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## BHEEMAA INFRA SOLUTIONS PRIVATE LIMITED

# IMS Manual

(In accordance with **ISO 9001: 2015, ISO 14001:2015 & ISO 45001:2018** Standards  
for **QMS, EMS & OHSMS** respectively)

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**Integrated Management System Manual**
**Table of Contents**

Section: A

Rev No.:01

Rev Date: 14-11-2024

Page 1 of 1

Section No	Section Title	Pages	Rev No.	Rev date
<b>A</b>	<b><i>Table of Contents</i></b>	<b>01</b>	<b>00</b>	14.11.2024
B	Company Profile	02	00	14.11.2024
<b>C</b>	<b><i>Amendment Record</i></b>	<b>02</b>	<b>00</b>	14.11.2024
D	Overview of IMS	01	00	14.11.2024
E	Correspondence between IMS Manual and all standards	04	00	14.11.2024
<b>F</b>	<b><i>Vision, Values and Policies</i></b>	<b>04</b>	<b>00</b>	14.11.2024
G	Adoption of Quality Management Principles	02	00	14.11.2024
<b>1.0</b>	<b><i>Scope</i></b>	<b>01</b>	<b>00</b>	14.11.2024
2.0	References	01	00	14.11.2024
3.0	Abbreviations, Terms and Definitions	02	00	14.11.2024
4.0	Context of the Organization	02	00	14.11.2024
5.0	Leadership	04	00	14.11.2024
6.0	Planning	04	00	14.11.2024
7.0	Support	05	00	14.11.2024
8.0	Operation control	08	00	14.11.2024
9.0	Performance evaluation	02	00	14.11.2024
10.0	Improvement	01	00	14.11.2024

## Company profile

### **Bheemaa Infra Solutions Pvt. Ltd. (BISPL) - Company Profile**

Bheemaa Infra Solutions Pvt. Ltd. (BISPL) is a premier construction company, has been in the core business of providing high quality and cost-effective solutions of **Pre-Engineered Steel Buildings since 2020**, with a strong presence in the industry. With a track record of delivering high-quality projects on time, BISPL has earned a reputation for excellence. Our expertise spans across residential, commercial, institutional, healthcare, sports, and cultural infrastructure, ensuring a diverse and dynamic portfolio.

#### **Manufacturing Excellence**

BISPL's state-of-the-art manufacturing unit is located in Konapur village, Sadashivpet, Telangana with a **production capacity of 30,000 metric tons per annum**, BISPL specialize in high-quality Pre-Engineered Steel Buildings (PEBs), structural steel solutions, and steel building components. BISPL's advanced steel processing centre enables it to deliver precision-engineered products that meet the highest industry standards.

#### **Core Business Areas**

Bheemaa Infra Solutions operates in multiple domains within the construction and infrastructure industry:

- **Civil Contracting:** Delivering robust and well-structured developments for residential, commercial, and industrial purposes.
- **Architecture & Design:** Providing innovative and efficient design solutions tailored to client needs.
- **Interior Design:** Crafting interior spaces that are both functional and aesthetically pleasing.
- **Pre-Engineered Buildings (PEBs):** Offering cost-effective and high-performance steel structures.
- **Structural Steel Fabrication:** Manufacturing and processing steel components for diverse applications.
- **Steel Processing Centre:** Ensuring high-precision steel cutting, bending, and shaping services.

#### **Commitment to Quality and Safety**

Quality and safety is at the heart of everything BISPL do and is dedicated to using the finest materials, the latest innovations, and precise craftsmanship to deliver projects that exceed expectations taking Environment, Health and Safety into consideration. BISPL site managers and engineers are committed to maintaining stringent quality control standards throughout every phase of construction and giving priority for safety of environment and Occupational Health.

#### **BISPL'S Strength: A Skilled Workforce**

BISPL team comprises highly experienced professionals, including civil engineers, architects, builders, and project managers. It ensures that every project is handled with expertise, dedication, and attention to detail, resulting in structures that stand the test of time.

#### **Client-Centric Approach**

BISPL believes in forging long-term relationships with clients by consistently delivering excellence. Our approach is centred on:

- **Timely Project Delivery:** Ensuring deadlines are met without compromising on quality and Safety.
- **Innovation & Sustainability:** Adopting modern construction techniques and eco-friendly materials.
- **Customer Satisfaction:** Going beyond expectations to create lasting value for our clients.

Since its inception in 2020, Bheemaa Infra Solutions Pvt. Ltd. has grown into a formidable force in the construction industry. With our unwavering commitment to quality, innovation, and customer satisfaction, we continue to shape the future of infrastructure. Whether it's a towering commercial complex or a meticulously designed sports stadium, BISPL stands as a trusted partner in delivering excellence.

[Company pictorial view](#)



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## Overview of the Integrated Management System (IMS)

The Integrated Management System established in the organization is mainly focused on ensuring effective functioning of the organization towards achieving the stakeholder satisfaction and thereby achieve its business objectives. Integrated Management System is an integral part of the organization and is the way things happen in the Organization.

Currently the Integrated Management System is established in line with the requirements of ISO 9001: 2015, ISO 14001: 2015, ISO 45001: 2018, at Konapur village, Sadashivpet manufacturing unit in Telangana State. These standards being used as the framework for the management system. The overall IMS is described in this manual supported with the processes, IMS procedures, internal and external documents.

## IMS Requirements

Quality, Environmental Protection, Occupational Health and Safety shall be the responsibility of all personnel in the organization and this principle shall be the basis for establishing the Integrated Management System in the organization.

The Integrated Management System for managing quality, safety and environmental performance shall encompass the organizational structure, processes, procedures, and resources, as well as activities necessary to ensure confidence that

- The products will meet their intended specifications for quality
- The business activities are carried out in a manner to minimize the impacts on environment.
- All activities are carried out in compliance with the legal and other requirements applicable.

The organization has established an Integrated Management System as described in this manual and has adequately initiated all the actions required to continually improve its effectiveness in accordance with the requirements of the international standards.

## Process management approach

Based on the organizational objectives, plans and customer requirements, business processes required for the organization are determined. List of processes, procedures and interactions between the processes are defined and documented in Annexures.

**Correspondence between IMS Manual sections and standards:**

Section	Description	ISO 9001:2015	ISO 14001:2015	ISO 45001:2018
<b>4.00</b>	<b>Context of the Organization</b>	4.00	4.00	4.00
	Understanding the Organization and its context	4.1	4.1	4.1
	Understanding the needs and expectations of workers and Interested Parties	4.2	4.2	4.2
	Legal, Statutory, regulatory & Other requirements	8.2.3.1	6.1.3	
	Determining the scope	4.3	4.3	4.3
	Integrated Management System - Processes/ Requirements	4.4	4.4	4.4
<b>5.00</b>	<b>Leadership and worker participation</b>	5.00	5.00	5.00
	Leadership and commitment	5.1	5.1	5.1
	General	5.1.1		
	Customer Focus	5.1.2		
	Policies	5.2	5.2	5.2
	Establishing the quality policy	5.2.1		
	Communicating the quality policy	5.2.2		
	Organizational roles, responsibilities, and authorities	5.3	5.3	5.3
	Consultation and participation of workers			5.4
<b>6.00</b>	<b>Planning</b>	<b>6.0</b>	<b>6.0</b>	<b>6.0</b>
	Actions to address risks and opportunities	6.1	6.1	6.1
	General & Determination of Risks and Opportunities			6.1.1
	Actions to address the Risks and Opportunities / Determine environmental aspects	6.1.2	6.1.2	
	Hazards Identification and assessment of risks and opportunities)			6.1.2
	Environmental aspects		6.1.2	
	Compliance Obligations / Legal requirements		6.1.3	6.1.3
	Planning action		6.1.4	6.1.4
	IMS Objectives and planning to achieve them	6.2	6.2	6.2
	Establish IMS objectives	6.2.1	6.2.1	6.2.1
	Planning actions to achieve IMS objectives	6.2.2	6.2.2	6.2.2
	Planning of changes	6.3	--	--

**Correspondence between IMS Manual sections and standards**

Section	Description	ISO 9001:2015	ISO 14001:2015	ISO 45001:2018
<b>7.0</b>	<b>Support</b>	<b>7.0</b>	<b>7.0</b>	<b>7.0</b>
	Resources	7.1.	7.1	7.1
	Resources - General	7.1.1		
	People	7.1.2		
	Infrastructure	7.1.3		
	Environment for the operation of processes	7.1.4		
	Monitoring and measuring resources	7.1.5		
	Monitoring and measuring resources - General	7.1.5.1		
	Measurement traceability	7.1.5.2		
	Organizational Knowledge	7.1.6		
	Competence & Training	7.2	7.2	7.2
	Awareness	7.3	7.3	7.3
	<b>Communication</b>	<b>7.4</b>	<b>7.4</b>	<b>7.4</b>
	Communication - General		7.4.1	7.4.1
	Communication – Internal Communication		7.4.2	7.4.2
	Communication – External Communication		7.4.3	7.4.3
	<b>Documented Information</b>	<b>7.5</b>	<b>7.5</b>	<b>7.5</b>
	Documented Information - General	7.5.1	7.5.1	7.5.1
	Documented Information – Creating & updating	7.5.2	7.5.2	7.5.2
	Control of documented information	7.5.3	7.5.3	7.5.3
	Control of documented information – Control	7.5.3.1		
	Control of documented information - Control & retention	7.5.3.2		
<b>8.0</b>	<b>Operation</b>	<b>8.0</b>	<b>8.0</b>	<b>8.0</b>
	Operational planning and control	8.1	8.1	8.1
	General			8.1.1
	Elimination of Hazards and reducing risks			8.1.2
	Management of Change			8.1.3
	Procurement			8.1.4
	Emergency preparedness and response		8.2	8.2



**Correspondence between IMS Manual sections and standards**

Section	Description	ISO 9001:2015	ISO 14001:2015	ISO 45001:2018
<b>8.00</b>	Requirements for Products and services	8.2		
	Customer communication	8.2.1		
	Determining the requirements for products and services	8.2.2		
	Review of requirements related to products and services	8.2.3		
	Review before committing to supply	8.2.3.1		
	Retaining the documented information	8.2.3.2		
	Changes to requirements to products and services	8.2.4		
<b>8.00</b>	<b>Design and development of products and services</b>	<b>8.3</b>		
<b>8.00</b>	<b>Control of externally provided processes, products, and services</b>	<b>8.4</b>		
	Control of externally provided processes, products, and services - general	8.4.1		
	Control of externally provided processes, products, and services – Type & extent of control	8.4.2		
	Information for external service providers	8.4.3		
	<b>Production and service Provision</b>	<b>8.5</b>		
	Control of Production and service provision	8.5.1		
	Identification and Traceability	8.5.2		
	Property belonging to customers or external providers	8.5.3		
	Preservation	8.5.4		
	Post-delivery activities	8.5.5		
	Control of changes	8.5.6		
	Release of Products and services	8.6		
	Control of nonconforming outputs	8.7		

**Correspondence between IMS Manual sections and standards**

Section	Description	ISO 9001:2015	ISO 14001:2015	ISO 45001:2018
<b>9.0</b>	<b>Performance evaluation</b>	<b>9.0</b>	<b>9.0</b>	<b>9.0</b>
	Monitoring, measurement, analysis, and evaluation	9.1	9.1	9.1
	General	9.1.1	9.1.1	<b>9.1.1</b>
	Evaluation of compliance		9.1.2	9.1.2
	Customer Satisfaction	9.1.2		
	Analysis and evaluation	9.1.3		
	Internal audit	9.2	9.2	9.2
	Management review	9.3	9.3	9.3
	Management review - general	9.3.1	9.3	
	Management review inputs	9.3.2	9.3	
	Management review outputs	9.3.3	<b>9.3</b>	
<b>10.0</b>	<b>Improvement</b>	<b>10</b>	<b>10</b>	<b>10.0</b>
	Improvement - general	10.1	10.1	10.1
	Nonconformity and corrective action	10.2	10.2	10.2
	Continual improvement	10.3	10.3	10.3

## **Vision**

To revolutionize the pre-engineering building industry by delivering cutting-edge, sustainable, and dependable solutions that empower our clients to achieve their dreams.

## **Mission**

To become the trusted partner of choice for our clients by consistently exceeding their expectations through the delivery of high-quality, innovative, and cost-effective construction services, driven by advanced technologies, efficient methodologies, and a team of passionate professionals.

## **Value Statement**

We are guided by a core set of values that define who we are and what we stand for:

### ***Client Centricity***

We are dedicated to building long-term, mutually beneficial relationships with our clients by understanding their unique needs and exceeding their expectations at every step of the journey.

### ***Employee Excellence***

We foster a culture of empowerment, continuous learning, and collaboration, attracting and retaining top talent who are passionate about exceeding industry standards.

### ***Sustainable Innovation***

We are committed to driving positive change in the industry by embracing cutting-edge technologies and sustainable practices that minimize our environmental impact and create a better future for generations to come.

### ***Safety First***

We are unwavering in our commitment to providing a safe and healthy work environment for our employees and all stakeholders involved in our projects.

### **IMS Policy**

At Bheemaa Infra, we are committed to deliver high-quality products and services in the Pre-Engineered Building (PEB) sector that meet or exceed industry standards. Our core activities include the design, manufacture, supply, and installation of PEB structures, as well as providing related technical and installation services tailored to meet our customers' needs and applicable regulatory requirements.

Our goal is to continuously enhance customer satisfaction by maintaining stringent quality standards and ensuring timely delivery through the ongoing improvement of our processes and systems. We are dedicated to implement the best methodologies, empowering our employees to deliver and sustain quality solutions while striving for business excellence.

We are also committed to conducting our manufacturing and installation activities in an environmentally responsible manner, prioritizing the safety and health of our employees and all stakeholders.

To achieve these commitments, we will:

- Implement a systematic approach to achieve continual improvement in environmental performance and occupational health and safety.
- Comply with all applicable environmental, occupational health and safety laws, regulations, and other relevant requirements.
- Conserve resources and proactively eliminate hazards, reducing occupational health and safety risks through preventive measures that avoid injuries and occupational health issues.
- Adopt responsible environmental practices, including pollution prevention and other specific sustainability commitments.
- Foster active participation and partnership among all employees to create a safe working environment that prioritizes environmental, health, and safety considerations.
- Promote awareness and shared responsibility among employees, suppliers, contractors, and vendors towards occupational health, safety, and environmental protection.

This policy reflects our dedication to achieving business excellence, sustainable development, and the well-being of all involved.

Date: 08.06.2024

- sd -

General Manager

**Strategy:**

Implement Quality (ISO 9001:2015), Safety, Health (ISO 45001:2018 and Environment management system (ISO 14001:2015).

Establishing annual IMS objectives and targets; monitor its implementation and review to ensure that objectives are achieved.

Identify all Quality, Safety, Health and Environmental issues, put measures in place to control and prevent the incidents.

Conducting audits to ensure the product quality as per requirements in appropriate stages.

Fostering culture of reporting and investigating all near misses, unsafe acts, and unsafe conditions.

Learning is shared to all concerned stakeholders and implemented across the business as applicable.

Conserving the natural resources by effective utilization and preventing pollution by Reduce, Reuse and Recycle methods.

Develop the new product in a systematic way to achieve the cost targets during initial product development stage.

Fixing the responsibility and authority at all levels of the organization and deploying with the same contractors for Quality, Safety, Health and Protection of Environment.

As far as reasonably practicable, providing appropriate resources required to implement all above.

Ensure that Quality and EHS policies are reviewed and communicated to all interested parties.

## Adoption of Quality & EHS Management Principles

BISPL is adopting the even Quality and EHS Management Principles as core values for being competitive in business. The below section describes the management principles, and the quality management system has been planned to ensure the management principles are understood and adapted in BISPL

BISPL is committed to improve the Management System continually.

### 1. Customer focus

BISPL depends on their customers and therefore should understand current and future customer needs, should meet customer requirements, and strive to exceed customer expectations.

#### Key benefits:

- Increased revenue and market share obtained through flexible and fast responses to market opportunities.
- Increased effectiveness in the use of organization's resources to enhance customer satisfaction.
- Improved customer loyalty leading to repeat business.

### 2. Leadership

Leaders establish unity of purpose and direction of the Organization. They should create and maintain the internal environment in which people can become fully involved in achieving the IMS objectives.

#### Key benefits:

- People will understand and be motivated towards the BISPL goals and objectives
- Activities are evaluated, aligned, and implemented in a unified way
- Minimized miscommunication between levels of the organization
- Inspiring, encouraging and recognizing people's contributions

### 3. Engagement of people

People at all levels are the essence of an organization and their full involvement enables their abilities to be used for the BISPL benefit.

#### Key benefits:

- Motivated, committed and involved people within the organization
- Innovation and creativity in furthering the organization's objectives  
People being accountable for their own performance
- People eager to participate in and contribute to continual improvement



#### 4. Process approach - Engagement of people

A desired result is achieved more effectively and efficiently when activities and related resources are identified, understood, and managed as a coherent system.

**Key benefits:**

- Lower costs and shorter cycle times through effective use of resources
- Improved, consistent and predictable results
- Focused and prioritized improvement opportunities
- Integration and alignment of the processes that will best achieve the desired results
- Ability to focus on key processes
- Providing confidence to interested parties on consistency, effectiveness, and efficiency of the organization

#### 5. Continual Improvement

Continual improvement of the BISPL overall performance should be permanent IMS objectives of the organization.

**Key benefits:**

- Performance advantage through improved organizational capabilities
- Alignment of improvement activities at all levels to an organization's strategic intent
- Flexibility to react quickly to opportunities

#### 6. Evidence based decision making

Effective decisions are based on the analysis and evaluation of data and information are more likely to produce a desired result.

**Key benefits:**

- Informed decisions
- An increased ability to demonstrate the effectiveness of past decisions through reference to factual records
- Increased ability to review, challenge and change opinions and decisions

#### 7. Relationship management

BISPL and its suppliers are interdependent, and a mutually beneficial relationship enhances the ability of both to create value

**Key benefits:**

- Increased ability to create value for both parties
- Flexibility and speed of joint responses to changing market or customer needs and expectations
- Optimization of costs and resources

**Scope of the Integrated Management System (QMS, EMS & OHSMS)**

Scope of the IMS established in the organization is as follows.

Design, Detailing, Manufacturing and Installation of Pre Engineered Structures.

**References**

S.No.	Description
1	ISO 9001 :2015 – QMS Standard
2	ISO 14001: 2015 – EMS Standard
3	ISO 45001:2018 – OHSMS Standard

**Abbreviations:**

S.No.	Abbreviation	Full form
1	BISPL	Bheemaa Infra Solutions Private Limited
2	EMS	Environment Management System
3	IMS	Integrated Management System
4	ISO	International Organization for Standardization
5	MRM	Management Review Meeting
6	OH & S	Occupational Health and Safety
7	OHSMS	Occupational Health and Safety Management System
8	QMS	Quality Management System
9	Rev.	Revision

Definitions of important terms used in the IMS are given below. For all other terms and definitions, please refer respective standards (ISO 9000:2015, ISO 14001: 2015 & ISO 45001:2018 for QMS, EMS and OHSMS respectively.)

1. Competence:

Demonstrated ability to apply knowledge and skill.

2. Effectiveness:

Relationship between planned versus actual results achieved.

3. Efficiency:

Relationship between the results achieved Vs resource used.

4. Procedure:

Specified way to carry out an activity or a process.

5. Process:

Set of interrelated or interacting activities, which transforms inputs into outputs.

6. Traceability:

It is an information retrieval system that allows review of all products used in the manufacturing process and facilitates effective remedial action in case of non-conformities.

#### 4.1 Understanding the Context of the Organization

[Clause Ref: 4.1 of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018]

**Bheemaa Infra India Private Limited** (here onwards termed as BISPL) determined the external and internal issues relevant to the purpose and its strategic direction that affects its ability to achieve the intended results and outcomes of the Integrated Management System i.e., QMS, EMS, OH & S Management System. These issues are considered while establishing the IMS. Intended results are defined in business plan and process measures are defined in respective process document. Business Planning is done considering SWOT analysis. External and internal issues are determined and documented (**BISPL/IMS/IEI 003**)

BISPL's external and internal issues are documented in **BISPL/IMS/IEI 003** and the same shall be monitored and reviewed during periodical management reviews.

BISPL's determined climate change and **Global warming** is a relevant issue while determining the Internal and external issues - **BISPL/IMS/IEI 003**.

#### 4.2 Understanding the needs and expectations of workers and Interested Parties

[Clause Ref: 4.2 of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018]

BISPL determines interested parties and the requirements of these interested parties (**BISPL/IMS/NE 004**) relevant to Integrated management system which has effect or potential effect on the organization's ability to consistently provide products and services that meet customer's and other interested parties expectations and applicable legal requirements.

BISPL documents these interested parties and their requirements in (**BISPL/IMS/IEI 003**) and the same shall be monitored and reviewed during periodical management reviews.

BISPL determined climate change and **Global warming** is a relevant issue while determining the Internal and external issues - (**BISPL/IMS/NE 004**) and Needs and expectations of the interested parties - (**BISPL/IMS/NE 004**).

##### 4.2.1 General

Due to their potential effect on the Organization's ability to consistently provide the products and services that meet customer, applicable statutory and regulatory requirements, the following are determined by BISPL

- interested parties, in addition to the workers that are relevant to the IMS.
- needs and expectations i.e., requirements of workers & other interested parties that are relevant to the IMS
- which of these needs and expectations become its compliance obligations or Legal / other requirements.

Information related to the interested parties and their relevant requirements is monitored and reviewed by the respective managers and process owners during management review meetings

##### 4.2.2 Legal, statutory, and other requirements

Legal requirements are addressed in functional procedure for legal, statutory, regulatory, and other requirements (Legal Register)

#### 4.3 Determining the scope of the IMS

[Clause Ref: 4.3 of ISO 9001:2015, ISO 14001:2015 and ISO 45001: 2018]

##### 4.3.1 General

BISPL determined the boundaries for each process and applicability of the QMS, EMS, OH & S to establish the scope.



#### 4.3.2 Scope of the IMS

While determining this scope, the following are considered.

- The external and internal issues
- Compliance obligations
- Manufacturing unit, functions, and physical boundaries
- Requirements of interested parties

- Activities, products, and services of the Organization
- Take into account the planned or performed work-related activities.
- Authority and ability to exercise control and influence
- Justifications for any requirements of the standards which are not in the scope of the QMS, EMS, OH&S.

All the applicable requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 within the determined scope of the IMS are also applied. The scope of the QMS, EMS, OH & S is documented in section 1.00 and maintained as documented information. Managers and all concerned employees are responsible to ensure that the scope is available to interested parties.

#### **4.4 Integrated Management System**

[Clause Ref: 4.4 of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018]

##### **IMS processes**

**4.4.1** BISPL has established documented, implemented, and maintaining IMS to continually improve its effectiveness in accordance with the requirements of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 by determining the applicable processes needed for the IMS.

- a) Determined the inputs required and outputs expected from the processes needed for the IMS and its application throughout the organization. List of processes defined in annexure - 1
- b) Determined the sequence and interaction of these processes in annexure - 2
- c) Determined and applied the criteria and methods needed to ensure that both the operation and control of the processes are effective by establishing and monitoring the systems through internal audits and review meetings.
- d) Ensures the availability of resources and information necessary to support the operation and monitoring of these processes through reviews.
- e) Roles, responsibilities, and authorities are defined in the form of Job descriptions and maintained by Location HR Manager.
- f) Risks and opportunities are addressed by respective manager and process owner in accordance with 6.1
- g) Evaluate processes and implement any changes necessary to achieve planned results
- h) Improve the processes and IMS

Knowledge gained in above clauses 4.1 & 4.2 is considered while establishing and maintaining the IMS by Managers & Employees

##### **4.4.2 To the extent necessary, the Managers and Process Owners are responsible for the following:**

- a. Maintain documented information to support the operation and processes
- b. Retain documented information to have confidence that the processes are carried out as planned. Master list of documented information is maintained by respective managers.

## 5.0 Leadership

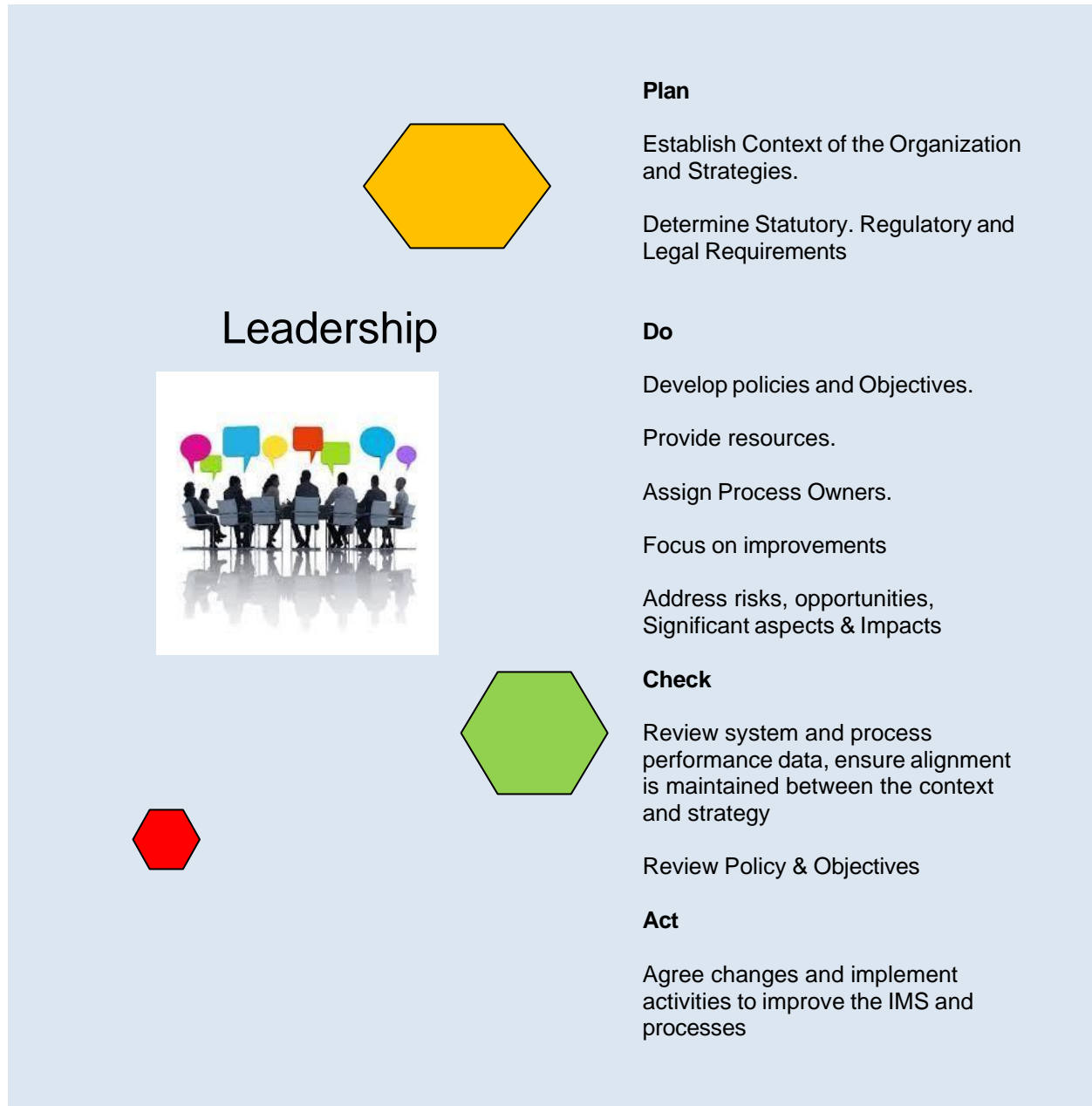
### 5.1 Leadership and Management commitment

#### 5.1.1 General

[Clause Ref: 5.1.1 of ISO 9001:2015, 5.1 of ISO 14001:2015 and 5.1 of ISO 45001-2018]

GM, Functional Managers, Unit Managers and other relevant management roles demonstrate leadership and commitment with respect to the IMS (QMS, EMS and OH & S) by:

- a) Taking the accountability for the effectiveness of the IMS
- b) taking overall responsibility and accountability for the prevention of work-related injury and ill health, as well as the provision of safe and healthy workplaces and activities.
- c) Ensuring that the policies and objectives are established for the IMS and are compatible with context and strategic direction of the Organization
- d) Ensuring the integration of IMS requirements into the BISPL's business processes
- e) Promoting the use of the process approach and risk-based thinking
- f) Ensuring that the resources needed for IMS are available
- g) Communicating the importance of effective management systems and of conforming to the IMS requirements.
- h) Ensuring that IMS achieves its intended results / outcomes
- i) Engaging, directing, and supporting persons to contribute to the effectiveness of the IMS
- j) Promoting continual improvement
- k) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibilities.
- l) Developing, leading, and promoting a culture in the organization that supports the intended outcomes of the OH&S management system.
- m) protecting workers from reprisals when reporting incidents, hazards, risks, and opportunities.
- n) ensuring the organization establishes and implements a process(es) for consultation and participation of workers

**Leadership PDCA Cycle**

### 5.1.2 Customer Focus

[Clause Ref: 5.1.2 of ISO 9001:2015]

BISPL shall demonstrate the leadership and commitment with respect to the customer focus by ensuring that

- The customer and applicable statutory requirements are determined, understood, and consistently met
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
- The focus on enhancing customer satisfaction is maintained.
- Sales and Marketing Managers are responsible for obtaining the feedback. Manufacturing functional managers and respective installation managers are responsible for enhancing the customer satisfaction.

## 5.2 EHS & Quality Policy

### 5.2.1 Establishing the Policy

[Clause Ref: 5.2.1 of ISO 9001:2015, 5.2 of ISO 14001:2015 & ISO 45001:2018]

BISPL established, implemented, and maintained IMS that is

- a) Appropriate to the purpose and context of the Organization and supports its strategic direction
- b) Provides framework for setting the IMS objectives i.e., Quality, Environment, Occupational health & safety
- c) Includes commitment to satisfy applicable requirements
- d) Includes a commitment to continual improvement of the IMS (QMS, EMS and OH&S)

IMS Policy is defined in section F in this manual (**BISPL/MR/IMSP 001**).

### 5.2.2 Communicating the policies

[Clause Ref: 5.2.2 of ISO 9001:2015, 5.2 of ISO 14001:2015 & 5.2 of ISO 45001:2018]

Top management / IMS Cell Team leader / in-charges are responsible to ensure that the policies shall:

- a) be available and be maintained as documented information
- b) be communicated and understood and applied within the organization sharing through mail, Team meetings/trainings, Posters and leaflet.
- c) be available to relevant interested parties as appropriate.
- d) displayed in prominent locations in the offices and Plant.
- e) Reviewed for its continued suitability during MRM and when significant changes occur.

**5.3 Organizational roles, responsibilities, accountability, and authorities**

[Clause Ref: 5.3 of ISO 9001:2015, 5.3 of ISO 14001:2015 & 5.3 of ISO 45001:2018]

GM, Plant Manager, Functional Managers and Location HR Manager are responsible to ensure the following

- Responsibilities, authorities for relevant roles are assigned, communicated, and understood within the organization in the form of job description.
- Workers at each level of the organization shall assume responsibility for those structure aspects of the OH&S management system over which they have control.

Organization structure is defined in (BISPL BISPL/IMS/OC 006)

Responsibilities, accountability, and authorities are defined, documented, and communicated by Location Manager - HR & respective reporting manager in the form of Job descriptions.

Authority and responsibility are assigned to Functional Manager – IMS Cell as Functional IMS Lead for:

- a) ensuring that IMS conforms to the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001: 2018 standards.
- b) ensuring that processes are delivering the intended output
- c) Reporting on the performance of the QMS, EMS, OH &S and on opportunities for improvement to top management.
- d) ensuring promotion of customer focus throughout the Organization
- e) Ensuring that the integrity of IMS is maintained when changes to the IMS are planned and implemented.
- f) Ensuring that Internal audits & Management Reviews are conducted

EHS Lead & QMS Lead will support Functional IMS Lead in implementation of IMS in the respective unit

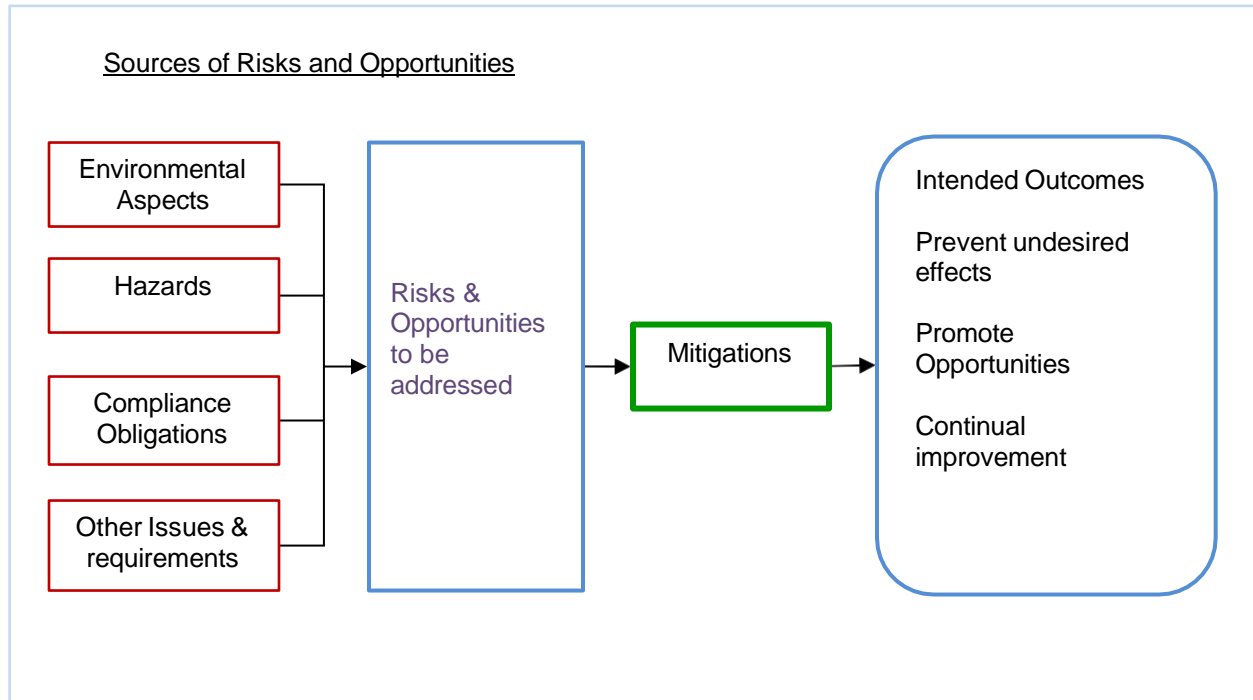
**5.4 Consultation and participation of workers**

[Clause Ref: 5.4 of ISO 45001:2018]

Communication, participation, and Consultation is established and implemented for active participation of workers via., kaizens committee safety committees and Emergency response teams tec.



## 6.0 Planning



### 6.1 Actions to address risks and opportunities

All the process owners are responsible for the following.

- Determination of risks and opportunities
- Actions to address risks and opportunities

#### 6.1.1 Actions to address risks and opportunities

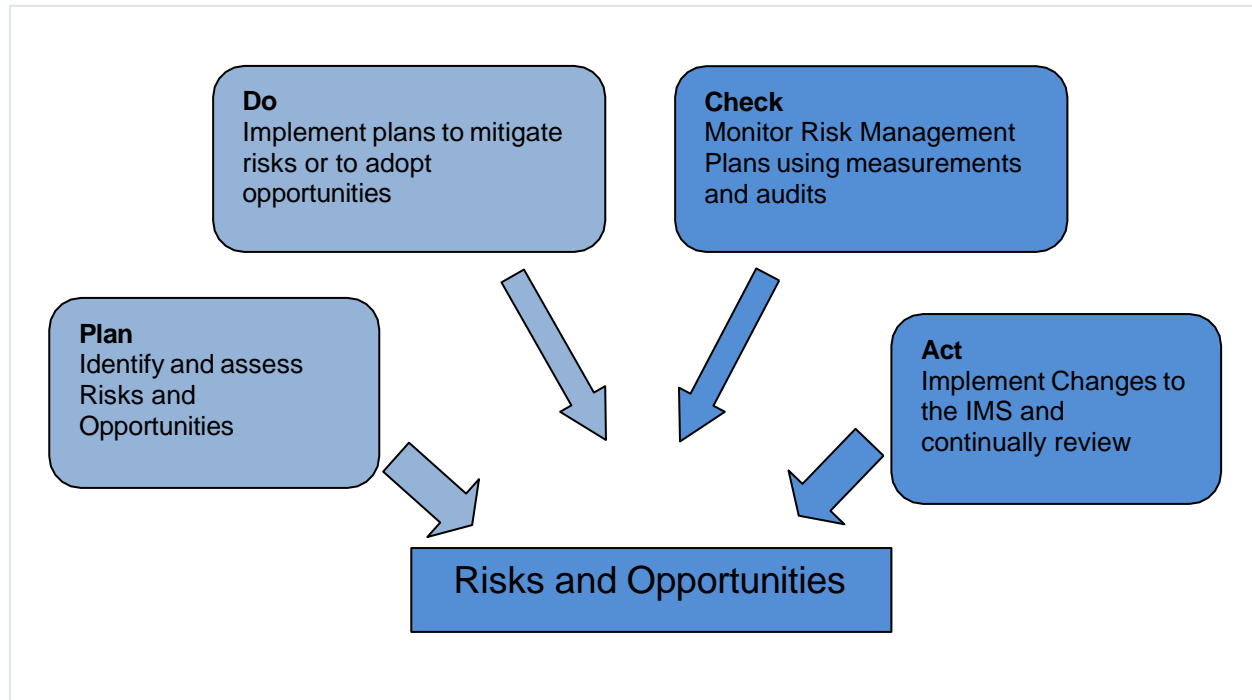
[Clause Ref: 6.1.1 of ISO 9001:2015 & ISO 14001:2015, 6.1.1 of ISO 45001:2018]

When planning the IMS, the BISPL considers the issues referred to in 4.1, the requirements referred to in 4.2, scope of the QMS, EMS, OH & S and determines the risks and opportunities that need to be addressed to:

- a) give assurance that IMS can achieve its intended results
- b) enhance desirable effects
- c) prevent, or reduce, undesired effects including the potential for external environmental conditions to affect the organization
- d) achieve continual improvement

EHS Lead / IMS Cell is responsible to determine the potential emergency situations including PEB Structure that can have environmental impact.

### Risks and Opportunities – PDCA Cycle



Risk and Opportunities established, maintained, and implemented. Risks and opportunities are documented in the form of Risks and opportunities tracker.

All the process owners, IMS lead of the respective unit are responsible for the following

- to maintain documented information of risks and opportunities that needed to be addressed.
- processes are carried out as planned as per the documented process..
- to take actions to address significant environment aspects, compliance obligations and risks and opportunities

#### 6.1.2 Hazard identification and assessment of risks and opportunities

##### All process owners are responsible to plan

- a) actions to address these risks and opportunities
- b) how to
  - 1) integrate and implement the actions into its IMS processes
  - 2) evaluate the effectiveness of these actions

It is ensured by IMS Cell on actions taken to address risks and opportunities (BISPL/IMS/RO/005) shall be proportionate to the potential impact on the conformity to the products and services.

**Environmental Aspects and Impacts**

[Clause Ref: 6.1.2 of ISO 14001:2015]

Functional procedure for environmental aspects and impacts (BISPL/IMS/LAI 020) is established and implemented.

**6.1.2.1 Hazard identification and assessment of risks and opportunities**

[Clause Ref: 6.1.2 of ISO 45001:2018]

Functional procedure for hazard identification and assessment of risks and opportunities is established, implemented, and maintained. (BISPL/IMS/HIRA 022).

**6.1.3 Compliance obligations**

[Clause Ref: 6.1.3 of ISO 14001:2015 & 6.1.3 of ISO 45001:2018]

EHS Coordinator and Location HR Manager are responsible to maintain the documented information of compliance obligations as per Functional procedure for legal, statutory & other requirements (**BISPL/IMS/LR-024**)

**6.1.4 Planning action**

[Clause Ref: 6.1.2 of ISO 9001:2015 & 6.1.4 of ISO 14001:2015]

Actions are taken as per the procedure for environmental aspects and impacts (BISPL/IMS/LAI 020). and its significance list of significant aspects (BISPL/IMS/LAI 021)

Planning is done to take actions to address its

1. Significant environmental aspects
2. Compliance obligations
3. Risks and opportunities

b) Planning is also done how to

- Integrate and implement the actions into IMS
- Evaluate the effectiveness of the actions

**6.2 IMS Objectives and planning to achieve them & Programs**

[Clause Ref: 6.2. of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018]

IMS objectives are established at relevant functions, levels and processes needed for the IMS. IMS Objectives are defined and documented in (BISPL/IMS/KPI/009).

While establishing, it is ensured that the IMS objectives shall:

- a. be consistent with policies
- b. be measurable
- c. taken into account applicable requirements, results of risks and opportunities, results of consultation with workers.
- d. be relevant to conformity of products and services and to enhancement of customer satisfaction
- e. be monitored
- f. be communicated
- g. be updated as appropriate

Documented information on objectives is maintained and monitored by the Functional IMS Lead, EHS Lead & QMS Lead.

### Programs

System is established and implemented for managing EHS programs.

Documented information on setting IMS objectives and EHS Programs (BISPL/IMS/KPI/009)

**6.2.2** When planning how to achieve the objectives, GM, Plant Manager, and process owners are responsible to determine the following through IMS Objectives Tracker.

- a) what will be done
- b) what resources will be required
- c) who will be responsible
- d) when it will be completed
- e) how the results will be evaluated

These objectives are reviewed appropriately in different forums such as Tool box talk, Kaizen & Review meetings (Quality, Production review, Kaizen committee, Safety Audits and EHS core committee)

### 6.3 Planning of changes

[Clause Ref: 6.3 of ISO 9001:2015]

When the need for changes to the IMS, the changes are carried out in a planned manner / during MRM as per 4.4 and the following are considered as per Functional procedure for change management

- a) Purpose of changes and their potential consequences
- b) the integrity of IMS
- c) the availability of resources
- d) the allocation or reallocation of responsibilities and authorities

## 7.0 Support

[Clause Ref: 7.0 of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018)

## 7.1 Resources

[Clause Ref: 7.1 of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018)

Required resources are determined and provided for establishment, implementation, maintenance, and continual improvement of IMS

### 7.1.1 General

[Clause Ref: 7.1.1 of ISO 9001:2015 and 7.1 of ISO 14001:2015]

Required resources are determined and provided by BISPL for the establishment, implementation, maintenance, and continual improvement of IMS

The following are considered in the respective process owners & Managers.

- a) The capabilities of, and constraints on, existing internal resources
- b) What needs to be obtained from external providers

### 7.1.2 People

[Clause Ref: 7.1.2 of ISO 9001:2015]

GM, Plant Managers, Functional Managers & other Managers are responsible to determine the persons necessary for effective implementation of the IMS and for operation and control of processes in consultation with the respective employees. HR Process (BISPL/HR/PM 001) is defined and implemented. Organization chart defined BISPL BISPL/IMS/OC 006. Responsibilities and authorities are defined in DI # **BISPL/IMS/RRA/018**

### 7.1.3 Infrastructure

[Clause Ref: 7.1.3 of ISO 9001:2015]


BISPL determine the required infrastructure. It is ensured by GM that necessary infrastructure is provided and maintained for the operation of processes and to achieve conformity of products and services.

Infrastructure can include

- a) Buildings and associated utilities
- b) Equipment, including hardware and software
- c) Transportation resources
- d) Information and communication technology

Equipment & utilities are maintained as per Maintenance process (BISPL/MTN/MTN SOP 001)

Tooling is maintained as per Tooling Management as per the process requirement by the production team.  
IT Support (BIS/LDI/IT/001)

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IMS Manual		Support	
Section: 7.00	Rev No.:00	Rev Date: 14.11.2024	Page 2 of 5

#### **7.1.4 Environment for the operation of processes**

[Clause Ref: 7.1.4 of ISO 9001:2015]

GM, Operations Manager, other Managers are responsible to determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of processes.

#### **7.1.5 Monitoring and measuring resources**

##### **7.1.5.1 General**

[Clause Ref: 7.1.5.1 of ISO 9001:2015]

Respective functional managers (manufacturing, maintenance, quality, engineering etc....) are responsible for providing necessary monitoring and measurement resources to ensure quality of product.

Functional Manager - Quality & Location Quality Manager is responsible to provide resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

Functional Manager - Quality & Location Quality Manager is responsible to ensure that the resources provided:

- are suitable for specific type of manufacturing and measurement activities being undertaken
- are maintained to ensure their continuing fitness for their purpose
- retain appropriate documented information as evidence of its fitness for purpose of the monitoring and measurement resources

##### **7.1.5.2 Measurement Traceability**

[Clause Ref: 7.1.5.2 of ISO 9001:2015]

A procedure for control of monitoring and measuring equipment is established and implemented.

Requirements are addressed in (**BISPL/QA/IC/22**).

#### **7.1 Organizational Knowledge**

[Clause Ref: 7.1.6 of ISO 9001:2015]

GM, Operations Managers, Functional Managers, Location Manager – HR, and other Managers are responsible to determine the knowledge necessary for operation of its processes and to achieve conformity of products and services as per the Functional procedure for knowledge management.

## 7.2 Competence

[Clause Ref: 7.2 of ISO 9001:2015, 7.2 of ISO 14001:2015 & 7.2 of ISO 45001: 2018]

Process for HR (BISPL/HR/PM 001) is established, implemented, and maintained. Requirements are addressed in the HR Process. Competency requirements are defined in Job Descriptions

## 7.3 Awareness

[Clause Ref: 7.3 of ISO 9001:2015, 7.3 of ISO 14001:2015 & ISO 45001:2018]

GM, Operations Manager, TL-IMS & HR Manager is responsible to ensure that persons doing the work under the Organization's control are aware of

- a. the policies
- b. relevant objectives
- c. their contribution to the effectiveness of the QMS, EMS, OH & S including the benefit of improved performance
- d. the implications of not conforming with the QMS, EMS, OH & S requirements, and potential consequences
- e. incidents and the outcomes of investigations that are relevant to them.
- f. Significant environmental aspects and related actual or potential environmental impacts associated with work.
- g. hazards, OH&S risks, and actions determined that are relevant to them.
- f) the ability to remove themselves from work situations that they consider present an imminent and serious danger to their life or health, as well as the arrangements for protecting them from undue consequences for doing so.

QMS Lead & EHS Lead of the manufacturing Unit are responsible for coordinating with team and ensuring compliance.

## 7.4 Communication, Participation & Consultation

### 7.4.1 General

[Clause Ref: 7.4 of ISO 9001:2015, 7.4.1 of ISO 14001:2015 & 7.4.1 of ISO 45001-2018]

System for communication, participation and consultation is established, implemented, and maintained.

The internal and external communications relevant to IMS, including the following are determined and defined in Functional procedure for communication, participation, and consultation.

- a) On what it will communicate
- b) When to communicate
- c) With whom to communicate
- d) How to communicate
- e) Who communicates

### 7.4.2 / 7.4.3 Internal Communication Matrix /External Communication

[Clause Ref: 7.4.2 of ISO 14001:2015 and 7.4.2 of ISO 45001-2018] [Clause Ref: 7.4.3 of ISO 14001:2015)

System is established and implemented for communication, participation, and consultation.

BISPL ensures that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the Integrated management system.

Internal / External communication relevant to the Integrated management system are carried out through E-mail/ Inter Office memo / Review meetings. Project Managers are responsible and authorized to communicate with user departments regarding information relevant to the project status, changes to the product or services.

Communication channel for all employees as per reporting / accountability / chain of command is as per the organizational chart included.

Individuals reporting as per specific requirement to someone other than the prescribed channel will keep the immediate senior informed, who at his/her discretion / as per requirement may keep his/her chain of command informed.

All employees inform TL-IMS, regarding any information of the Integrated Management System.

ENTITY	WHAT	WHEN	HOW/ HOW OFTEN	WHO
Customer	Product/ service agreement IMS (Quality and EHS) policy Delivery Audits (Quality &EHS) Improvements (IMS) Risks	Contract initiation renewal or amendment After changes to policies or processes	Contract Service reviews Internet	Sales & Marketing Manager/customer executive (PMG- Project Management Group)
Suppliers /Contractors	Contract agreement IMS Policy Contract amendments	Contract initiation and renewal After changes to policies or processes	Contract Service Review	Purchasing Manager/ Purchasing executive
Staff / Employees including Workmen	IMS (Quality and EHS) policy Applicable legislation and Regulatory requirements Customer requirements Customer satisfaction All applicable policies and processes	At induction and refresher training After changes to policies or processes	Awareness training News letters Company/team meetings Intranet Notice boards	HR Manager/Plant head/ Team leader
Regulators	Applicable legislation and regulatory requirements Changes in legislation and regulation	At contract start and refresher training After changes to policies or processes After taking on new work	Awareness training Company/team meetings Intranet Notice boards	IMS Cell in-charge / Legal advisor /HR Manager
Top management/ Directors	Corporate governance Results / Business achievements	Contract initiation and renewal After changes to policies or processes	Newsletters Intranet Annual report	GM/ Plant head



## 7.5 Documented Information

### 7.5.1 General

[Clause Ref: 7.5.1 of ISO 9001:2015, 7.5.1 of ISO 14001:2015 and 7.5.1 of ISO 45001-2018]

7.5.1 The BISPL's IMS shall include

- a) Documented information required by ISO 9001-2015, ISO 14001-2015, and ISO 45001-2018
- b) Documented information determined by respective employees as being necessary for the effectiveness of the IMS. The following documents are established, maintained, and implemented in BISPL.
  - IMS Manual
  - IMS Process Documents
  - Functional Procedures
  - Standards work / Work Instructions
  - Control Plan
  - OCPs – Operational Control procedure
  - Documented information / records as referred in the respective procedures and process documents.

### 7.5.2 Creating and updating

[Clause Ref: 7.5.2 of ISO 9001:2015, 7.5.2 of ISO 14001:2015 and 7.5.2 of ISO 45001: 2018]

### 7.5.3 Control of documented information

[Clause Ref: 7.5.3 of ISO 9001:2015, ISO 14001:2015 & ISO 45001: 2018]

A procedure for control of documented information is defined, established, and maintained (BISPL/IMS/DC/017)

7.5.3.1 Documented information required by the BISPL IMS and by ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 are controlled to ensure:

- a. It is available and suitable for use, where and when is needed
- b. It is adequately protected

7.5.3.2 For the control of documented information, the following activities are addressed, as applicable in the procedure for control of documented information

- a) Distribution, access, retrieval, and use
- b) Storage and preservation, including preservation of legibility
- c) Control of changes (e.g., revision / issue control)
- d) Retention and disposition

Documented information of external origin determined by respective process owner to be necessary for the planning and operation of the IMS are identified as appropriate and controlled.  
Process owners are responsible to ensure that documented information retained as evidence of conformity is protected from unintended alternations

## 8.0 Operation

### 8.1 Operational planning and control

[Clause Ref: 8.1 of ISO 9001:2015, 8.1 of ISO 14001:2015 and ISO 45001:2018]

GM, Operations Manager, Functional Managers and other Managers are responsible to plan and control the processes (as addressed in 4.4) needed to meet the requirements for the provision of products and services and to implement the actions determined in clause 6.0 by:

- a) Determining the requirements for the products and services through Product Catalogue, Product Launch, Process Sheet / Product specification / Construction sheet.
- b) Establishing the criteria for
  - 1) The processes
  - 2) The acceptance of products and services
- c) Determining the resources needed to achieve conformity to the product and service requirements
- d) Implementing the control of processes in accordance with the criteria
- e) Determining, maintaining, and retaining documented information to the extent necessary:
  - 1. To have the confidence that the processes have been carried out as planned
  - 2. To demonstrate the conformity of products and services to their requirements
- f) Adapting work to workers.

It is ensured by the Operations Manager, Functional Managers and Other Manager that the output of this planning is suitable for the Organization's operations

Operations Manager & Other Managers are responsible for control of planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

System is established and implemented to ensure that outsourced processes are controlled as per the SCM Process – Procurement (BISPL/PUR/PP/001)

### Life cycle of the Product

Controls are established as appropriate as per the following

**8.1.2 Eliminating hazards and reducing OH&S risks**

(Clause Reference 8.1.2 of ISO 45001:2018)

Requirements are addressed in hazard identification and assessment (BISPL/IMS/HIRA 022)

**8.1.3 Management of change**

(Clause Reference 8.1.3 of ISO 45001-2018)

Requirements are addressed in Functional procedure for EHS change management

**8.1.4 Procurement**

(Clause Reference 8.1.4 of ISO 45001-2018)

**8.1.4.1 General**

(Clause Reference 8.1.4.1 of ISO 45001-2018)

System is established and maintained to control the procurement of products and services to ensure their conformity to its OH&S management system.

Requirements are addressed in SCM Process – Procurement (BISPL/PUR/PP/001) and Functional procedure for control of externally provided processes, products, and services (BISPL/PUR/PP/001)

**8.1.4.2 Contractors**

(Clause Reference 8.1.4.2 of ISO 45001:2018)

Requirements are addressed in the following

HR Process (BP-14)

Functional procedure for HR (BISPL/HR/PM 001)

**8.1.4.3 Outsourcing**

(Clause Reference 8.1.4.3 of ISO 45001;2018)

System is established and maintained. to outsourced functions and processes are controlled.

Requirements are addressed in SCM Process – Procurement (BISPL/PUR/PP/001)

**8.2 Emergency preparedness**

(Clause Reference 8.2 of ISO 14001:2015 &amp; ISO 45001:2018]

Procedure for emergency preparedness and response is established and implemented .

**8.2 Requirements related to products and services**

(Clause Reference 8.2 of ISO 9001:2015)

The following are established and implemented

Sales Process (BISPL/SM/SP 001)

Sales & Marketing team are responsible for implementation of the following (8.2.1, 8.2.2., 8.2.3 and 8.2.4)

**8.2.1 Customer communication**

[Clause Ref: 8.2.1 of ISO 9001:2015]

The organization communicates with the customer regarding features and characteristics of product and services, handling enquiries, contract and orders, amendments made, actions on customer complaint related to product and services through feedback and necessary information either by written or over phone or through electronic media.

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

[Clause Ref: 8.2.2 of ISO 9001:2015]

Organization ensures that, adequate needs and expectations of the customers are identified, implemented, and maintained. Requirements are addressed in the following

Sales Process (BISPL/SM/SP 001)

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

[Clause Ref: 8.2.3.1, 8.2.3.2 of ISO 9001:2015]

8.2.3.1 Marketing Manager / Sales Manager ensures that Organization has ability to meet the requirements for products and services to be offered to customers. Review is conducted before committing to supply products and services to customer, to include

- a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities
- b) Requirements not stated by customer, but necessary for the specified for the intended use when known.
- c) Requirements specified by organization
- d) Statutory and regulatory requirements applicable to the products and services
- e) Contract or order requirements differing from those Structure previously expressed.

Sales & Marketing Manager shall ensure that contract or order requirements differing from those Structure previously defined are resolved.

The customer requirements are confirmed by Sales Manager before acceptance, when the customer does not provide a documented statement of their requirements.

8.2.3.2 Sales & Marketing Manager is responsible to retain documented information, as applicable:

- a) On the results of the review
- b) On any new requirements for the products and services

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

[Clause Ref: 8.2.4 of ISO 9001:2015]

Sales & Marketing Manager is responsible to ensure that relevant documented information is amended, and the relevant persons are made aware of changed requirements, when the requirements for products and services are changed.

#### **8.3. Design and development**

[Clause Ref: 8.3.1 of ISO 9001:2015]

System is established and implemented. Requirements are addressed in the following

- Functional procedure for Design (**BISPL-D&D-001**)

#### **8.4 Control of externally provided processes and services**

[Clause Ref: 8.4 of ISO 9001:2015]

Functional Manager – SCM is responsible to ensure that externally provided processes, products and services confirm to requirements as per the SCM Process – Procurement (BISPL/PUR/PP/001)

##### **8.4.1 General**

[Clause Ref: 8.4.1 of ISO 9001:2015]

Controls are applied to externally provided processes, processes, products, and services as per the SCM Process – Procurement (BISPL/PUR/PP/001)

**8.4.2 Type and extent of control**

[Clause Ref: 8.4.2 of ISO 9001:2015]

Functional Manager - SCM & concerned SCM team member ensure that external provided processes, products, and services do not adversely affect the Organization's ability to consistently deliver confirming products and services to its customers.

SCM team is responsible to:

- a) ensure that externally provided processes remain within the control of its quality management system
- b) define both the controls that intend to apply to an external provider and those Structure it intends to apply to the resulting output.
- c) Take into consideration
  - 1) the potential impact of externally provided processes, products, and services on the Organization's ability to consistently meet customer and applicable statutory and regulatory requirements.
  - 2) the effectiveness of the control applied by the external provider
- d) determine the verification, or other activities, necessary to ensure that externally provided processes; products and services meet the requirements.

**8.4.3 Information for external providers**

[Clause Ref: 8.4.3 of ISO 9001:2015]


SCM team shall ensure the adequacy of requirements prior to their communication to the external providers as per the SCM Process – Procurement (BISPL/PUR/PP/001)

**8.5 Production and Service provision**

[Clause Ref: 8.5 of ISO 9001:2015]

System is established and implemented. Requirements are addressed in the following

- Production Planning
- Production process PEB Structure manufacturing

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IMS Manual		Operation control	
Section: 8.00	Rev No.:00	Rev Date: 14-11-2024	Page 6 of 8

### 8.5.1 Control of Production and service provision

[Clause Ref: 8.5.1 of ISO 9001:2015]

The organization shall implement production and service provision under controlled conditions as per the Production Process

Controlled conditions shall include as applicable

- a) Availability of documented information i.e., Specifications, Standard work / Work Instructions that defines
  1. Characteristics of the products to be produced, the services to be provided, or the activities to be performed.
  2. The results to be achieved
- b) The availability and use of suitable monitoring and measuring resources
- c) The implementation of monitoring and measuring activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services have been met.
- d) The use of suitable infrastructure and environment for the operation of processes
- e) The appointment of competent persons, including any required qualification.
- f) The validation, and periodic revalidation of the ability to achieve planned results of the processes for production and service provision, where resulting output cannot be verified by subsequent monitoring and measurement.

Process validation is established and implemented as per the Functional procedure for process validation

Validation of process shall be carried out by the following means

- Approval and review of processes.
  - Approval of equipment and qualification of personnel.
  - Use of specific methods and procedures.
  - Revalidation.
- g) The implementation of actions to prevent human error.
  - h) The implementation of release, delivery, and post-delivery activities.


### 8.5.2 Identification and Traceability

[Clause Ref: 8.5.2 of ISO 9001:2015]

System is for Identification, traceability and preservation is established, maintained, and implemented in the following

- Procedure for Identification, traceability (BISPL/IMS/IDT/ 025)



		BHEEMAA INFRA SOLUTIONS PVT. LTD.	
IMS Manual		Operation control	
Section: 8.00	Rev No.:00	Rev Date: 14-11-2024	Page 7 of 8

### 8.5.3 Property belonging to customers or external providers

[Clause Ref: 8.5.3 of ISO 9001:2015]

In case of customer or external provider supplies any property, respective manager / Stores In-Charge exercises care with property belonging to Customers or external providers while it is under BISPL's control or being used by BISPL.

Stores In-Charge is responsible to identify, verify, protect, and safeguard customers or external provider's property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged, or otherwise found to be unsuitable for use, Stores In-Charge reports to BUM. BUM reports to Marketing Manager. Marketing Manager reports this to customer or external provider and retains documented information on what has occurred.

### 8.5.4 Preservation

[Clause Ref: 8.5.4 of ISO 9001:2015]

System is for Identification, traceability and preservation is established, maintained, and implemented in the following

- Procedure for Identification, traceability (BISPL/IMS/IDT/ 025)
- Dispatch activity of the Stores Process

Respective employees are responsible to preserve the outputs during production and service provision to the extent necessary to ensure conformity to requirements.

### 8.5.5 Post-delivery activities

[Clause Ref: 8.5.5 of ISO 9001:2015]

Marketing Manager / Sales Manager is responsible to meet requirements for post-delivery activities associated with products and services, if any.

### 8.5.6 Control of Changes

Clause Ref: 8.5.6 of ISO 9001:2015]

System is established, maintained, and implemented as per the Functional procedure for change management

### 8.6 Release of Products and services

[Clause Ref: 8.6 of ISO 9001:2015]

System is established, maintained, and implemented as per Quality Assurance process and PEB Structure Manufacturing Process

Manager – QA is responsible to ensure that the release of products and services to the customers shall not proceed until the planned arrangements have been satisfactorily completed as per

the procedure. Deviations are approved as per Business unit procedure control of nonconforming outputs.

Production supervisor/Engineer at the final Inspection is responsible to retain documented information on the release of products and services. The documented information includes the following

- a) Evidence of conformity with the acceptance criteria
- b) Traceability to the person(s) authorizing the release

### **8.7 Control of non-confirming outputs**

[Clause Ref: 8.7 of ISO 9001:2015]

System is established and implemented for control of non-confirming outputs.

Requirements are addressed in the following procedures.

Procedure for control of non-confirming outputs (BISPL/QA/CNP/25)

**9.0 Performance Evaluation**

[Clause Ref: 9.0 of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018]

**9.1 Monitoring, Measurement, Analysis & Evaluation**

[Clause Ref: 9.0 of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018]

**9.1.1 General**

[Clause Ref: 9.1.1 of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018]

As part of monitoring the IMS objectives and process measures, respective process owners are responsible to determine

- a) What needs to be monitored and measured.
- b) The methods for monitoring and measurement, analysis needed to ensure valid results.
- c) Criteria against which the organization will evaluate its environmental performance and appropriate indicators
- d) When the monitoring and measuring shall be performed
- e) When the results from monitoring and measurement shall be analyzed and evaluated

The performance and the effectiveness of the IMS is evaluated through internal audits or reviews.

Respective employees are responsible to retain appropriate documented information as evidence of the results

Manager –Quality & Manager- Maintenance are responsible to ensure that calibrated monitoring and measurement equipment shall be used. Calibration of EHS related equipment is addressed in the following business unit procedures.

Procedure for control of monitoring & measuring equipment (BISPL/QA/IC/22)

System is established and implemented to communicate IMS performance.

**9.1.2 Customer satisfaction – QMS**

[Clause Ref: 9.1.2 of ISO 9001:2015]

Marketing Manager / Sales Manager are responsible to monitor customer's perception of the degree to which their needs and expectations have been fulfilled. The methods for obtaining, monitoring, and reviewing this information are determined and documented in the process for customer satisfaction.

Customer satisfaction (BISPL/SM/CFS 009) is established, maintained, and implemented.

**9.1.2.2 Evaluation of Compliance**

[Clause Ref: 9.1.2 of ISO 14001:2015 and 9.1.2 of ISO 45001:2018]

System is established and implemented for compliance. Requirements are addressed in Functional Evaluation of compliance (BISPL/IMS/LR 024)

**9.1.3 Analysis and evaluation**

[Clause Ref: 9.1.3 of ISO 9001:2015]

GM, Operations Manager, Functional Manager & process owners are responsible to analyze and evaluate appropriate data and information arising from monitoring and measurement.

**9.2 Internal Audit****9.2.1 General**


[Clause Ref: 9.2.1 of ISO 9001:2015 and 9.2.1 of ISO 14001:2015]

Functional procedure for internal audit is established, maintained, and implemented (BISPL/IMS//IAPR/011)

**9.3 Management review**

[Clause Ref: 9.3 of ISO 9001:2015, 9.3 of ISO 14001:2015 and 9.3 of ISO 45001:2018]

Process for Management review (BISPL/IMS//IAPR/011) is established, maintained, and implemented.

		<b>BHEEMAA INFRA SOLUTIONS PVT. LTD.</b>	
IMS Manual		Improvement	
Section: 10.00	Rev No.:00	Rev Date: 14.11.2024	Page 1 of 1

## **10.0 Improvement**

### **10.1 General**

[Clause Ref: 10.1 of ISO 9001:2015 & ISO 14001:2015]

GM, Operations Manager and Functional Managers are responsible to determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

These shall include

- Improving products and services to meet requirements as well as to address future needs and expectations
- Correcting, preventing, and reducing undesired effects
- Improving the performance and effectiveness of the quality management system

### **10.2 Nonconformity and corrective action**

[Clause Ref: 10.2 of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018]

Functional procedure for nonconformity and corrective action (BISPL/QA/CNP/25) is established, maintained, and implemented.

### **10.3 Continual improvement**

[Clause Ref: 10.3 of ISO 9001:2015 & ISO 14001:2015 & ISO 45001:2018)

Process for Continual Improvement (BISPL/IMS/TK-023) is established, maintained, and implemented.