

WHITE PAPER:
ISO 14000 Quality Standards

Automating with MasterControl



Many companies are now familiar with the 9000 series of international standards dealing with quality systems. As a continuation of this standardization process, the ISO 14000 series of international standards have been developed for incorporating environmental aspects into operations and product standards.

In order to comply with ISO 14000 requirements, document control procedures must be designed and implemented. MasterControl has been helping companies automate their quality management systems to meet and exceed requirements for ISO 14000 certification. See how MasterControl can help your company specifically for ISO 14000 document control, corrective and preventive action, nonconformances, and other quality management processes:

Requirement	How MasterControl helps with...
4.1	4.1 ENVIRONMENTAL POLICY <ul style="list-style-type: none"> • Helps the organization establish a document control system that stores and manages documents relating to implementing, maintaining and continually improving an Environmental Management System in accordance with ISO 14000. • Allows top management to easily store, communicate, and control their statement of commitment to the environment. The Environmental Policy can be made accessible to appropriate levels in the organization.
Requirement	How MasterControl helps with...
4.2.1 4.2.2 4.2.3 4.2.4	4.2 PLANNING <ul style="list-style-type: none"> • Stores and manages documents relating to environmental attributes of the organization's products, activities, and services including those with significant impact on the environment. • Ensures access to documents relevant to laws and regulations (and other requirements the organization adheres to). • Stores, maintains, and communicates environmental objectives to any desired functions and levels within the organization. Information can be linked to other relevant sources. • Stores and manages documents relating to Environmental Management Programs.

Requirement	How MasterControl helps with... 4.3 IMPLEMENTATION AND OPERATION
4.3.1 4.3.2 4.3.3 4.3.4 4.3.5 4.3.6 4.3.7	<ul style="list-style-type: none"> • Manages interface information (i.e. organizational charts, documentation) including routing and approval interrelationships, responsibilities, and authorities. • Facilitates communication at various levels and functions regarding the processes of Quality Management System and their effectiveness by providing access to documents and through the routing and approval processes. • Identifies competency needs and maintain training records for personnel performing activities affecting quality. • Provides training records through email notification and requiring review by affected employees and/or training personnel when documents are changed. Training documents can be routed and signed off after review and/or completion of competency verification. • Ensures employees are aware of the relevance and importance of their activities and how they contribute to the achievement of environmental objectives by involvement in document change and post-approval notification, review, and training. • Allows the organization to communicate at various levels and functions regarding the processes of Environmental Management System and their effectiveness by providing easy access to documents and through a fully electronic routing and approval process. • Establishes a system for controlling documents required for the Environmental Management System. • Documents are: <ol style="list-style-type: none"> a) approved for adequacy prior to issue; b) reviewed, updated, as necessary and re-approved; c) identified with current revision status; d) available at points of use; e) legible, readily identifiable and retrievable; f) identified and their distribution controlled if they are external documents; g) prevented from unintended use if they are obsolete documents, and have suitable identification if they are retained for any purpose. • Maintains relationships and references to documented Procedures through Vault structure, Organizer, Linking, etc. • Stores and manages documents related to Emergency Preparedness And Response and makes procedures readily accessible to all employees.

Requirement	How MasterControl CAPA helps with... 4.4 CHECKING AND CORRECTIVE ACTION
4.4.1 4.4.2 4.4.3 4.4.4	<ul style="list-style-type: none"> • Stores and manages the entire process in the control of nonconformity. • Stores records relating to nonconforming product, re-verification, corrective actions, concessions, and customer reports. • Stores and manages documents related to corrective and preventive action. • Establishes a system for the identification, storage, retrieval, protection, retention time and disposition of EMS records. • Ensures EMS records are subjected to control. • Stores and manages documents relating to internal audits and: <ul style="list-style-type: none"> -ensures internal audit plans are reviewed at periodic intervals. -ensures the internal audit process has been effectively implemented and maintained. -ensures management takes timely corrective action on deficiencies found during the audit. -ensures follow-up actions are part of the audit process including verification of the implementation of corrective action and reporting of verification results.
Requirement	How MasterControl helps with... 4.5 MANAGEMENT REVIEW
4.5	Maintains records of top management review of the Environmental Management System.