	IMS MANUAL	Version: 2.4	IMS No: Introduction
		Revision: 5	
		Issue Date : September 2010	Page : 1 of 46

INTRODUCTION

Incorporation

Incorporated under the Sibu Water Board Order, 1959 made under Section 19 of the Water Supply Ordinance 1959 (Cap. 141) and reincorporated under the Sibu Water Board Order, 1995 made under Section 19 of the Water Ordinance 1994 when the Water Supply Ordinance 1959 was repealed.

Objectives of the Board

A corporate body established by the Yang DiPertuan Negeri as the water authority to administer, manage and supervise all water works situated within the area specified below.

Commencing from a Trig point numbered TT352 at the Sibu/Kanowit District Boundary on the true left bank of Batang Rajang about 1300 meters from East of Sg. Pak; thence on a South/Westerly direction following the Sibu/Kanowit District Boundary until it reaches Trig Marked N134 on the common Divisional Boundary of Sibu/Sarikei Divisional Boundary on a West/Northerly direction until it reaches the confluence of Loba Singat at Batang Lassa; thence on bearing 90 degree for a distance of 46 Km to reach a point at 'A' on the common District Boundary of Sibu/Dalat; thence following direction for a distance of approximately 45 Km; thence following the existing Sibu/Kanowit District Boundary of a Southerly direction for a distance of approximately 10 Km to reach the Trig marked TT352, being the point of commencement.

Organization

The Board's organization is made up of Board Members as published in the Sarawak Government Gazette issued from time to time, and the Management. Currently the Board is headed by the Permanent Secretary, Ministry of Public Utilities, with members made up of the Sibu Divisional Medical Officer, Sibu Resident, State Financial Secretary's nominee, Asst. Director of Water Supply, JKR Sarawak and six (6) members appointed by the Minister of Public Utilities.

The Management team comprises the Chief Executive Officer who is the General Manager, Deputy General Manager, Secretary/Accountant, Section Heads and Technical Sub-Section Heads as per Appendix II. The Board has staff strength of 192.

CORPORATE DATA


Address : Lembaga Air Sibu
 KM5, Jalan Salim
 96000, Sibu, Sarawak

Telephone : 084 – 211001

Fax : 084 – 211543

Email : swbs@swb.gov.my

Website : www.swb.gov.my

	IMS MANUAL	Version: 2.4	IMS No: Introduction
		Revision: 5	
		Issue Date : September 2010	Page : 2 of 46

PRINCIPAL ACTIVITIES

Pursuant to Section 18(3) – (4) of the Water Ordinance 1994, the general functions of the Board as a Water authority are:


- Having the custody, management and administration of water works and the water therein and manage the supply and distribution of such water under its supply area subjected to the general control and supervision of the State Water Authority.
- To supply water to the consumers within the limits of the approved area of supply subjected to the provision of the Water Ordinance 1994 and any regulations made thereunder.

ABOUT THE INTEGRATED MANAGEMENT SYSTEM (IMS) POLICY MANUAL

The IMS Documentation of Sibul Water Board (SWB) was prepared by the relevant personnel, reviewed by the Section Heads, verified by the Management Representatives for Quality, Environment and Occupational Health & Safety and authorized by the General Manager / Deputy General Manager.

The IMS Documentation covers all the activities of SWB in the form of an IMS Policy Manual, IMS Procedures, Guides, Management Programs, Standards, Work Instructions, Schedules and Registers.

The IMS Documentation is placed in the main server of the SWB operating system. All personnel shall have accessibility to these documents. The IMS Representative shall maintain only one master copy of the IMS Documentation, as a printed copy and this document shall be stamped as 'Master Copy'. Other printed copies are considered 'uncontrolled copy'. The Quality Clerk as per the IMS Procedure, Control of Documents, shall handle document Change.

	IMS MANUAL	Version: 2.4	IMS No: Policy
		Revision: 5	
		Issue Date : September 2010	Page : 3 of 46

IMS POLICIES OF SIBU WATER BOARD

1.0 Vision

- Towards World Class in providing potable water for Central Region of Sarawak.

2.0 Mission


- The provision of safe, reliable and competitively priced water supply at the highest attainable standards in Quality and Service.

3.0 Goals

- According and in conformity to our Vision and Mission, SWB will strive to attain the following Goals:
 - (i) To build itself into a highly efficient, dynamic and innovative organization, totally sensitive and responsive to the needs of its customers.
 - (ii) To supply quality water at the lowest affordable cost to our customers.
 - (iii) To provide our customers with the best value quality service.
 - (iv) To develop and maintain a competent, highly motivated, result-oriented organization, founded on a culture of team work, all working in a spirit of cooperation and harmony.
 - (v) To be a valued member of the community that we serve.

4.0 Clients Charter

- New water supply application shall be processed within five (5) working days upon submission of all relevant documents.
- New water meter connection and installation of communication pipe shall be carried out within four (4) working days after payment of fees and inspection of the internal plumbing.
- Inspection of internal plumbing shall be carried out within two (2) working days upon receipt of the pipe fitter's notification.
- All water bill queries shall be addressed within 30 minutes.
- Disconnected water meter due to non-payment shall be reconnected within 24 hours after the payment of arrears and reconnection fee.
- Deposit will be refunded by cheque to customer within two (2) weeks upon receipt of the notice of termination of water supply.
- The customer shall be informed of the major scheduled water interruption at least one (1) day prior to the interruption.
- Water shall be supplied to customer by water tanker not later than three (3) hours, upon receipt of request, if unscheduled interruption of water supply occurs.
- Action shall be taken within one (1) day to restore water supply upon receipt of complaint of pipe burst/leakage.
- Feedback for approval of application for reticulation plans and internal plumbing system will be given within six (6) days after receipt of the application.
- Payment will be made within two (2) weeks upon receipt of goods and invoices from suppliers.
- Meter reading and delivery of water bills will be done according to schedule.

	IMS MANUAL	Version: 2.4	IMS No: Policy
		Revision: 5	
		Issue Date : September 2010	Page : 4 of 46

5.0 IMS Policy

It is the Board's Policy that in the production and distribution of potable water and related services, we shall strive to adhere to and comply with requirements and specifications of Quality Management System ISO 9001:2008, Environmental Management System EMS ISO 14001:2004, and the Occupational Health and Safety Specifications OHSAS 18001:2007, under an Integrated Management System.

5.1 Quality Policy

Sibu Water Board shall ensure the water supplied to customers is safe, reliable and competitively priced at the highest attainable standards in Quality and Service.

Within the framework of our **Quality Management System (QMS)** we are committed to:


- (1) Supply quality water at the lowest affordable cost to our customers.
- (2) Ensure that the services and water quality provided meets the customers' requirements and expectations.
- (3) Continually enhance and improve the Quality Management System to ensure that it is appropriate and effective for helping us to achieve our QMS goals & objectives.
- (4) Educate and train all level of employees towards quality improvement and the awareness of IMS.
- (5) Improve the internal and external communication and teamwork amongst all employees.
- (6) Provide sufficient resources to ensure the organization performs effectively and efficiently.

5.2 Environmental Policy

It is the policy of the Board to establish, maintain and continually improve its Environmental Management System to all activities, equipments and materials.

We are committed:-

- (1) To reduce chemical wastage.
- (2) To prevent pollution.
- (3) To minimize the adverse impact to environment.
- (4) To comply with all relevant Federal, State and Local Environmental Legislation and Regulations.

	IMS MANUAL	Version: 2.4	IMS No: Policy
		Revision: 5	
		Issue Date : September 2010	Page : 5 of 46

5.3 Occupational Health & Safety Policy

It is the policy of the Board that in the production and distribution of potable water and provision of services to our customers, proper care will be taken to provide and maintain a healthy and safe environment for all.


We shall manage our activities so as to avoid causing unnecessary or unacceptable risk to the health and safety of employees and customers and any member of the public who may be affected by our operations. This policy means that we will conform to the applicable legislation, appropriate codes of practice, and other requirements and will take any additional measures considered necessary. We will make our knowledge and expertise available to the relevant persons and authorities.

We shall:-

- (1) Provide a healthy and safe working environment for our staff in the respective work places.
- (2) Be accountable for health and safety matters in our areas of responsibility and to act accordingly to prevent harm to customer and public.
- (3) Take practicable measures to reduce accidents or minimize the effect of any accident should it occurs.
- (4) Provide information, training and support to our staffs, business partners and customers in the safe handling of hazardous chemical material for normal use as well as during emergency situations.
- (5) Continually improve the system and processes to ensure that our activities comply with all statutory requirements and the Occupational Health & Safety and Environmental Specifications.

The objectives in respect of the following are attached in Appendix 4:-


- (1) Quality Objectives – Capital Works Planning
- (2) Quality Objectives – Production
- (3) Quality Objectives – Customer Service
- (4) Quality Objectives – Distribution
- (5) Quality Objectives – Finance & Information System
- (6) Quality Objectives – Human Resource Administration
- (7) Quality Objectives – Mechanical & Electrical (M&E)

	IMS MANUAL	Version: 2.4	IMS No: Scope of Regis.
		Revision: 5	
		Issue Date : September 2010	Page : 6 of 46

SCOPE OF REGISTRATION

Sibu Water Board is seeking registration for its Integrated Management System which covers QMS ISO 9001:2008, EMS ISO 14001:2004 and OHSAS 18001:2007. The entire operations of SWB including all support functions are covered in the scope of registration.

The Board's functions are production of water, distribution, customer service, and revenue collection; including all support functions including human resource and administration, financial and information system, and capital works planning and development.

	IMS MANUAL	Version: 2.4	IMS No: Section 1
		Revision: 5	
		Issue Date : September 2010	Page : 7 of 46

SECTION ONE

This section addresses the following:-

- (a) ISO 9001:2008 - Clause 4, Quality Management System
- (b) ISO 14001:2004 - Clause 4.4.4, Environmental Management System Documentation
- Clause 4.4.5, Control of Documents
- Clause 4.5.4, Records
- (c) OHSAS 18001:2007 - Clause 4.4.4, Documentation
- Clause 4.4.5, Document and Data Control
- Clause 4.5.3, Records and Records Management

4.0 Quality Management System

4.1 General Requirement


SWB has developed and implemented an IMS to better satisfy the needs of its client and to improve management of the Board. The IMS complies with the International Standards ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 specifications. The system covers the entire operations of the Board including environmental and OH&S management.

The manual is divided into seven (7) main sections corresponding to the requirements of the IMS. Each section is further divided into the required elements. The ISO 9001:2008 standard is used as the basis for the whole documentation system. Thus, should the same requirement appear in the ISO 14001:2004 and OHSAS 18001:2007 specifications, it shall be made reference to the respective part of the manual, which addresses the requirement of ISO 9001:2008 standard.

Each section states the general policy statement expressing the commitment to implement the basic principles of the IMS element that is the subject of the section and provide reference to the applicable operational procedures and guides.

The purpose of this manual is to define and describe the IMS, to define the authorities and responsibilities of the management personnel affected by the system, and to provide general procedures for all activities comprising the IMS.

Refer to Appendix One, which is a matrix that illustrates the similarities and the differences between the standards/specifications (i.e. ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007).

	IMS MANUAL	Version: 2.4	IMS No: Section 1
		Revision: 5	
		Issue Date : September 2010	Page : 8 of 46

In developing the IMS, SWB has taken into consideration:

Quality Requirements

- the processes that are directly and indirectly involved in the production of potable water.
- the sequence and where applicable the interaction of the processes.
- the criteria and methods involved in checking the process to ensure conformance to specification and satisfaction of the customer.
- the fact that involved personnel are provided with the information required to carry out the operation and monitoring of these processes.
- the establishment of documented method for continuous monitoring, measuring and analysis of the main processes.
- the fact that all the planned action is effectively implemented to achieve desired results in accordance with the requirements of ISO 9001: 2008.

Environmental Requirements

The organization has established and maintains an environmental management system that meets the requirements of ISO 14001:2004

Occupational Health & Safety Specifications


The organization has established and maintains an OH&S management system that meets the specifications of OHSAS 18001:2007.

4.2 Documentation Requirements

4.2.1 General

SWB maintains a documented IMS designed and implemented to fulfill ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 requirements. The purpose of this IMS is to ensure that :

- the production and delivery of potable water is planned and performed in a well-defined and controlled environment.
- the aspects of the organization activities that interact with the environment are identified and the significant impacts are controlled and reduced.

	IMS MANUAL	Version: 2.4	IMS No: Section 1
		Revision: 5	
		Issue Date : September 2010	Page : 9 of 46

- OH & S risks are identified and controlled.

IMS Documentation

The IMS system is defined in the IMS manual, operational procedures, guides, management programs, work instructions and standards/specification.

These documents collectively define the IMS that complies with ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007. Operational Procedure, Control of Documents explained the purpose and methods for controlling these documents.

IMS Implementation

All personnel who manage, perform, and verify work-affecting Quality; the Environment, and Occupational Health & Safety are responsible for implementing the IMS. The respective Management Representatives are responsible for coordinating, monitoring, and auditing the system.

The effective Implementation of the IMS is assessed regularly by way of internal and external audits and management reviews.

4.2.2 Quality Manual (IMS Policy Manual)

All IMS related policies are documented in this IMS Policy Manual. All procedures relevant to the policies are made reference to appropriately at the end of each section of this manual.


4.2.3 Control of Documents

The purpose and scope of IMS documents are defined. All documents are reviewed and approved before issue. All IMS Documentation is available for reference in the Organization's Intranet.

Document Changes are reviewed and authorized by the same function that issued the original document. Relevant personnel are informed of the changes via email by the IMR or Document Controller. The IMR maintains a master list specifying the latest issue and revision of its documents.

4.2.4 Control of Records

IMS records demonstrate achievement of required product quality and effective operation of the IMS. Records are identified, indexed, and stored in a suitable environment to minimized deterioration. The Section that is responsible for their establishment normally stores the records. Retention periods for IMS records are defined.

	IMS MANUAL	Version: 2.4	IMS No: Section 1
		Revision: 5	
		Issue Date : September 2010	Page : 10 of 46


Related Procedures

[P 1001](#)

- Control of Documents

[P 1004](#)

- Control of Records

	IMS Manual	Version: 2.4	IMS No: Section 2
		Revision: 5	
		Issue Date : September 2010	Page : 11 of 46

SECTION TWO

This section addresses the following:-

- | | | | |
|-----|------------------|---|--|
| (a) | ISO 9001:2008 | - | Clause 5, Management Responsibility |
| (b) | ISO 14001:2004 | - | Clause 4.2, Environmental Policy |
| | | - | Clause 4.4.1, Resources, Roles, Responsibility & Authority |
| | | - | Clause 4.4.3, Communication |
| | | - | Clause 4.6, Management Review |
| (c) | OHSAS 18001:2007 | - | Clause 4.2, OH&S Policy |
| | | - | Clause 4.4.1, Structure & Responsibility |
| | | - | Clause 4.4.3, Consultation and Communication |
| | | - | Clause 4.6, Management Review |

5.0 Management Responsibility

5.1 Management Commitment

The top management is ultimately responsible for establishing, implementing, and maintaining the IMS. Specific responsibilities comprise: formulating the IMS policy; defining the organizational structure; assigning authorities and responsibilities; setting and ensuring IMS objectives are achieved; appointing the IMR and Management Representatives for Quality, EMS and OH&S; periodically reviewing the IMS; and making available the resources and personnel necessary to maintain the IMS.


5.2 Customer Focus

Procedures have been developed and implemented to ensure that SWB fully understands the requirements of customer and that these requirements are fulfilled in order to achieve customer satisfaction. Refer to section 7.2.1 and 8.2.1 of the IMS Manual.

5.3 Quality Policy (IMS Policy)

SWB top management has developed an IMS policy, which shall ensure that the organization is able to continually meet customer's expectation. The policy states:-

1. the Quality requirements that have to be met,
2. the organization's commitment to Environmental Management; and
3. the organization's commitment to improving the Occupational Health & Safety performances.

	IMS Manual	Version: 2.4	IMS No: Section 2
		Revision: 5	
		Issue Date : September 2010	Page : 12 of 46

This policy has been formulated by the IMS Steering Committee of SWB (See Appendix 3), checked and approved by the General Manager. The policy is explained and discussed at the specific Induction Course given to all new employees. The policy is also posted in conspicuous locations throughout the organization.

It is a mandatory requirement for all staff to familiarize themselves with the requirements of the policy and at all times adhere to it.

The IMS Policy shall be reviewed periodically (at least once a year) to ensure continuing suitability.

The IMS Policy can be found at the front of this manual.

5.4 Planning

5.4.1 Quality Objectives

SWB Steering Committee shall establish Quality Objectives for the respective Section or any relevant functions and levels. Sectional objectives are reviewed on a yearly basis. Where set targets are not met, immediate corrective action is initiated. Refer to procedure, Corrective and Preventive Action.

Individual performance objectives are set and reviewed during the annual Individual Performance Review. Each Head of Section is responsible for conducting the review with the staff concerned.


5.4.2 Quality Management System Planning

It is the responsibility of Top Management and the IMS Steering Committee to ensure that the planning of the Quality related operations is carried out to ensure that it meets the requirements of ISO 9001:2008, and the integrity of the IMS is not compromised when changes are made, these changes are systematically planned and implemented.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Inter-relation of personnel who manage, performs, and verifies work affecting IMS is defined in the organizational chart, as per Appendix 2. Job descriptions are available for all positions within the organization, as per individual Fail Meja.

	IMS Manual	Version: 2.4	IMS No: Section 2
		Revision: 5	
		Issue Date : September 2010	Page : 13 of 46

All sections and functions in the organization are responsible for implementing, maintaining, and supporting the IMS.

The procedure P1010 on Nomenclature, Authority & Hierarchy is applicable and relevant.

Following specific responsibilities are assigned:


A. General Manager

The General Manager (assisted by the Deputy General Manager) has the following main responsibilities within the IMS:-

1. Defining organization policies and objectives in conjunction with the Top Management Team.
2. Motivation of personnel to achieve organization IMS objectives.
3. Ensuring that adequate resources are available to achieve IMS objectives.
4. Ensuring that responsibilities for the IMS are defined and delegated to all personnel.
5. Ensuring that the organization IMS is regularly reviewed.
6. Ensuring prompt attention is given to all feedback for improvement.
7. Chairs or appoint another officer to chair management reviews meeting of the IMS.
8. Reviews and approves significant environmental aspects, and environmental objectives and targets
9. Reviews and approves significant risks assessment, and OH&S objectives and targets

B. Management Representative (MR) Responsibilities

In SWB, the Deputy General Manager (DGM) is the IMS Representative (IMR). The IMR is responsible for the planning, administration, coordination and monitoring of IMS i.e. ISO 9001:2008, EMS 14001:2004 & OHSAS 18001:2007. The IMR shall be assisted by:

	IMS Manual	Version: 2.4	IMS No: Section 2
		Revision: 5	
		Issue Date : September 2010	Page : 14 of 46

Quality

Quality Officer - AK (Accountant)

QMR - PJ(P) (Section Head, Capital Works Planning)

Environment

Environmental Officer - JA(CWP) (Head, Capital Works Planning)

EMR - PJ(KPA) (Department Head, Corporate Affairs & Public Relations)

OH & S

OH & S Coordinator - JE (Department Head, Mechanical & Electrical)


OHSMR - PP (Section Head, Production)

The IMS Steering Committee organization structure is as per Appendix 3. Three (3) committees, namely the Quality, EMS and OHSAS, are formed to assist the officers and MRs.

These officers shall report directly to the IMR with regards to the IMS performance. The various Management Representatives have the following main responsibilities:-

IMR

1. Co-ordination of the Organization IMS as the designated Management Representative and ensuring that it complies with ISO 9001: 2008, ISO 14001: 2004 & OHSAS 18001:2007 as a minimum.
2. Ensuring that records are maintained which demonstrate compliance with ISO 9001:2008, EMS 14001:2004 & OHSAS 18001:2007.
3. Ensuring that all personnel are adequately trained and has access to suitable equipment.
4. Maintenance of a system for the evaluation of suppliers.
5. Identification and evaluation of quality problems and provision of effective solutions to prevent recurrence in liaison with the Section Heads to ensure compliance with good management practices.
6. Evaluation of quality problems in liaison with the Section Heads to provide cost effective solutions.
7. Planning and monitoring of the Internal Audit of the IMS.


	IMS Manual	Version: 2.4	IMS No: Section 2
		Revision: 5	
		Issue Date : September 2010	Page : 15 of 46

8. Implementing measures to motivate personnel to improve their work performance and support the IMS.
9. Advising the Procurement Unit on the selection of the qualified suppliers who can meet IMS requirements.
10. Communicating with external interested parties relating to the IMS.
11. Initiating corrective and preventive actions.
12. Coordinating maintenance of IMS records.
13. Reporting to the top management on the performance and effectiveness of the IMS (management reviews)

The IMS Steering Committee shall assist the IMR on the above responsibilities.

QMR

1. Co-ordination and ensuring system compliance with ISO 9001: 2008.
2. Coordinating with the relevant Department Head to ensure that personnel performing quality control functions are adequately trained and has access to suitable equipment.
3. Monitoring the effectiveness of the Quality Management System to ensure that the specified requirements of the customers are met.
4. Identification and evaluation of quality problems and provisions of effective solutions to prevent recurrence in liaison with the Department Head/s to ensure compliance with good management practices.
5. Evaluation of quality problems in liaison with the Department Head/s to provide cost effective solutions.
6. Maintenance of a system for the evaluation of sub-contractors.
7. Defines personnel qualification requirements for functions and positions associated with quality aspects.
8. Ensures all legal & regulatory requirements that are applicable to Sibu Water Board are adhered to.

	IMS Manual	Version: 2.4	IMS No: Section 2
		Revision: 5	
		Issue Date : September 2010	Page : 16 of 46


9. Initiates corrective and preventive actions.
10. Coordinates maintenance of QMS records.
11. Audits implementation and effectiveness of the QMS.
12. Reports to the top management on the performance and effectiveness of the QMS (management reviews)

The QMR is assisted by the Quality Committee (Appendix 3) in executing the above responsibilities guided by the Quality Officer.

EMR

1. Coordination and ensuring compliance with EMS14001:2004.
2. Identifying environmental aspects in processes and related operations
3. Optimizing processes to minimize waste generation, and energy consumption.
4. Implementing and maintaining operational controls, including work instructions and training, for activities associated with significant environmental aspects
5. Implementing management programs for achieving environmental objectives and targets
6. Managing and controlling materials and wastes
7. Coordinating identification of environmental aspects, evaluation of significance of environmental aspects, and establishment of environmental objectives and targets
8. Coordinating establishment and implementation of management programs to achieve objectives and targets
9. Identifying legal, regulatory, and other requirements
10. Developing and implementing emergency preparedness and response plans
11. Monitoring environmental performance with respect to significant environmental aspects and regulatory requirements

The EMR is assisted by the Environmental Committee (Appendix 3) in executing the above responsibilities guided by the Environmental Officer.

	IMS Manual	Version: 2.4	IMS No: Section 2
		Revision: 5	
		Issue Date : September 2010	Page : 17 of 46

OH&S MR


1. Coordination and ensuring compliance to OHSAS 18001:2007.
2. Identifying OH&S risk in processes and related operations
3. Managing processes to minimize risks.
4. Implementing and maintaining operational controls, including work instructions and training, for activities associated with identified hazards and associated risks.
5. Implementing management programs for achieving OH&S objectives and targets
6. Defining personnel qualification requirements for functions and positions associated with OH&S
7. Coordinating identification of hazards, evaluation of significance of risks, and establishment of OH&S objectives and targets
8. Coordinating establishment and implementation of management programs to achieve objectives and targets
9. Identifying legal, regulatory, and other requirements
10. Developing and implementing emergency preparedness and response plans
11. Monitoring OH&S performance with respect to significant risks and regulatory requirement.

The OH&S MR is assisted by the OHSAS Committee (Appendix 3) in executing the above responsibilities guided by the OHS Officer.

C. Department Heads

The Department Heads report to the General Manager and have the following main responsibilities:-

1. Planning of jobs to ensure that delivery promises are met.
2. Allocation of jobs to suitably trained or qualified personnel.
3. Ensuring that nonconforming material is segregated and disposed off properly.

	IMS Manual	Version: 2.4	IMS No: Section 2
		Revision: 5	
		Issue Date : September 2010	Page : 18 of 46


4. Monitoring of management output to ensure that product and services conform to customer/company requirements.
5. Ensuring adequate and well maintained equipment.
6. Acquisition of services, material and sub-contracting works in accordance to the guideline.
7. Assessing potential supplier / Subcontractor for their respective functions and obtain necessary approval for usage of services / purchase of material, and evaluating the performance thereof.
8. Providing the necessary guidance to all subordinates for the accomplishment of their day-to-day tasks.
9. Ensuring the requirements of the QMS ISO 9001: 2008, EMS ISO 14001:2004 and OHSAS 18001:2007 are captured in the relevant departmental activities.
10. Proposing any amendment/change to the Manual and Procedures.
11. Implementing Environmental and OH&S responsibilities as documented in this IMS Manual.

D. QMS, EMS and OHSAS Committees

The responsibilities of the committees are to assist the respective MRs in the planning, administration, and management of the respective system. Their functions are outlined in this manual under Sections 6 for Environmental and Section 7 for OHSAS.

E. All Other Personnel

1. Ensuring that all work performance is in accordance to established procedures, instructions, code of practices and quality requirements.
2. Reporting to the relevant personnel any discrepancies observed during the routine execution of their tasks.
3. Ensuring that defective products or work is not being passed to the next person or section in the organization.
4. Implementing environmental and OH&S responsibilities as documented in this IMS Manual

	IMS Manual	Version: 2.4	IMS No: Section 2
		Revision: 5	
		Issue Date : September 2010	Page : 19 of 46

5.5.2 Management Representative

Sibu Water Board appoints the following as Management Representatives for:-

IMS	-	DGM
EMS	-	PJ(KPA)
OH&S	-	PP
QMS	-	PJ(P)

The IMS structure is as per Appendix 3.

5.5.3 Internal Communication

All Section Heads are responsible for the timely communication of Board's policies and objectives for staff under their management. Method of communication is dependent on the information that needs to be delivered. Standard communication methods often employed include meetings, memos, internal e-mail, intranet, assembly, etc.

The IMR shall be responsible for communicating any information regarding the implementation and effectiveness of the IMS to the staff.

The organization shall consult and involve employees in the development & review of the policies and procedures to manage risks, and all matters related to the workplace health and safety.

SWB has a functioning Safety Committee whose members are made up of representatives from the employees. Any OH&S related issues are channeled through this committee.


EXTERNAL COMMUNICATION

All incoming external communication regarding quality, environmental and occupational health and safety issues is forwarded to the respective MRs and IMR and shall be recorded in the External Communication Log.

EMR reviews the incoming communication and determines which other MRs or functions should be informed or involved, what response should be given to the originator (if any), and whether any internal actions should be considered to address issues raised in the communication.

The first management review of the IMS considers whether information on significant environmental aspects and OH&S should or should not be communicated externally. The decision is recorded in the minutes of this first review.

The policies, and objectives relating to the IMS shall be communicated to all of the Board's contractors vide letter/guide memo/contract document

	IMS Manual	Version: 2.4	IMS No: Section 2
		Revision: 5	
		Issue Date : September 2010	Page : 20 of 46

5.6 Management Review

5.6.1 General


Management review meetings are conducted at least once a year. The purpose of the reviews is to assess the effectiveness and continuing suitability of the IMS. The IMR is responsible for scheduling and conducting the reviews. Conclusions of the reviews are recorded. Detailed rules for scheduling, conducting, and recording management reviews are provided in Procedure P1002, Management Review.

The records pertaining to management reviews are maintained. The meeting shall be chaired by General Manager or his appointee.

5.6.2 Review Input

At a minimum, the following areas are to be considered during the review:

1. The results of internal audits including the extent of inadequacies and nonconformities arising and progress in resolving them.
2. Customer complaints and service feedback.
3. Performance of suppliers in respect of quality and service.
4. Corrective and preventive actions to be initiated.
5. Status of preventive and corrective action carried out.
6. Follow up actions from earlier management review.
7. Environmental aspects and their significance
8. Environmental objectives, targets, and management programs
9. Environmental performance and compliance
10. OH&S impact and their significance
11. OH&S objectives, targets, and management programs
12. OH&S performance and compliance
13. Views of interested parties
14. Continual improvement

	IMS Manual	Version: 2.4	IMS No: Section 2
		Revision: 5	
		Issue Date : September 2010	Page : 21 of 46

15. Effectiveness of the Quality, Environmental & OHSAS policy

16. Any other factors which may affect the IMS.

5.6.3 Review Output


Reviews are conducted to a formal agenda and the results from each action are recorded.

Where changes to the IMS are necessary, and action plans are generated defining timescales, actions, responsibilities, resources etc, these may be in the form of action recorded in the management review meeting records.

Results and conclusions of management reviews are documented.

Related Procedures

- [P 1002](#) - Management Review
- [P 1010](#) - Nomenclature, Authority & Hierachy
- [P 1012](#) - Preparation of Annual Budget
- [P 1105](#) - Internal Communication
- [P 1106](#) - External Communication

	IMS Manual	Version: 2.4	IMS No: Section 3
		Revision: 5	
		Issue Date : September 2010	Page : 22 of 46

RESOURCE MANAGEMENT

This section addresses the following:-

- (a) ISO 9001:2008 - Clause 6, Resource Management
- (b) ISO 14001:2004 - Clause 4.4.2, Competence, Training and Awareness
- (c) OHSAS 18001:2007 - Clause 4.4.2, Training, Awareness and Competence

6.0 Resource Management

6.1 Provision of Resources

The Section Heads shall ensure that all staff engaged in IMS related activities possesses the necessary competence (training, education, experience) before they are assigned tasks.

6.2 Human Resources

6.2.1 General


SWB shall identify the personnel training needs and provide the required training. Personnel assigned to perform specific tasks, operations and processes are qualified on the basis of appropriate education, experience, or training. Record of personnel qualification and training are maintained. Effectiveness of training is periodically evaluated.

6.2.2 Competence, Awareness and Training

Human Resource & Administration Section is responsible for identifying training needs for the organization wide programs, such as: specific induction course, rules and regulation, IMS and other necessary courses.

Immediate Supervisors are responsible for identifying training needs in their Sections and for establishing organizational training programs. Organizational training is primarily focused on increasing the level of skills in operating equipment and processes, conducting inspections and testing, using analytical and statistical techniques, etc.

In addition to this, SWB shall identify training needs and provides environmental awareness and OH&S training to all personnel. Competence training is provided to personnel whose work may create a significant environmental impact or OH&S risk. All training is recorded.

	IMS Manual	Version: 2.4	IMS No: Section 3
		Revision: 5	
		Issue Date : September 2010	Page : 23 of 46

The Environmental / OH&S Awareness Program comprises EMS/OH&S specific induction courses, communication of relevant policies and other information (Notice Board), distribution and instruction in the use of procedures, guidelines and work instructions, and trainings in emergency response.

Environmental/ OH&S competence and skill training is provided for those groups of personnel whose work can cause a significant environmental impact/ OH&S risks.

Training records are established for all types of training. Records are established and maintained by the Human Resource & Administration Section.

Training Committee review the training programs annually to evaluate effectiveness of each type of training provided. Evaluation results are recorded in the Training Evaluation Report.

Concurrent with evaluating effectiveness of training provided in the past, Section Heads determine training needs and establish training programs for the coming year.

6.3 Infrastructure

The Section Heads in consultation with relevant staff shall be responsible for ensuring that the required facilities such as:


- Adequate work space
- Equipment and
- Any other supporting services

to achieve conformity to product/ service requirements is made available.

6.4 Work Environment

The respective Section Heads are responsible for ensuring that the work environment is conducive for the nature of work that is being carried out. A conducive work environment includes ensuring environmental conditions where necessary, workspace, noise, temperature and any other conditions peculiar to the particular work area.

The environment in the office is controlled through maintaining general cleanliness in the areas, and through adequate ventilation, and air conditioning as required.


	IMS Manual	Version: 2.4	IMS No: Section 3
		Revision: 5	
		Issue Date : September 2010	Page : 24 of 46

The organization is committed to practice '5S'.

Every Section is responsible for housekeeping in their areas as per the organizations defined 5S Policies and Objectives. Contract staff is engaged to maintain the cleanliness of premises. This includes removal of trash and scrap; periodical cleaning of floors, workstations and equipment. Cleanliness of premises is included in the scope of internal audits of the IMS. The 5S structure is as per Appendix 3.

Related Procedures

- [P 5101](#) - New Staff(s) Recruitment
- [P 5110](#) - Staff Training
- [P 5201](#) - Maintenance Of Premises

	IMS Manual	Version: 2.4	IMS No: Section 4
		Revision: 5	
		Issue Date : September 2010	Page : 25 of 46

SECTION FOUR

This section addresses the following:-

ISO 9001:2008 – Clause 7, Product Realization

7.0 Product Realization

7.1 Planning of Product Realization

SWB shall plan and develop all process needed for product/service realization. In order to ensure these planning and development activities are carried out procedures are established accordingly,

1. To ensure all activities, directly affecting our product/ services are closely monitored and controlled.
2. To ensure that all personnel who carry out work that effect the quality of our product have necessary training or education / experience to carry out their functions in an effective manner.
3. To ensure that all ‘measuring equipment’ are identified and calibrated so that they provide accurate measurements.
4. To ensure that all equipments are maintained so that the output from these equipments meet the requirement of SWB customers.
5. To ensure a healthy and safe working environment.

The output of this planning process is documented in operational procedures.


7.2 Customer Related Processes

7.2.1 Determination of requirements related to the product.

The Customer Service Section is responsible for receiving and processing all customer / related requested and enquiries applications.

7.2.2 Review of Requirements Related To The Product

Any changes to agreement with the customer are reviewed by the relevant Sections. Changes to agreements are communicated to all functions within the organization that may be effected by such changes.

	IMS Manual	Version: 2.4	IMS No: Section 4
		Revision: 5	
		Issue Date : September 2010	Page : 26 of 46

Contract reviews are recorded. All the relevant records are maintained as per procedure, P1004 Control of Records.

7.2.3 Customer Communication

The Customer Service personnel are responsible for direct communication between SWB and the customer pertaining to:

- a) Product/ service Information
- b) General enquiries, Contract or Proposal or Instruction Handling.
- c) Customer feedback and Incoming Customer

The Customer Service Section is responsible for receiving and processing customer/ client complaints. All received complaints are recorded in the Customer Complaints Log.

Customer complaints are classified into categories to allow for better tracking of trends and evaluating improvement in specific areas. Every complaint is evaluated and, where relevant, is communicated to the function concerned. The responsible Section, and Customer Service Section decide on how to respond to the customer and, where appropriate, initiate action internally to improve customer satisfaction.

Procedure P 3103 Customer Service provides specific instructions how to process customer complaints.


7.3 Design and Development

The production and distribution of potable water adheres to the National Drinking Water Quality Standards and Guidelines of Design & Criteria for Water Supply System. Most designs for new developments are out-sourced with some standard designs done internally. The out-sourcing of products & services are controlled and monitored.

7.4 Purchasing

7.4.1 Purchasing Process

In the course of SWB operations, there is a need for the acquisition of external service and products that are used in the processes. As such SWB has to ensure that all acquired products / services are procured from reliable supplier / contractors who meet our specification and in accordance with established procedures.

	IMS Manual	Version: 2.4	IMS No: Section 4
		Revision: 5	
		Issue Date : September 2010	Page : 27 of 46

Activities to be outsourced include dredging, main & communication pipe renewal, minor works etc. They are executed by way of tenders, quotations, service orders or local purchase orders as determined by the management based on the providing guidelines. Procedure P 4101 Contract Management is relevant.

7.4.2 Purchasing Information

Purchasing documents are prepared by the Human Resources & Administration Section. The documents clearly and completely describe ordered products, including precise identification and quality requirements. The relevant Section Heads review and approve all purchasing documents prior to release.

The approving authority of purchasing documents is as per Appendix 4.

Rules applicable to preparation, review and approval of purchasing documents are provided in the Local Purchase Order Procedure P5301.

7.4.3 Verification of Purchased Product

All purchased products are inspected by the requesting officers to ensure they meet specified purchase requirements. Refer to Local Purchase Order Procedure P5301.

7.5 Production and Service Provision

Production and individual operations are planned and documented.


7.5.1 Control of Production and Service Provision

The Quality Procedures & Work Instructions list all production and inspection operations necessary to produce and distribute potable water.

Personnel performing complex or critical works are provided with process operator instructions or manual of instruction.

Production and process equipment are selected and utilized based on their suitability and all equipment is maintained to ensure continuing process capability.

Monitoring and measurement are conducted at the beginning and at the receiving, at significant stages of production, and prior to distribution of potable water. The emphasis is placed on defect prevention rather than detection. Methods and procedures are documented. Materials and potable

	IMS Manual	Version: 2.4	IMS No: Section 4
		Revision: 5	
		Issue Date : September 2010	Page : 28 of 46

water are prevented from use or distribution until the required monitoring and measurement are completed.

Records of monitoring and measurement are established and maintained to demonstrate that products comply with stated requirements.

7.5.2 Validating of Processes for Production

Special processes are those processes whose results cannot be fully verified by subsequent nondestructive inspections. These processes are not used in the course of production & distribution of potable water.

7.5.3 Identification and Traceability

To ensure that all incoming material is clearly identifiable while in storage, SWB has developed and implemented procedures that describe methods of identifying and storage of all incoming materials

7.5.4 Customer Property


This clause of the ISO 9001:2008 Standard is not applicable to our operation. Customers only provide the necessary basic information i.e. a copy of the identification card, Sales & Purchase Agreement, lawyer notarized letter, etc. for the processing of the water supply application. These documents are not considered ‘customer property’ that needs to be protected as the original copies are kept by the customer.

7.5.5 Preservation of Product

Handling methods and means to prevent material damage, receipt and dispatch to and from storage areas are controlled. There is an inventory management system to optimize inventory turn-over times and level. The condition of stored products is regularly assessed.

Storage areas are usually operated and maintained by the section that uses the area. Only products that are properly identified and have passed required inspections are authorized to be brought in and out of the storage areas. Annually the stockrooms are cleaned up and are inspected to assess the condition of stock.

Material stockrooms are controlled using an inventory management system. The system can report stock quantities, product location, and turn over times. The system is used to optimize and minimize inventory levels.

	IMS Manual	Version: 2.4	IMS No: Section 4
		Revision: 5	
		Issue Date : September 2010	Page : 29 of 46

7.6 Control of Monitoring and Measuring Equipment

Tolerance of the requirement is known and appropriate equipment is selected to perform the measurements. All measuring and monitoring equipment used for verification of products is calibrated using calibration standards traceable to the National Standard. Calibration status of measuring equipment is identified with calibration stickers. The equipment is well maintained and its placement and use are controlled.

Measuring and test equipment, comparative references (such as gauges and standard weight), used for verification of products and for controlling production process are regularly checked.

Equipment used for the purpose other than verification of products or control of production processes may be exempted from calibration. Such equipment is labeled with stickers warning that it is not calibrated.

The M & E Section is responsible for calibrating and maintaining measuring and monitoring equipment. All active equipment is inventoried in a controlled list indicating equipment calibration status and location.


Measuring equipment is calibrated following written instructions. Only calibration instruments and standards having known relationship to the nationally recognized standards are used for calibrating measuring and test equipment.

Calibration is recorded in a calibration certificate and the calibrated equipment is labeled with calibration sticker. Condition and actual readings of equipment immediately prior to its calibration are also recorded.


All calibration related activities are regulated by procedure P7001 Mechanical & Electrical Works.

Related Procedures


- [P 1003](#) - Identification and Traceability
- [P 2000](#) - Occupational, Safety and Health
- [P 2001](#) - Maintenance and Cleaning of the Underground Treated Water Reservoir
- [P 2003](#) - Sampling, Delivery & Testing of Water Samples
- [P 2004](#) - Conformance Of Water Treatment Chemicals To The Specification Required
- [P 2100](#) - Start Up and Monitoring The Plant Operation At Salim Treatment Plant
- [P 2101](#) - Water Treatment Process Control At the Salim Treatment Plant
- [P 2200](#) - Start Up And Monitoring of The Plant Operation at Bukit Lima Water Treatment Plant
- [P 2201](#) - Water Treatment Process Control At Bukit Lima Treatment Plant

	IMS Manual	Version: 2.4	IMS No: Section 4
		Revision: 5	
		Issue Date : September 2010	Page : 30 of 46

- [P 3101](#) - Telephone Service
- [P 3102](#) - New Service Application
- [P 3103](#) - Customer Service
- [P 3104](#) - Change of Consumer's Name
- [P 3205](#) - Disconnection of Meter On Request
- [P 3301](#) - Receiving & Issuing of New Water Meter
- [P 3303](#) - Re-grading Existing Water Meter
- [P 3305](#) - Replace Old Metric Meter
- [P 3401](#) - Installing New Pressure Gauge at New Location
- [P 3402](#) - Installing District Monitoring Meter
- [P 3404](#) - Reading Pressure Gauge
- [P 3405](#) - Physical Checking
- [P 3406](#) - Supply Water Tanker (Customer)
- [P 3407](#) - Supply Water Tanker (CSLO)
- [P 3408](#) - Supply Water to Ship
- [P 3503](#) - Maintenance of Pipe Appurtenance
- [P 3504](#) - Installation of SV & FH
- [P 3506](#) - Disconnection of Ferrule upon Request
- [P 3507](#) - Diversion of Water Main Upon Request
- [P 3509](#) - Flushing Water Main
- [P 3602](#) - Maintenance of Storage Reservoirs (Outside Treatment Plant)
- [P 3603](#) - Operating Water Pumps At Booster Stations
- [P 4001](#) - The Supervising of Projects
- [P 4002](#) - Updating of The Water Main Extension, Renewal Mains, Road Name & Subdivision of Lots
- [P 4101](#) - Pre-Contract Administration
- [P 4102](#) - Post-Contract Administration
- [P 4201](#) - Renewal of Water Mains & Communication Pipes (Renewal Works)
- [P 4301](#) - Main Extension Laid by Developer
- [P 4302](#) - New Pipeline Project
- [P 4303](#) - Civil Works Project
- [P 4304](#) - Application of Wayleave
- [P 4305](#) - Drafting/Design Work for Renewal of Water Main Projects & Diversion of Water Main
- [P 4306](#) - Main Application From Public
- [P 4307](#) - The Design of Water Reticulation System As Required By The Developer
- [P 5103](#) - Acting/Charge
- [P 5104](#) - Staff (s) Promotion
- [P 5105](#) - Staff Confirmation
- [P 5106](#) - Emplace Pensionable Scheme
- [P 5107](#) - Processing of Pension For Compulsory / Premature Retirement & Pension Terbitan
- [P 5108](#) - Processing of Leave Application
- [P 5111](#) - Insurance Claim
- [P 5112](#) - Registry Unit & File Indexing
- [P 5113](#) - Press Release
- [P 5202](#) - Security
- [P 5203](#) - Moveable Asset Management

	IMS Manual	Version: 2.4	IMS No: Section 4
		Revision: 5	
		Issue Date : September 2010	Page : 31 of 46

- [P 5301](#) - Local Purchase Order
- [P 5302](#) - Selection of Contractors & Suppliers
- [P 5303](#) - Material Issue By Store
- [P 5304](#) - Receipt of Purchased Stock
- [P 5305](#) - Handling, Storage, Preservation and Delivery of Chemicals, Materials & Items
- [P 5401](#) - Preparation of Salary
- [P 5402](#) - Preparation of Overtime
- [WI 6101](#) - Server Maintenance
- [P 6201](#) - Updating Customer's Payments of Water Bills
- [P 6202](#) - Adjustment of Water Bills
- [P 6203](#) - Collection of Consumers' Payment
- [P 6204](#) - Addressing Complaints On Reading And Delivery Of Water Bills
- [P 6205](#) - Generation of Water Bills
- [P 6206](#) - Recovery of Outstanding Water Bills
- [P 6301](#) - Payment
- [P 6302](#) - Refund
- [P 6303](#) - Recovery of Bills (Miscellaneous & Service Done)
- [P 6401](#) - Reclassification of Code
- [P 6402](#) - Curbing Water Theft
- [P 6403](#) - Reconnection of Non-Payment Bill
- [P 6404](#) - Disconnection Due To Non-Payment
- [P 7001](#) - M & E Works

	IMS Manual	Version: 2.4	IMS No: Section 5
		Revision: 5	
		Issue Date : September 2010	Page : 32 of 46

SECTION FIVE

This section addresses the following:-

- (a) ISO 9001:2008 - Clause 8, Measurement, Analysis & Improvement
- (b) ISO 14001:2004 - Clause 4.5.2, Evaluation of compliance
- Clause 4.5.3, Nonconformity, Corrective Action and Preventive Action
- Clause 4.5.5, Internal Audit
- (c) OHSAS 18001:2007 - Clause 4.5.2, Accidents, incidents non-conformances & Corrective & Preventive Action
- Clause 4.5.4, Audit

8.1 General

All monitoring, measurement, analysis and improvement activities carried out in SWB shall be conducted in a manner that ensures:

- a) product conformity is aptly demonstrated
- b) the conformity of the IMS and the continual improvement of the effectiveness of the IMS.


8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

Customer Service & Distribution Section is responsible for conducting customer satisfaction surveys and for collecting other data indicating customer satisfaction level. Results are presented for management review at the management review meeting. These activities are regulated by the Procedure P3105 Customer Satisfaction.

8.2.2 Internal Audit

Comprehensive, planned, and documented IMS audits are carried out at least once a year. Audits are scheduled on the basis of the status and importance of the activity. Internal auditors are independent of those having direct responsibility for the audited activity. Identified nonconforming conditions are brought to the attention of the responsible Section Heads/process owners and corrective actions are implemented in response to audit findings.

	IMS Manual	Version: 2.4	IMS No: Section 5
		Revision: 5	
		Issue Date : September 2010	Page : 33 of 46

IMR establishes the internal audit plan and schedule in accordance with Procedure P 1006 Internal Audit. Every activity and area is audited at least once a year. Selected activities are audited more frequently, depending on their importance and quality performance history.

Only personnel independent of the audited activities are assigned to conduct internal audits.

Auditors prepare for audits by reviewing applicable standards and procedures, analyzing IMS records, and establishing questionnaires and checklists. Selection of auditors and preparation for the audit are explained in Procedure P 1006 Internal Audit.

When conducting the audit, auditors seek objective evidence indicating whether the audited activities comply with the requirements of the documented IMS, and whether the IMS is effective. The evidence is collected by observing activities, interviewing personnel, and examining IMS records.

Nonconforming conditions are documented and recorded using the Nonconformance Report form.

Audits are conducted in a way that minimizes disruption of the audited activities.

When nonconforming conditions are identified, the Section Heads responsible for the affected area or activity are requested to propose and implement a corrective action. Implementation and effectiveness of the action is verified by a follow-up audit. The Nonconformance Report form is used for monitoring and recording implementation of the corrective actions.


When the auditing cycle is completed, all nonconformance reports established during the cycle are compiled and analyzed, and are presented at the management review meeting.

8.2.3 Monitoring and Measurement of Processes

SWB shall establish methods of checking and monitoring the product /services provided to ensure customer requirements are met.

The checking shall be carried out at appropriate stages of the product /services realization process.

Records shall be maintained at the respective levels of checking.

	IMS Manual	Version: 2.4	IMS No: Section 5
		Revision: 5	
		Issue Date : September 2010	Page : 34 of 46

8.2.4 Monitoring and Measurement of Product

In order to ensure this, all monitoring and measurement are conducted at significant stages of production, prior to distribution. The emphasis is placed on defect prevention rather than detection. Methods and procedures are documented. Materials and potable water is prevented from use and distribution until the required monitoring and measurement are completed.

Treated water is subjected to the QC inspections which are in-built in various stages of the production of potable water. The production personnel (Water Quality personnel) verify that all specified inspections have been carried out satisfactorily, and then they perform the remaining inspections and tests necessary to complete the evidence of product conformance. The water quality has to comply with to the NDWQ Standards before being distributed to the customers.

Records of monitoring and measurements are established and maintained to demonstrate that product/ services comply with stated requirements.

All purchased products/material is subjected to either a one or a two-stage receiving inspection. First, all products/material are inspected visually by the store personnel/requesting officer, and then critical products/material for which there is no sufficient record demonstrating conformance are subjected to a more detailed and technical QC inspection. Procurement Procedure sets forward detailed rules for performing and recording receiving inspections.


8.3 Control of Nonconforming Product

Nonconforming product is identified, documented, evaluated, and prevented from being distributed to the customer. Responsibility for correction of nonconforming product is defined.

SWB identifies and documents all non-conformances, regardless of how insignificant they seem to be or how easily they can be corrected. Nonconformance reports are invaluable for tracking performance and trends, and for identifying areas where corrective or preventive actions should be implemented.

Nonconforming products are documented using a nonconformance report. The report describes the nonconformance, documents the corrective action, and records closeout of follow-up activities. The use of the nonconformance report and its processing are explained in the relevant procedures.

To prevent non-conforming product from being used, the guideline for Plant Shutdown is relevant. Procedures P 2100, P 2101, P 2200 and P 2201 are relevant.

	IMS Manual	Version: 2.4	IMS No: Section 5
		Revision: 5	
		Issue Date : September 2010	Page : 35 of 46

Production supervisors may take the disposition decision for a nonconforming product when it is obvious that the product must be rejected or if a simple process can rectify (only at intermediary phase) it without affecting its quality. In all other cases, the General Manager together with Head of Production makes the disposition decision.

8.4 Analysis of Data

Respective Section Heads coordinates collection and processing of organization level data and presents results at the management review meeting. A complete list of quality and operational performance monitoring systems is provided in procedure P 1007, Preparing Board's Monthly Report and Analysis of Performance Indicators. Reporting of the data and trends to management is documented in procedure P1002 Management Review.

8.5 Improvement

8.5.1 Continual Improvement

SWB deploys continual improvement philosophy throughout the entire organization. Quality performance and services are continually monitored to identify opportunities for improvement. Specific improvement projects are implemented in response to identified improvement opportunities.


Everyone in the organization is encouraged to come forward with ideas for improving products, processes, systems, productivity, and working environment. Improvement suggestions are evaluated and prioritized by Steering Committee.

IMR is responsible for establishing and coordinating continual improvement program, and for reporting progress and results to the top management.

8.5.2 / 8.5.3 Corrective and Preventive Action

The organization recognizes that diligent and effective implementation of this corrective and preventive action policy is crucial to the success of the quality system. Causes of service and quality system nonconformance are investigated and corrective actions are implemented to prevent their recurrence. Processes, work operations, quality records, service reports, and customer complaints are analyzed to detect any sources of potential quality problems, and preventive actions are implemented before the problems develop. Controls are applied to ensure that corrective and preventive actions are implemented and that they are effective.


Procedure, Corrective and Preventive Action, provides a complete list of the relevant nonconforming conditions, and describes in detail the rules that apply to initiating corrective and preventive actions.

	IMS Manual	Version: 2.4	IMS No: Section 5
		Revision: 5	
		Issue Date : September 2010	Page : 36 of 46

OH&S Officer shall investigate all reported accidents incidents in regards to OH&S. Procedure P1203 Accident Investigation provides specific instructions on how accidents and incidents are investigated and reported.

Related Procedures

- [P 1002](#) - Management Review
- [P 1005](#) - Corrective & Preventive Action
- [P 1006](#) - Internal Audit
- [P 1007](#) - Preparing Board's Monthly Report and Analysis of Performance Indicators
- [P 1203](#) - Accident Investigation
- [P 2101](#) - Water Treatment Process Control At The Salim Treatment Plant
- [P 2201](#) - Water Treatment Process Control At The Bukit Lima Treatment Plant
- [P 3204](#) - Replacing Missing/ Damaged Meter
- [P 3302](#) - Testing Accuracy of Water Meter Requested by Customer
- [P 3304](#) - Repair/Replace Non-Registering Meter
- [P 3403](#) - Checking Low Water Pressure Complaint
- [P 3501](#) - Repair of Pipe Breakage (Water Main)
- [P 3502](#) - Repair of Pipe Breakage (Comm. Pipe)
- [P 3505](#) - Reposition of Water Meter
- [P 5301](#) - Local Purchase Order
- [P 5303](#) - Material Issue By Store
- [P 5304](#) - Receipt of Purchased Stock

	IMS Manual	Version: 2.4	IMS No: Section 6
		Revision: 5	
		Issue Date : September 2010	Page : 37 of 46

SECTION SIX

This section addresses the requirements of the EMS 14001:2004 that are not addressed in the earlier sections of the IMS Manual, namely:

- a) 4.3, Planning
 - 4.3.1, Environmental Aspects
 - 4.3.2, Legal and other requirements
 - 4.3.3, Objectives, Targets & Program(s)
- b) 4.4.6, Operational Control
- c) 4.4.7, Emergency preparedness and response
- d) 4.5.1, Monitoring & Measurement
- e) 4.5.2, Evaluation of Compliance

4.3 Planning


4.3.1 Environmental Aspects

SWB identifies environmental aspects of its operations, activities, and services. A list of environmental aspects is documented in a log, and is updated in response to changing circumstances. Activities related to this section are documented in Procedure P1101, Environmental Aspects.

The Environmental Committee identifies initial environmental aspects. The IMR and the Environmental Officer /EMR coordinate this activity. Criteria and guidelines for identifying environmental aspects are provided in Procedure P1101, Environmental Aspects.

On an ongoing basis, the Environmental Committee shall identify changes in activities, products, and services that create new environmental aspects, or invalidate previously identified aspects. New environmental aspects may be also identified through the management review or by internal or external audits of the IMS. The changes are reported to the Environmental Officer/EMR, who reviews and documents the new aspects.

Environmental aspects are documented in the Environmental Aspect Log maintained by the Environmental Officer/EMR.

	IMS Manual	Version: 2.4	IMS No: Section 6
		Revision: 5	
		Issue Date : September 2010	Page : 38 of 46

Environmental aspects are subjected to a systematic evaluation of their significance, using a disciplined and documented method. Evaluation criteria and method, and the final selection of significant aspects are documented.

The Environmental Committee evaluates significance of initial environmental aspects on an ongoing basis. Evaluation of significance is carried out by the Environmental Officer/EMR and at least one other person familiar with the evaluated aspect.

Significance of environmental aspects is evaluated using a systematic risk analysis methodology. Aspects are rated with regard to the severity of associated impacts, probability of occurrence, and other relevant factors. The results are entered on the Environmental Aspect Evaluation Chart. The combined significance rating is calculated using a special formula. The method is documented in Procedure P1102, Significance of Environmental Aspects.

Selected significant environmental aspects are reviewed and approved by the top management, and are recorded in Significant Environmental Aspect Master List.


Activities related to this section are documented in Procedure P1102, Significant Environmental Aspects.

4.3.2 Legal And Other Requirements

SWB identifies, and has access to legal and other requirements to which the organization subscribes. Procedure for identifying the requirements, and the requirements themselves, are documented.

The process of identifying legal and other requirements is developed in the following phases:

- Identification of current compliance programs, and preliminary research of activities and products that could potentially be subject to environmental regulations;
- Steering Committee to determine whether in-house expertise and resources are sufficient to identify all applicable requirements;
- Initial identification and documentation of specific laws, regulations, and other requirements that apply to the facility;
- Ongoing identification of new or modified activities that could potentially be subject to environmental regulations; and ongoing review of new environmental regulations and changes in regulatory and other requirements that may apply to the facility.

	IMS Manual	Version: 2.4	IMS No: Section 6
		Revision: 5	
		Issue Date : September 2010	Page : 39 of 46

Legal and other requirements are documented in Regulatory Requirements Matrix. (Appendix 6)

Activities related to this section are documented in Procedure P1008, Legal, Regulatory and Other Requirements.

4.3.3 Objectives, Targets and Programme(s)

SWB establishes environmental objectives and targets to fulfill the environmental policy and improve environmental performance in areas related to significant environmental aspects, legal and other requirements, and views of interested parties. Objectives are always maintained in areas pertaining to prevention of pollution.

The Environmental Committee recommends the selection of initial environmental objectives and targets. Criteria and guidelines for selecting environmental objectives are provided in Procedure P 1102, Significant Environmental Aspects.

On an ongoing basis, the Environmental Officer/EMR identifies the need for new objectives and targets and recommends new objectives to the Steering Committee.

Initial and new environmental objectives and targets, and associated programs, are formally reviewed and approved by the Steering Committee before they are authorized for implementation.

Environmental objectives and targets are documented in OTMP (Objective and Target Management Program) specification sheets.


Activities related to this section are documented in Procedure P 1103, Environmental Objectives and Targets.

Management programs are established and maintained for achieving environmental objectives and targets. Responsibilities, methods, means, and timeframe of achieving objectives are defined and documented. Management programs and the whole EMS are updated to address new or modified activities, products, or services.

Environmental Management Programs define methods, means, and timeframe for achieving environmental objectives and targets.

The Environmental Officer/EMR initiates management programs and coordinates and supervises their implementation.

The Environmental Committee is assigned with overall responsibility for specific objectives and is responsible for defining and implementing relevant management programs, and for reporting on their status and progress.

	IMS Manual	Version: 2.4	IMS No: Section 6
		Revision: 5	
		Issue Date : September 2010	Page : 40 of 46

Environmental Management Programs are documented in, and are monitored through OTMP (Objective and Target Management Program) specification sheets.

Management programs and other elements of the EMS are updated to ensure that they apply to new developments and to new or modified activities, products, and services.

4.4.6 Operational Control

Special control measures are implemented to control operations and activities associated with significant environmental aspects. These operational controls include methods, systems, processes, and equipment to safeguard the environment; documented procedures, guides and work instructions.

Work instructions are established where their absence could lead to deviation from environmental policy, objectives, or targets; or could cause significant environmental impact.

Inspection and/or maintenance programs are developed and implemented for equipment, machines and, systems associated with significant environmental aspects and emergency response programs.

Particular attention is paid to hazardous material and waste management. Related controls are defined in Work Instructions as per listed in below in the Related Procedures.


4.4.7 Emergency Preparedness And Response

SWB identifies potential accidents and emergency situations, and develops appropriate response plans for preventing and mitigating associated environmental impacts. Procedure P1202, Emergency Preparedness and Response are tested where practicable, and are reviewed, in particular, after occurrence of accidents or emergency situations.

Environmental Officer/EMR identifies potential hazards that can cause accidents and emergency situations, to include hazardous materials and substances, dangerous activities, and potential hazards created by outside forces and natural disasters.

Each potential hazard is evaluated to determine whether emergency response plans are warranted and, where relevant, appropriate emergency plans and procedures are developed.

Procedure P1202, Emergency Preparedness And Response is documented. All personnel are made aware of the procedures and where they are located. Where practical, emergency procedures are periodically tested.

	IMS Manual	Version: 2.4	IMS No: Section 6
		Revision: 5	
		Issue Date : September 2010	Page : 41 of 46

Environmental Officer / EMR are responsible for reviewing and, as necessary, revising emergency procedures after each occurrence of accidents and emergencies.

4.5. Checking

4.5.1 Monitoring And Measurement

SWB monitors and measures performance of operations and activities that can cause a significant environmental impact, and evaluates its compliance with applicable laws and regulations. Measuring and test equipment used for verification of environmental performance is calibrated and properly controlled.

Two similar but independent systems are used for monitoring environmental performance with regard to significant aspects, and for evaluating compliance with environmental laws and regulations. The systems are documented in Procedure P 1104, Significant Aspects Monitoring and Procedure P1009, Legal and Regulatory Compliance, respectively.


4.5.2 Evaluation of Compliance

For each monitored or measured characteristic, The Environmental Officer/EMR determines the measurement or test method, frequency, acceptance criteria, responsibility, and the manner for recording results.

When environmental performance falls below desirable level, or when there is a possibility of a noncompliance against laws or regulations, the Environmental Officer/EMR initiates corrective or preventive actions, or establishes appropriate objectives and targets to improve performance.

RELATED PROCEDURES

P 1008	- Legal, Regulatory & Other Requirements
P 1009	- Legal & Regulatory Compliance
P 1102	- Significant Environmental Aspect
P 1103	- Environmental Objectives & Targets
P 1104	- Significant Aspects Monitoring
P 1202	- Emergency Preparedness and Response
WI 1101	- Proper Disposal of Used Chemical Bag
WI 1102	- Proper Disposal of Used Chemical (Reagent)
WI 1103	- Proper Disposal of Used Toner Cartridge
WI 1104	- Proper Recycle of Used Chemical Drum

	IMS Manual	Version: 2.4	IMS No: Section 7
		Revision: 5	
		Issue Date : September 2010	Page : 42 of 46

SECTION SEVEN

This Section addresses the requirements of the OHSAS 18001:2007 that are not addressed in the earlier Section of the IMS Manual, namely:

- a) 4.3, Planning
 - 4.3.1, Planning for hazard identification, risk assessment and risk control
 - 4.3.2, Legal and other requirements
 - 4.3.3, Objectives
 - 4.3.4, OH&S Management Program (s)
- b) 4.4.6, Operational Control
- c) 4.4.7, Emergency preparedness and response
- d) 4.5.1 Performance measurement and monitoring

4.3 Planning

4.3.1 Planning For Hazard Identification, Risk Assessment & Risk Control

SWB identifies OH&S hazards in its operations. A list of OH&S hazards is documented in a log, and is updated in response to changing circumstances.


The OH&S Committee representing various functions in the organization identifies OH&S hazards. The OH&S officer/OH&S MR coordinates this activity.

On an ongoing basis, the OH&S officer/OH&S MR identify changes in activities that create new OH&S hazards, or invalidate previously identified OH&S hazards. New OH&S hazards may be also identified through the management review or by internal or external audits of the OH&S system. The changes are reported to the OH&S officer/OH&S MR who reviews and documents the new hazards.

OH&S hazards are documented in the OH&S Hazards Log maintained by the OH&S officer/ OH&S MR.

Activities related to this section are documented in Procedures P1201, Identification and Assessment of Workplace Hazard.

OH&S hazards are subjected to a systematic evaluation to identify the risks associated with them, using a disciplined and documented method. Evaluation criteria and method, and the final selection of significant OH&S hazards are documented.

	IMS Manual	Version: 2.4	IMS No: Section 7
		Revision: 5	
		Issue Date : September 2010	Page : 43 of 46

The OH&S Committee evaluates the risks associated with the OH&S hazards. On an ongoing basis, evaluation of risks is carried out by the OH&S officer/OH&S MR with at least one other person familiar with the evaluated hazard.

OH&S hazards are evaluated using a systematic risk analysis methodology. OH&S hazards are rated with regard to the consequence of associated risks, probability of occurrence. The results are entered on the OH&S Hazards Log.

Activities related to this section are documented in Procedure P1201, Identification and Assessment of Workplace Hazard.

4.3.2 Legal And Other Requirements


SWB identifies, and has access to legal and other requirements to which the organization/client subscribes. Procedure for identifying the requirements is documented.

Activities related to this section are documented in Procedure P1008, Legal Regulatory And Other Requirements;

The process of identifying legal and other requirements is developed in the following phases:

- Identification of current compliance programs, and preliminary research of activities that could potentially be subject to OH&S
- Steering Committee to determine whether in-house expertise and resources are sufficient to identify all applicable requirements;
- Initial identification and documentation of specific laws, regulations, and other requirements that apply to the facility;
- Ongoing identification of new or modified activities that could potentially be subject to OH&S regulations; and ongoing review of new OH&S regulations and changes in regulatory and other requirements that may apply to the project.

Legal and other requirements are documented in Regulatory Requirements Matrix. (Appendix 6)

	IMS Manual	Version: 2.4	IMS No: Section 7
		Revision: 5	
		Issue Date : September 2010	Page : 44 of 46

4.3.3 Objectives

SWB establishes OH&S objective to fulfill the OH&S policy and improve OH&S performance.

OH&S Committee is responsible for the selection of OH&S objectives.

Steering Committee has the responsibility to review and approve (or disapprove) recommended objectives; and to ensure adequate resources to accomplish approved objectives.

4.3.4 OH&S Management Programme(s)

Management programs are established and maintained for achieving OH&S objectives. Responsibilities, methods, means, and timeframe of achieving objectives are defined and documented. Management programs and the whole OH&S system are updated to address new or modified activities.

The OH&S Officer/OH&S MR initiates management programs and coordinates and supervises their implementation and for reporting on their status and progress.

Management programs and other elements of the OH&S system are updated to ensure that they apply to new developments and to new or modified activities.


4.4.6 Operational Control

Special control measures are implemented to control operations and activities associated with significant OH&S hazards. These operational controls include methods, processes, and equipment to safeguard the health and safety of the employees; and documented procedures and work instructions.

Work instructions are established where their absence could lead to deviation from OH&S policy, objectives, or could cause significant OH&S risk.

Inspection and/or maintenance programs are developed and implemented for equipment and machines associated with significant OH&S hazards and emergency response programs.

Activities related to this section are documented in Procedure P 7001 M&E Work, Operational Control.

	IMS Manual	Version: 2.4	IMS No: Section 7
		Revision: 5	
		Issue Date : September 2010	Page : 45 of 46

4.4.7 Emergency Preparedness And Response

SWB identifies potential accidents and emergency situations, and develops appropriate response plans for preventing and mitigating associated OH&S risk. Emergency response procedures are tested where practicable, and are reviewed, in particular, after occurrence of accidents or emergency situations.

The OH&S Committee identifies potential hazards that can cause accidents and emergency situations, to include hazardous materials and substances, dangerous activities, and potential hazards created by outside forces and natural disasters.

Each potential hazard is evaluated to determine whether emergency response plans are warranted and, where relevant, appropriate emergency plans and procedures are developed.

Emergency preparedness and response procedures are documented. All personnel are made aware of the procedures and where they are located. Where practicable, emergency procedures are periodically tested.

The OH&S Officer/OH&S MR is responsible for reviewing and, as necessary, revising emergency procedures after each occurrence of accidents and emergencies.


Activities related to this section are documented in Procedure P1202, Emergency Preparedness and Response.

4.5 Checking & Corrective Action

4.5.1 Performance Measurement & Monitoring

The OH&S Committee monitors and measures performance of operations and activities that can cause OH&S risk, and evaluates its compliance with applicable laws and regulations.

Systems are in place for monitoring OH&S performance with regard to hazards, and for evaluating compliance with OH&S laws and regulations. The OH&S system is documented in relevant procedures.

	IMS Manual	Version: 2.4	IMS No: Section 7
		Revision: 5	
		Issue Date : September 2010	Page : 46 of 46

RELATED PROCEDURES

- [P 1008](#) - Legal, Regulatory And Other Requirements
- [P 1201](#) - Identification and Assessment of Workplace Hazard
- [P 1202](#) - Emergency Preparedness & Response
- [P 1203](#) - Accident Investigation

[Amendment Register](#)

Prepared by: Name: Alice Jawan Position: Timb Pengurus Besar, J52/ IMR Signature:	Reviewed by: Name: Alice Jawan Position: Timb Pengurus Besar, J52/ IMR Signature:	Approved by: Name: Daniel Wong Park Ing Position: Pengurus Besar, J54 Signature:
---	---	---