocabulary
* ISO 9001:2015: Quality Management System - Requirements
* ISO 9004: 2009: Managing for the sustained success of an organization - A Quality Management Approach
* ISO 14001-2015: Environmental Management System
* ISO 31000:2009: Risk Management
* All relate legal documents and Acts

 2.1) Terms and Definitions

All terms and definitions are defined and explained in Appendix A.

 3.0) Company Profile

The company was stablished in 1978 with the objective of manufacturing colour cosmetics. Today, we manufacture a large selection of products in our plant located in Toronto, Canada. Our philosophy, based on our strict attention to all phases of manufacturing, on the use of quality ingredients and the needs of the beauty professionals, has earned our products an image of stability, prestige and trust. “Nature’s Own Cosmetics” is distributed through national, regional and local Beauty supply companies.

 **3.1) Main Products**

The main categories of products are:

Colour cosmetics and Skin care

**3.2) Main Responsibility of Environmental and Quality Management Representative**

Nature’s Own Cosmetics has appointed one of the Managers as Management Representative

 (“MR”) for Quality and Environmental Management Systems. The main responsibilities are:

**A)** To ensure an effective EQMS is established, implemented and maintained in conformance to ISO 9001:2015, ISO 14001:2015 system and operational procedures based on inputs from consultants and review of internal practices.

 **B)** To identify, review and consolidate all EQMS concerns / aspects / hazards and carry out impact / risk assessment.

 **C)**To identify, maintain and update EQMS legislation, regulation and other requirements.

 **D)**To establish and monitor EQMS performance including objectives and management programmes

**E)** To identify training needs and plan for training

**F)** To assist in organizing any contest, competition or other activity to promote the EQMS awareness.

**G)** To conduct a monthly discussion (meeting) to discuss on the progress in developing EQMS

 **H)** To conduct consultation with contractors where there are changes that affect them.

 **I)**To appoint secretariat / document controller to record / write EQMS action minutes

 **J)** To plan and coordinate internal and external EQMS audits and follow up on all

 nonconformities raised by auditors

 **K)** To be responsible in incident investigation.

**4. Context of the organization**

**4.1 Understanding the Organization and its Context**

Nature’s Own Cosmetics has reviewed and analyzed key aspects of itself and its interested parties to determine the strategic direction of the company. This involves:

Understanding Nature’s Own Cosmetics’ main Products, and scope of management systems. Identifying “interested parties” who receive Products, or who may be impacted by them, or those parties who may otherwise have a significant interest in the Company. Examples for such determined interested parties are: Company shareholders, Outsourced service providers, Suppliers, Customers and Government authority.

Nature’s Own Cosmetics has determined the relevant external and internal issues that affect Company’s ability to achieve the intended outcomes of management systems. Nature’s Own Cosmetics has considered the full business environment, the key drivers and trends having impact on the objectives of the Company. Details of the issues and interested parties are given below:

**Main Issues, which can affect Interested Parties**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Type**  | **Internal /External** | **Issues** |
| 1 | Technological | I/E | Currently sufficient technological resources are available to address any issue |
| 2 | Employees | I | Competent staff available Low turnaround |
| 3 | Competition | E | Status of the competition |
| 4 | Society & Culture | E | No negative impact on the society |
| 5 | Supply Chain | E | Quality issues pertaining to service/raw material |

**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, products and services that are relevant to the scope of our management system.

**Interested Parties**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Interested Party**  | **Internal/ External** | **Issues of concern** |
| 1 | Customers  | I/E | Using Service and looking for Safety, Compliance to standard, Quality, Performance, Delivery & Price, value  |
| 2 | QA/QC | I/E | Service Quality Assurance & Quality Control |
| 3 | Auditors | I/E | Compliance to policies & procedures |
| 4 | Employees | I | Expect to be compensated Expect satisfactory equipment, facilitiesRequire appropriate training |
| 5 | Suppliers  | E | Expect to be paid promptlyRequire clearly defined requirementsVendor performance impacts on our reputationSupplier does not want us to damage or lose their materialHave concerns that we may impact on their reputation |
| 6 | Owner/ Management | I | Meeting customers’ expectationsRemain financially healthy, Deploying effective & efficient processes Concerned with growth of companyCompany must maintain sufficient staffRequires reliable equipment and facilities |
| 7 | Regulators | E | Dictate regulations which effect management systems or product |
| 8 | Society | E | Good Neighbors, Green |

**Related Document:** Compliance Obligations Procedure

* 1. **Determining the Scope of the Environmental and Quality Management Systems**
		1. **SCOPE**

This manual specifies the environmental and quality management system requirements of Nature’s Own Cosmetics. The requirements of this manual are aimed at achieving customer satisfaction by consistently providing conforming product and meeting/exceeding customer satisfaction as well as complying with applicable regulatory requirements. The application of this management systems is based on the philosophy of continual improvement and customer satisfaction.

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 products when establishing the scope. Based on an analysis of the Company’s business, products, market and interested parties. Nature’s Own Cosmetics has determined the scope of the systems as follows, Scope Statement:

**Design and Manufacturing different types of coloured Cosmetics and**

**Skin care**

**Permissible Exclusion**

This EQ System Manual covers all the requirements of standards except clause 8.5.1(f) of ISO 9001:2015. The reason for exclusion of this clause is that all processes outputs are verified by subsequent monitoring and measurement and it does not affect the company’s ability or responsibility to provide product that meets Customer and applicable legal requirements.

* 1. **Environmental and Quality Management Systems and its processes**

 We have established and implemented and will look to maintain and continually improve our environmental and quality management systems, including the processes and their interactions needed to meet the requirements of the international standard. Nature’s Own Cosmetics has adopted a process approach for its management systems. The structure of Nature’s Own Cosmetics’ processes is based on 3 categories: production processes, Management processes and supportive processes.

In order 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 organization;
* 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 analyzing 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.

The following processes are main processes of Company:

▪ Planning/Scheduling

▪ Production/Filling, Pressing, Labeling,

▪ Packaging and shipping

▪ Design

▪ Sales

▪ Purchasing/Receiving

▪ Training

▪ Quality Control

 ▪ Maintenance

▪ Calibration

▪ Auditing

▪ Management Review

▪ Corrective Actions & Nonconformity Control

Each process may be supported by other activities; such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes. A Process Flow Chart shows the sequence of interaction of these processes which is related to: Applicable inputs and outputs, process owner(s), applicable responsibilities and authorities, applicable risks and opportunities, critical and supporting resources, criteria and methods employed to ensure the effectiveness of the process.

Appendix B illustrates the “High level Process Interaction”

**5. Leadership**

**5.1 Leadership and Commitment**

**5.1.1 General**

Nature’s Own Cosmetics has demonstrated leadership and commitment with respect to our EQMS by taking accountability of the effectiveness of the EQMS; by establishing an environmental and quality policy and objectives that are compatible with the direction of the organization; that both policy and objectives are communicated, understood and applied within the organization; ensuring integration of EQMS requirements into the organization’s business processes and by promoting awareness of a process approach and risk based thinking.

In addition, top management has provided the necessary resources for the EQMS; communicated the importance of effective quality management and of conforming to EQMS requirements; ensuring that the EQMS achieves intended results; engaging with, directing and supporting persons to contribute to the effectiveness of the EQMS; promote improvement and support other members of the management team to demonstrate their leadership as it applies to their area of responsibility to achieve strategic goal of the company.

**5.1.2 Customer Focus**

As an organization we strive to meet our customers’ expectations; The Management at Nature’s Own Cosmetics has demonstrated their leadership and commitment by ensuring that customers’ requirements and applicable regulatory and statutory requirements are met; that risks and opportunities that could affect our products and services have been addressed; that our focus is on consistently providing customer satisfaction.

**5.2 Policy**

The leadership has developed an environmental and quality policy that is in line with the requirements of the standards. The Policy is available as documented information, is communicated throughout the organization and is also available to interested parties, as appropriate.

We are committed:

A. To develop, implement, maintain and improve the Company’s EQ Management System.

B. To enhance customer satisfaction by meeting customer requirements.

C. Continually strive to improve processes, costs and add value.

D. To improve environmental and quality performance through conservation of natural resources, waste minimization and prevention of pollution and minimize its impact to the environment

E. To arrange, provide, maintain and continually improve safe system of work for all employees;

F. To provide adequate training, information and instruction on EQ management systems to ensure competency of all employees, contractors and associates

 G. To provide all necessary resources for the protection of people and assets;

H. To ensure that the requirements of environmental, legal and other requirements are complied with.

Herein lies the fundamental of all work undertaken and practiced by all personnel in their daily activities. It is important that all staff acknowledge their responsibility in these aspects and provide positive contribution for quality, environment, health and safety in conjunction with the policy.

The Company has established a documented environmental and quality policy and ensures that it:

* is appropriate to the purpose of the organization
* includes a commitment to comply with applicable requirements and continually improve the effectiveness of the EQ management systems
* provides a framework for establishing and reviewing EQ objectives
* is communicated and understood throughout the organization
* is reviewed for continuing suitability at appropriate level of the organization

The policy is communicated through emails, meetings, employee orientations, displays at appropriate locations in office and shop floor. The policy is reviewed at least once in a year in the management review meetings for its continuous suitability and improvement.

**Related Document:** environmental and Quality Policy

**5.3 Organizational Roles, Responsibilities and Authorities**

The leadership will ensure that the responsibilities and authorities for relevant roles are assigned and communicated throughout the organization. The organization has identified, documented and communicated the roles, responsibilities and authorities of those involved in the management system and their interrelationships within the organization.

The organizational chart represents the hierarchical structure of the Company. The EQ system procedures and reference documents also describe the responsibilities of personnel in relation to various requirements. This is designed to ensure that the EQMS conforms to the ISO 9001:2015 and ISO 14001:2015 standards and that top management receives timely and accurate reports on the company’s environmental and quality performance.

**Related Document:** Organizational Chart

 Job Description

**6. Planning**

**6.1 Actions to Address Risks and Opportunities**

**6.1.1** Nature’s Own Cosmetics has considered the issues detailed in clause 4.1 and 4.2 of this document and have determined the risks and opportunities that need to be addressed to assure the EQMS can achieve its intended outcomes; that we prevent or reduce undesired effects and achieve continual improvement.

We have put a plan in place to address these risks and opportunities and a plan to integrate and implement these actions in the EQMS and evaluate their effectiveness.

Many such issues are identified through an analysis of risks facing either Company or the interested parties. Such issues are monitored and updated as appropriate and discussed as part of management reviews. This information is then used by senior management to determine the company’s strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

According to process analysis, main business approaches and policies, main internal and external issues, analysis of interested parties and base on two parameters (Risk Severity, Risk Probability), Nature’s Own Cosmetics has provided following table:

**Related Documents:** Procedure ofRisk Management

 Risk Register

**6.1.2 Environmental aspects**

We have identified the environmental aspects and associated impacts of our activities, products and services including the consideration of life cycle perspectives and have considered changes to our normal working practices and possible emergency situations.

We have determined those aspects that have a significant impact on the environment and have communicated these throughout our Organization.

We have created documentation that gives the criteria used to determine our significant aspects; documented information on our environmental aspects, including those that are significant and their associated impact.

**6.1.3** **Compliance obligations**

We have identified and have access to the compliance obligations related to our environmental aspects and have determined how these obligations apply to our Organization. We maintain a register of our compliance obligations.

**6.1.4 Planning action**

We will plan to take actions to address significant environmental aspects and compliance obligations together with the identified risk and opportunities. We will also plan how to integrate and implement these actions into our EMS and then evaluate the effectiveness of the actions. We have produced an Evaluation of Environmental Aspects Form to show what has been achieved.

**Related Documents:** Actions to address Environmental risks & opportunities Procedure

 Compliance Obligations Procedure

 Evaluation of Environmental Aspects Form

**6.2 Environmental and Quality Objectives and planning to achieve them**

The Company has established quality objectives at appropriate functions and levels within the organization based on SMART principles. The quality objectives are consistent with the quality policy and demonstrate the commitment to continual improvement and customer satisfaction

Nature’s Own Cosmetics has established quality objectives at various levels throughout the organization in line with the requirements of ISO 9001:2015 / ISO 14001:2015 Clauses 6.2.1 and 6.2.2; a document has been produced detailing these objectives.

**Related Documents:** Planning to Achieve Objectives Procedure

 Environmental and Quality Objectives

**6.3 Planning of Changes**

If we make changes to our EQMS 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 EQMS, the availability of resources and the allocation or reallocation of responsibilities and authorities. Planning ensures that change is conducted in a controlled manner and that the integrity of the quality management system is maintained during such a change.

**Related Documents:** Change Request Form

 Design & Development Change

**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 EQMS. We have considered the capabilities of our existing resources and what we need to obtain from external providers.

The leadership has determined and provided in a timely manner the resources needed:

* to implement and improve the processes of the environmental and quality management system and continually improve its effectiveness
* to enhance customer satisfaction by meeting customer requirements

**7.1.2 People**

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

The Company assigns responsibilities to its employees based on their education, training, skills and experience and ensures that they are competent to perform the assigned tasks. The education, training and experience record of employees are maintained.

**7.1.3 Infrastructure**

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

* buildings, work space and associated facilities
* process equipment, both hardware and software
* supporting services such as transport, communication or information system

**Related Documents:** Equipment Cleaning and Sanitation

**7.1.4 Environment for the Operation of Processes**

The Company determines and manages the work environment needed to achieve conformity to the product requirements. This includes work conditions related to physical, environmental and other factors (such as noise, temperature, humidity, lightning or weather).

**7.1.5 Monitoring and Measuring Resources**

All measuring and monitoring equipment used for verification of products and for monitoring processes are regularly calibrated. Master list of such equipment is maintained, and this equipment is calibrated from an external laboratory of good repute.

The equipment is also calibrated internally in accordance with internal calibration procedures traceable to recognized national or international standards. The company provides the basis for the standards used where no national standards or certified master standards exist.

Complete calibration records are documented and maintained. Records are evaluated periodically to ascertain adequacy of calibration, inspection levels and calibration methods in use.

All measuring and test equipment are identified with a tag, sticker, marking or other suitable identification to indicate their calibration status. If it is not possible to put an identification mark, the calibration status is recorded on an appropriate quality document, which is traceable through an indexing system.

Where equipment is found to be defective or out of calibration, the results of the previous inspections are reviewed, and appropriate action is taken. All equipment is safeguarded to avoid unauthorized adjustments and use.

**Related Documents:** Scale Control

**7.1.6 Organizational Knowledge**

We have determined the knowledge necessary to operate our processes when achieving conformity of our products and 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.

* identify competency needs of its employees performing activities affecting conformity to the product requirements
* provide training or take other actions to achieve the necessary competence
* evaluate effectiveness of the actions taken
* ensure that employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives
* maintain appropriate records of education, training, skills and experience

**Related Documents:**  Training Attendance Sheet

 Training Matrix

 Training Procedure

**7.3 Awareness**

We have ensured that people doing work under our control are aware of our policies; our quality objectives relevant to them; their contribution to the effectiveness of the system and the implications of not conforming to the EQMS requirements.

**7.4 Communication**

We have determined the need for internal and external communications relevant to the system including on what, when, with whom, how and who would communicate.

The Company has established effective communication between various levels and functions of the organization for effectiveness of environmental and quality management systems. The channels for internal communication that are being used by the Company includes but not limited to meetings, one on one session, memos, notice board, telephone calls, and emails.

**7.4.1 Internal Communication**

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

**7.4.2 External Communication**

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

**Related Documents:**  Communication

**7.5 Documented Information**

We have written policies and procedures as appropriate to meet the requirements of our EQMS standards. Details of how we produce and control our documented information are detailed in related procedure.

**Related Documents:** Procedure of Document Control & Records -

 Master List of Documents-

 Change Request Form-

**8. Operation**

**8.1 Operational Planning and Control**

We have planned, implemented and controlled processes needed to meet EQMS requirements for the provision of our products and services, and to implement the actions determined in clause 6.1 of this document by determining the requirements of our products and services; establishing criteria for those processes and for the acceptance of our products and services. We have also determined the resources needed to achieve conformity of our products and services and by implementing control of the processes in accordance with the detailed criteria to prevent deviation from the policy, objectives and compliance obligations. We control planned changes and review the consequences of unintended changes, acting to mitigate any adverse effects as necessary. We ensure that outsourced processes are also controlled as far as we can do so.

In relation to the life cycle perspective of our products and services we have determined the environmental requirements for the procurement of products and services, as appropriate; established controls to ensure the design process (including end of life treatment) takes into account environmental requirements and communicates these to external providers including contractors. Finally, we consider the need to provide information on potential environmental impacts during the delivery of the product.

 In planning product realization, the Company determines the following as appropriate:

* Environmental and quality objectives and requirements for the product
* the need to establish processes, documents and resources provision specific to the product
* required verification, validation, monitoring, measurement, inspection and testing activities specific to the product and the criteria for product acceptance
* records needed to provide the evidence that the realization processes and resulting product fulfill requirement

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 products and 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. Control plans are prepared for products which describe the sequence of realization processes including:

* product realization processes
* quality plan for each process and activity
* resources required for product realization
* reference standards if any
* related documentation and records

**Related Documents:** Environmental Operational Planning & Control

Waste Management Procedure, Air Pollution Control Procedure, Water Pollution Control Procedure, Purchasing & Sub-Contractor Control (as appropriate)

**8.2 Requirements for Products and Services**

**A) 8.2.1 Customer Communication**

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

**Related Documents:** Customer Satisfaction Survey

**A) 8.2.2 Determination of Requirements Related to Products and Services**

When determining the requirements for our products and services offered to potential customers; 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 products and services. The Company determines:

* requirements specified by the customer, including the requirements for delivery & post-delivery
* requirements not stated by the customer but necessary for specified or intended use where known
* statutory and regulatory requirements applicable to the product
* any additional requirements considered necessary

**A) 8.2.3 Review of Requirements Related to Products and Services**

We review our Customers’ 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 customer, when known, plus any contract or order requirements that are different from the original request.

The Company reviews the requirements related to the product. This review includes contractual requirements prior to the Company’s commitment to supply a product to the customer and ensures that:

* product requirements are clearly defined
* where the customer provides no written statement of requirement, the order requirements are confirmed through other communication channels before acceptance
* contract or order requirements differing from those previously expressed, (e.g. in a previous contract) are resolved
* the Company can meet the customer requirements for the product

The results of reviews and subsequent actions from reviews are maintained. When product requirements are changed, Company ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

**A) 8.2.4 Changes to requirements for products and services**

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

**Related Documents:** Manufacturing Operation

 Picking Slip

 Packaging Work order

**B) 8.2 Emergency Preparedness and Response**

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

**Related Documents:** Emergency Preparedness & Response

 Emergency Drill Reports

**8.3 Design and Development of Products and Services**

 The process of design or development of the product is planned and controlled to ensure that it functions as intended and meets all user requirements. All aspects of the design are reviewed to ensure that outputs meet the design brief, including any statutory or legal requirements.

Design changes are controlled, and the design is verified and validated per procedures. Responsibilities and authorities are defined.

**Related Documents:** Design & Development Procedure

 Design & Development Plan

Design & Development Change

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

We have produced a procedure which details how our organization would deal with the control of externally provided products and services.

**8.4.1 General**

Company ensures purchased product conform to purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent on the effect of the purchased product on subsequent product realization or the final product.

The Company evaluates and selects suppliers based upon their ability to supply the products and/or services in accordance with Company’s requirements. Criteria for selection, evaluation, re-evaluation of suppliers is established. Only those suppliers are evaluated who are in approved supplier list. The results of evaluations and subsequent follow-up actions are recorded. Whereas onsite evaluation is done for those suppliers from which off the shelf items are being purchased. This is based on price & quality and no formal records are being kept for these types of suppliers.

**8.4.2 Type and Extent of Control**

The Company determines and implements the inspection or other activities necessary to ensure that purchased product meets specified purchase requirements.

Where the Company or its customer proposes to perform verification activities at the supplier's premises, the Company specifies the required verification arrangements and method of product release in the purchasing documents.

**8.4.3 Information for external providers**

Company ensures that purchasing information describes the product to be purchased, including, where appropriate:

a) requirements for approval of product, procedures, processes and equipment

b) requirements for qualification of personnel

c) quality management system requirements

Company ensures the adequacy of specified purchase requirements prior to their communication to the supplier. Purchasing documentation clearly describes the product/service ordered. Records of purchasing activities are maintained.

**Related Documents:**  Control of Externally Providers Procedure

 Inspection and Storage of Received Materials

 Supplier Evaluation Form

**8.5 Production and Service Provision**

**8.5.1 Control of Production and Service Provision**

We have implemented controlled conditions for the production and service provision, including delivery and post-delivery activities in line with the requirements of Clause 8.5.1 of the ISO 9001: 2015 quality management system standard.

The Company plans and carries out the production activities under controlled conditions. Controlled conditions include:

* availability of specifications that describes the characteristics of the product
* availability of work instructions, as necessary
* use and maintenance of suitable equipment
* availability and use of suitable measuring and monitoring equipment
* implementation of suitable monitoring and measurement activities
* implementation of product release, delivery and post-delivery activities

**Related Documents:** Manufacturing Operation

 Finished Product

 Picking Slip

 Packaging Work order

**8.5.2 Identification and Traceability**

Where necessary we have introduced a system to uniquely identify our products and 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 products and services. We retain documented information appropriate to maintaining identification and traceability.

The Company makes provision for identifying status of products, where applicable, by suitable means throughout product realization. The status of the product with respect to measurement and monitoring requirements is identified during all stages of product realization and all the relevant records are properly maintained.

Also, to ensure traceability of products, the unique identification number is assigned to the products. The identification number may be work order number or purchase order number or design number, drawing number or any other unique number and all such related information is controlled and recorded.

**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 customers). 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**

Nature’s Own Cosmetics ensures that during internal processing and final delivery of product or services to the intended destination, the conformity of product with requirements is maintained. This includes product identification, handling, packaging, storage and protection. This also applies to parts or components of the product.

**Related Documents:** Finished Product

**8.5.5 Post-delivery Activities**

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

**8.5.6 Control of Changes**

We review and control changes necessary for the production and service provision to ensure continued conformity of our products and services. We keep documented records of any such changes

**Related Documents:** Manufacturing Operation

 Picking Slip

 Packaging Work order

**8.6 Release of Products and 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.

Products and services will not be released to our customers until the verification arrangements have been met; the exception is when authorized by President or by the customers themselves. Appropriate records of who authorized the release are recorded on the Conformity Document

**8.7 Control of Nonconforming Outputs**

The Company has established a documented procedure to ensure products that does not conform to requirements are identified and controlled to prevent unintended use or delivery. The controls and related responsibilities and authorities for dealing with non-conforming products are defined and documented.

The nonconforming products are dealt with one or more of the following ways:

* by taking actions to eliminate the detected nonconformity
* by authorizing its use, release or acceptance under concession by assigning authority for disposition of non-conforming products
* by taking actions to preclude its original intended use or application
* by acting appropriate to the effects, or potential effects, of the nonconformity when nonconforming products are detected after delivery or use has been started

Any nonconforming product that has been corrected is subjected to re-verification to demonstrate the conformity to the requirements. Records of nature of nonconformity and any subsequent actions taken including concessions obtained are maintained.

**Related Documents:** Procedure of Control of Non-Conforming Products

 NCR Form

**9. Evaluation**

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

**9.1.1 General**

The Company plans and implements monitoring, measurement, analysis and improvements processes needed:

* to demonstrate conformity to product requirements
* to ensure conformity of the quality management system
* to continually improve the effectiveness of the quality management system

This includes the determination of the need for and use of applicable statistical techniques, and to the extent of their use.

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 analyzed and evaluated.

Any monitoring and measurement equipment that requires calibration or verification is maintained in line with equipment requirements.

We evaluate our environmental performance and provide input to the Management Review meeting.

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

**A) 9.1.2 Customer Satisfaction**

Nature’s Own Cosmetics. has established process to monitor information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and monitoring customer satisfaction may include but not limited to customer satisfaction surveys, complimentary notes from customers and customer complaints. The information gathered is reviewed as part of the Management Review process.

**Related Documents:** Customer Satisfaction Survey

**B) 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.

**Related Documents:**  Compliance Obligation

**9.1.3 Analysis and Evaluation**

Company applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. While determining suitable methods, Company considers the type and extent of monitoring or measurement appropriate to each of its processes in relation to their impact on product conformity and effectiveness of the quality management system. When planned results are not achieved, correction and corrective action is taken, as appropriate.

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

The Company collects and analyzes appropriate data to evaluate the suitability and effectiveness of the quality management system and to identify areas for continual improvement. This includes data generated by measuring and monitoring activities from relevant sources.

The analysis of data provides information on:

* customer satisfaction and/or dissatisfaction
* conformance to the product requirements
* characteristics and trends of processes and products, including opportunities for preventive actions
* suppliers

**Related Documents**: Monitoring & Measurement Results-

**9.2 Internal Audit**

 The Company has established a procedure for performing internal audits at planned intervals to determine whether the EQMS:

* conforms to the planned arrangement of EQMS standard
* is effectively implemented and maintained
* complies with legislative and other requirements

The Company has established a documented procedure for conducting internal audits and maintaining its records. The Company plans audit program, taking into consideration the status and importance of the processes and areas to be audited as well as the results of previous audits.

The management responsible for the area being audited ensures that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results.

 **Reference Document**: Procedure of Internal Quality Auditing

 Internal Audit Schedule

 Internal Audit Report

 Internal Audit Checklist

**9.3 Management Review**

**9.3.1 General**

The Company’s management at planned intervals reviews the quality management system to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement and need for changes to quality management system, including quality policy and quality objectives.

**9.3.2 Management review inputs**

Our Top Management reviews the organization’s EQMS at planned intervals, at least once per year, 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 EQMS and performance information, including trends and indicators as detailed in ISO 9001:2015 / ISO 14001: 2015 Clause 9.3.The management reviews include periodic review of current performance and improvement opportunities related to:

* results of internal and external audits
* customer feedback
* process performance and product conformance
* status of preventive and corrective actions
* follow-up actions from earlier management reviews
* changes that could affect the quality management system
* recommendations for improvements

**9.3.3 Management review outputs**

The output from management review includes actions and decisions related to:

* improvement of the effectiveness of quality management system and its processes
* improvement of product related to customer requirements
* resource needs
* Results of management reviews are recorded and communicated to all the concerned.

**Reference Document:** Procedure of Management Review

 Management Review Meeting Agenda & Minutes-

**10 Improvements**

**10.1 General**

Nature’s Own Cosmetics has determined and shall select such opportunities as necessary for improving our customers’ requirements and satisfaction. This will include improving our products and services; correcting, preventing or reducing undesired effects improving the performance and effectiveness of our EQMS.

**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 organization. We will implement the actions required and review the effectiveness of any corrective action taken and make changes to the EQMS, where necessary.

A corrective action procedure has been established for:

* identification and review of nonconformities (including customer complaints)
* determination of causes of nonconformities
* evaluation of the need for actions to ensure that nonconformities do not recur
* determination and implementing actions needed
* recording of the results of actions taken
* reviewing the effectiveness of the corrective action taken

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

**Related Documents:** Procedure of Control of Non-Conforming Products

 NCR Form

**10.3 Continual Improvement**

The Company continually strives to improve the effectiveness of quality management system using quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management reviews.

We shall continually improve the suitability, adequacy and effectiveness of our EQMS. 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.

**Appendix A**

|  |  |
| --- | --- |
| **TERMS** | **DEFINITIONS** |
| Company | The term company refers to Nature’s Own Cosmetics |
| **TERMS RELATING TO QUALITY** |
| Quality | Ability of a set of inherent characteristics of a product, system or process to fulfill requirements of customers and other interested parties |
| Quality Requirement | Requirement for inherent characteristics of a product, process or system |
| Customer Satisfaction | Customer’s opinion of the degree to which a transaction has met the customer’s needs and expectations |
| Capability | Ability of an organization, system, or process to realize a product that fulfils the requirements for that product |
| **TERMS RELATING TO MANAGEMENT** |
| Management System | System to establish policy and objectives and to achieve those objectives |
| Quality Management System | System to establish a quality policy and quality objectives and to achieve those objectives |
| Environmental management system | part of the management system used to manage environmental aspects, fulfil compliance obligations , and address risks and opportunities  |
| Quality Policy | Overall intentions and direction of an organization related to quality as formally expressed by to management |
| Quality Objectives | Something sought, or aimed for related to quality |
| Quality Planning | Part of quality management focused on setting quality objectives and specifying necessary operational processes and related resources to fulfill the quality objectives |
| Quality Control | Part of quality management, focused on fulfilling quality requirements |
| Quality Assurance | Part of quality management, focused on providing confidence that quality requirements are fulfilled |
| Quality Improvement | Part of quality management, focused on increasing effectiveness and efficiency |
| Environmental aspect | element of an organization’s activities or products or services that interacts or can interact with the environment |
| Environmental impact | change to the environment whether adverse or beneficial, wholly or partially resulting from an organization’s environmental aspects  |
| Prevention of pollution | use of processes, practices, techniques, materials, products, services or energy to avoid, reduce or control (separately or in combination) the creation, emission or discharge of any type of pollutant orwaste, in order to reduce adverse environmental impacts  |
| Compliance obligations  | legal requirements and other requirements (admitted term) legal requirements that an organization  |
| **TERMS RELATING TO ORGANIZATION** |
| Organizational Structure | Orderly arrangement of responsibilities, authorities and relationships between people |
| Work Environment | Set of conditions under which a person operates |
| Customer | Organization or person that receives a product |
| External Provider | Organization or product that provides a product/Services |
| Interested Property | Person or group having an interest in the performance or success of an organization |
| **TERMS RELATING TO PROCESS AND PRODUCT** |
| Process | System of activities which uses resources to transform inputs into outputs |
| Product | Tangible product which is a result of a process |
| Service  | Intangible product that is the result of at least one activity performed at the interface between the supplier and customer |
| Design and Development | Set of processes that transforms requirements into specified characteristics and into the specifications of the product realization process |
| **TERMS RELATING TO CHARACTERISTIC** |
| Quality Characteristics | Inherent characteristics of a product, process, or system derived from a requirement |
| Traceability | Ability to trace the history, application or location of that which is under consideration |
| Risk | effect of uncertainty |
| life cycle | consecutive and interlinked stages of a product (or service) system, from raw material acquisition or generation from natural resources to final disposal |
| Risks and opportunities | potential adverse effects (threats) and potential beneficial effects (opportunities) |
| **TERMS RELATING TO CONFORMITY** |
| Conformity | Fulfillment of a requirement |
| Non-conformity | Non-fulfillment of a requirement |
| Preventive Action | Action taken to eliminate the causes of a potential non-conformity or other potentially undesirable situation |
| Corrective Action | Action taken to eliminate the cause of a detected nonconformity or other undesirable situation. |
| Correction | Action taken to eliminate a detected nonconformity |
| Concession | Authorization to use or release a product that does not conform to the specified requirements |
| Release | Authorization to proceed to the next stage of a process |
| Repair | Action taken to a non-conforming to make it acceptable for the intended use |
| Rework | Action taken on a non-conforming product to make it conform to the requirements |
| Re-grade | Alteration of the grade of a non-conforming product in order to make it conformant with requirements differing from the initial ones |
| Scrap | Action taken on a non-conforming product to preclude its originally intended usage |
| **TERMS RELATING TO DOCUMENT** |
| Documented Information | Information and its support medium |
| Specification | Document stating requirements |
| Guideline | Document stating recommendations or suggestions |
| Quality Manual | Document stating the quality management system of an organization |
| Quality Plan | Document specifying the quality management system elements and the resources to be applied in a specific case |
| Procedure | Specified way to perform an activity or a process |
| Record | Document stating results achieved or providing evidence of activities performed |
| **TERMS RELATING TO EXAMINATION** |
| Objective Evidence | Data supporting the existence or verity of something |
| Inspection | Conformity evaluation by observation and judgment accompanied as appropriate by measurement, testing or gauging |
| Verification  | Confirmation and provision of objective evidence that specified requirements have been fulfilled |
| Validation | Confirmation and provision of objective evidence that the requirements for a specific intended use or application have been fulfilled |
| **TERMS RELATING TO AUDIT** |
| Audit | Systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled |
| Audit Program | Set of audits to be carried out during a planned timeframe |
| Audit Scope | Extent and range of a given audit |
| Audit Criteria | Set of policies, procedures, or requirements against which collected audit evidence is compared |
| Audit Evidence | Records, verified statements of fact or other information relevant to the audit |
| Audit Findings | Results of the evaluation of the collected audit evidence against audit criteria |
| Audit Conclusions | Outcome of an audit decided by the audit team after consideration of all the audit findings |
| Auditee | Organization being audited |
| Audit Team | One or more auditors conducting an audit, one of whom is appointed as leader |
| Auditor | Person qualified and competent to conduct audits |
| **TERMS RELATING TO QUALITY ASSURANCE FOR MEASUREMENT PROCESSES** |
| Measurement | Set of operations having the object of determining the value of a quantity |
| Measurement Process | Set of interrelated resources, activities, and influences related to a measurement |
| Measurement Control System | Set of operations necessary related to achieve metrological confirmation and continuous control of measurement processes |
| Measuring Equipment | Instrument, measurement standard, reference material and/or auxiliary apparatus necessary to implement a measurement process for carrying out a specified and defined measurement |

**Appendix B**



**EMS Process Planning**

Clause 4: Strategic / Pre-planning

Purpose & intended outcomes of EMS

*Issues & Interested Parties*

Clause 4.1:

Determine Issues

Purpose & intended outcomes of EMS

Clause 6.1.2 Aspects & Impacts. Identify and determine their significance

Clauses 6 & 8: Operational & Planning

EMS Requirements

Clause 8: Operations

Clause 6.1.4: Plan actions to address significant aspects, impacts, compliance obligations and risks associated with all identified threats and opportunities

Intended Outcomes

Clause 6.1.3: Identify and determine the relevant of compliance obligations

YES

NO - END

Adopt as an obligation

Clause 6.2.2: planning to achieve objectives

Clause 6.1.1: Determine negative risks (from threat uncertainties) and positive risks (from the opportunity uncertainties) of issues, interested party requirements, compliance obligations and significant impacts

Clause 6.2.1: Determine & establish objectives

Clause 4.2: Interested Parties

Clause 4.2: Expectations of Interested Parties

 **High Level Processes**

|  |
| --- |
|  **Management Processes**Document Control Internal Audit Management Review Nonconformity Control Corrective Action  |

|  |
| --- |
| **Customer Satisfaction** |

|  |
| --- |
| **Production/Main Processes**ManufacturingPressingFillingLabelling  |

|  |
| --- |
| **Customer** **Expectations** |

|  |
| --- |
| Design and Development Resources Training Quality Control Sales PurchasingReceiving, Maintenance & Calibration, Packaging Shipping**Supportive processes** |