




# NQA INTEGRATED PDCA



**QUALITY**



**HEALTH & SAFETY**



**ENVIRONMENT**



**ENERGY**

## PLAN

**4 Context of the organization**

**4.1** Understanding the organization and its context

**4.2** Understanding the needs and expectations of interested parties

**4.3** Determining the scope of the quality management system

**4.4** Quality management system and its processes

**5 Leadership**

**5.1** Leadership and commitment

**5.1.1** General

**5.1.2** Customer focus

**5.2** Policy

**5.2.1** Establishing the quality policy

**5.2.2** Communicating the quality policy

**5.3** Organizational roles, responsibilities and authorities

**6 Planning**

**6.1** Actions to address risks and opportunities

**6.2** Quality objectives and planning to achieve them

**6.3** Planning of changes

**7 Support**

**7.1** Resources

**7.1.1** General

**7.1.2** People

**7.1.3** Infrastructure

**7.1.4** Environment for the operation of processes

**7.1.5** Monitoring and measuring resources

**7.1.6** Organizational knowledge

**7.2** Competence

**7.3** Awareness

**7.4** Communication

**7.5** Documented information

**7.5.1** General

**7.5.2** Creating and updating

**7.5.3** Control of documented information

**Context of the organization clauses** are the same across Quality, Environment, Health & Safety and Energy

**Leadership clauses** are the same across Environment and Energy

**Support clauses** are the same across Environment, Health & Safety and Energy

## DO

**8 Operation**

**8.1** Operational planning and control

**8.2** Requirements for products and services

**8.2.1** Customer communication

**8.2.2** Determining the requirements for products and services

**8.2.3** Review of the requirements for products and services

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

**8.3** Design and development of products and services

**8.3.1** General

**8.3.2** Design and development planning

**8.3.3** Design and development inputs

**8.3.4** Design and development controls

**8.3.5** Design and development outputs

**8.3.6** Design and development changes

**8.4** Control of externally provided processes, products and services

**8.4.1** General

**8.4.2** Type and extent of control

**8.4.3** Information for external providers

**8.5** Production and service provision

**8.5.1** Control of production and service provision

**8.5.2** Identification and traceability

**8.5.3** Property belonging to customers or external providers

**8.5.4** Preservation

**8.5.5** Post-delivery activities

**8.5.6** Control of changes

**8.6** Release of products and services

**8.7** Control of nonconforming outputs

**Operation clauses** are the same across Environment and Health & Safety

**8 Operation**

**8.1** Operational planning and control

**8.2** Design

**8.3** Procurement

## CHECK

**9 Performance & evaluation**

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

**9.1.1** General

**9.1.2** Customer satisfaction

**9.1.3** Analysis and evaluation

**9.2** Internal audit

**9.3** Management review

**9.3.1** General

**9.3.2** Management review inputs

**9.3.3** Management review outputs

**Performance and Evaluation clauses** are the same across Environment and Health & Safety

**9 Performance & evaluation**

**9.1** Monitoring, measurement, analysis and evaluation of energy performance and the EnMS

**9.1.2** Evaluation of compliance with legal and other requirements

**9.2** Internal audit

**9.3** Management review

## ACT

**10 Improvement**

**10.1** General

**10.2** Nonconformity and corrective action

**10.3** Continual improvement

**Improvement clauses** are the same across Environment and Health & Safety

**10 Improvement**

**10.1** Nonconformity and corrective action

**10.2** Continual improvement