

Operational Control

ISO 9001:2015 & ISO 14001:2015

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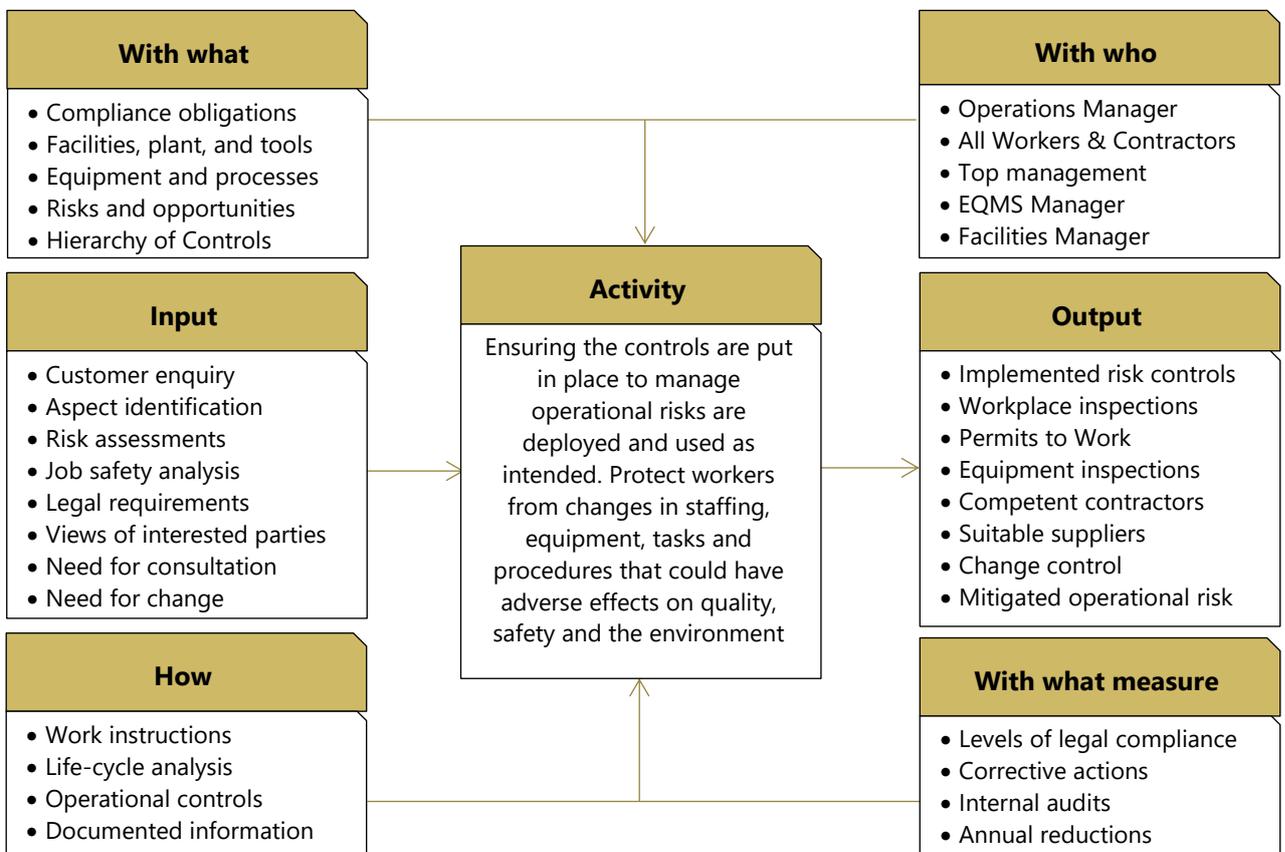
1 Operational Control Procedure

1.1 Introduction & Purpose

The purpose of this procedure is to reduce the risk that the organization will not achieve its environmental or quality objectives. Operational controls are the processes that management implements to provide reasonable assurances that **your organization** will achieve its EQMS objectives. These activities are planned and suitably prepared to cover all aspects of **your organization's** operations including maintenance and emergency situations.

1.1.1 Process Overview

The process overview (turtle diagram) provides internal and external auditors, process owners, and participants an overview of the elements that are required by the operational control process:



1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 14001:2015	Environmental management systems	Requirements
BS EN ISO 9004:2018	Quality management systems	Guidelines for performance improvements
BS EN ISO 19011:2018	Auditing management systems	Guidelines for auditing

1.1.3 Terms & Definitions

Term	Definition
Operational control	An evaluation and reduction of adverse risks associated with our operations or aspects
Hierarchy of controls	A formal methodology for applying risk control

1.4.2.4 Work Instructions

Operational control is achieved by a variety of effective methods such as training, engineering specifications, preventative maintenance programs, and work instructions. Relevant operational controls are communicated to suppliers and contractors as appropriate for controlling environmental aspects and potential risks through our supply chain.

Your organization ensures that work instructions and procedures are established to provide compliant management of environmental aspects and operational risks associated with production tasks. They are also established where the absence of control could lead to deviation from our policies, objectives, and targets.

All general management system procedures and work instructions list safety and environmental considerations applicable to the task or function without regard to any specific product. Job-specific control plans and work instructions include applicable safety considerations.

Other operational controls include, but are not limited to:

1. Operating criteria that cover normal and abnormal operating conditions e.g., proper handling, control, storage, disposal, recycling, emergency shut down, and response procedures;
2. Measures to take in case of an emergency situation;
3. Equipment and conditions adequately specified and controlled, including any statutory or special safety and environmental requirements;
4. Assigning responsibility to individual(s) that have the authority and responsibility for the operation, activity or risk to be controlled;
5. Suitable maintenance of equipment to ensure process capability and regulatory compliance.

Documented procedures ensure that the necessary steps and activities for controlling environmental aspects and risks are completed correctly, at the right time, by the right people, and in the same way every time.

Using the *Work Instruction Template*, the work instructions are prepared by the Operations Manager and written in sufficient detail to provide the necessary level of instruction to ensure the desired outcome. Work instructions are reviewed with responsible personnel and are posted in an appropriate location near the work area.

Work instructions will be reviewed with responsible personnel and be posted in an appropriate location near the operation. The procedures and work instructions are reviewed and revised whenever corrective actions are recommended as the result of environmental incidents or audits; when new processes or products are introduced, or when new regulations are identified that could reasonably affect the safety of your organization's operations.

1.4.2.5 Work Permits

Certain work activities must be covered by a work permit system that covers items such as cold, hot, confined space entry, excavation, electrical isolation, working over water, and working at height permits. All employees and contractors must be trained on the correct operation of this system.

They form an essential part of safe systems of work for many maintenance activities on your organization's premises. They allow work to start only after safe procedures have been defined and they provide a clear record that all foreseeable hazards have been considered.

In order to undertake intrinsically hazardous activities, a work permit is mandatory. Its preparation and approval must be coordinated with the Operations Manager.

Work permits are required for the following: