

## ENVIRONMENTAL MANAGEMENT SYSTEM SPECIAL



### ISO 14001 Environmental Management Systems



#### BENEFITS

- ◆ Door opener for business with European & Fortune 500 Companies
- ◆ Competitive advantage
- ◆ Enhanced Employee Involvement
- ◆ Improved image among Regulators, Customers & Public
- ◆ Enhanced Customer Trust
- ◆ Better Access to Capital
- ◆ Improved performance & increase in productivity
- ◆ Reduced Liability
- ◆ Reduced Operational Cost

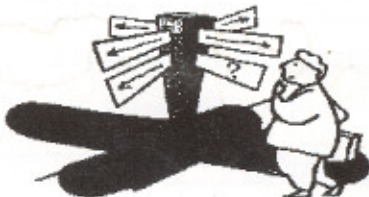
#### Future issue of Quality Mantra

JAN 2005 Issue: Integrated Management System Special. (IMS)

MAR 2005 Issue: CE Marking Special

MAY 2005 Issue: OHSAS

#### Second Opinion



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#### India & EMS 14001



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#### Oil & Gas Sector



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# QUALITY MANTRA

AN NEWSLETTER ON QUALITY SYSTEMS



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## Message from CMD, ICS

Globalization and application of Information Technology has shrunk the boundaries of countries, thereby bringing the world together. This has forced us to focus on number of vital issues like environmental, quality and occupational health and safety related management systems. The natural resources are depleting day by day, which has adversely affected economy, thus increase in the cost of energy and basic raw materials.



This has forced mankind to look into alternate energy source and other synthetic materials like plastics etc. International Organisation for Standardization has provided ISO 14001:2004, Environmental Management Systems standard that is widely accepted throughout the world.

International Certifications Services has played a very vital role in spreading ISO 14001 Environmental Management Standard for oil and gas, Ship Breaking and Mining / chemical industry. ICS has successfully certified more than 200 industries for ISO 14001 by providing value

addition to the organization thus helping the nation to protect the environment and conserve energy and natural resources.

We work in Partnership with the organization to conform a environmental management system towards our goal to achieve quality, Environmental protection and safety of personnel.

This issue of Quality Mantra is one way to keep in touch with our valued customers like you to update on various activities related to EMS In India, exchange news, views and ideas. Your contributions, suggestions to improve upon this partnership process are welcomed.

Economy worldwide has been booming and we take this opportunity to wish you and your organization a very happy and prosperous New year that brings peace and an excellent growth in all aspects of life.

With Warm Regards,

**Mr. Sundar Kataria**

*Chairman & Managing Director,  
International Certification Services.*

## QM Readers Platform:

Quality Mantra is not only a newsletter but guides the reader through various aspects of QMS. The new feature 'Second Opinion' is a very interesting edition on and will enlighten the readers about the interpretation of the requirements from the Standard. Please continue with this feature and many more, which will guide our customers to implement the system in true spirit and will help them in their business.

- Mr. Atul Nargundkar (Pune)



## Second Opinion



Quality mantra asks three leading consultants, to give their opinion on a typical problem asked by any of our clients on QMS / EMS every issue.

Typical problem of this issue is as under:-

*I understand that processes can easily be defined from clause no. 7 of ISO 9001: 2000. Do we need to identify processes from other clauses? For e.g. Management Reviews (even if management reviews are planned, effected and reported), corrective and preventive actions (even if root cause analysis carried out and actions taken), recruitment (even if this is very rare). Please comment.*

### **Rajesh Bakshi, Pune**

Clause 7 mainly focusing on Core Process and Support Processes. In the event, Processes are defined only by considering clause 7 Interaction of the Processes in accordance with PDCA Cycle may not be completed. Linkage of these processes with management processes may not be perfect.

Further to the processes from clause 7, there are processes for Monitoring and Measurements in clause 8 which complete the check and action phases of processes.

For this reason, in my opinion Entire standard to be referred carefully for defining the processes and understanding process approach.

**Mr. Rajesh Bakshi:** Director Of Taurus Management Services. Education: B.E. (Mechanical) 17 Years Experience in Automotive Field. Till now Certified 32 Companies for ISO 9001: 2000. Also conducted trainings like: Advanced Product Quality Planning (APQP), Statistical Process Control (SPC) & Internal Audits. (M): 9850221115 / e-mail: tms\_100@yahoo.co.in

### **Prabhas Surana, Pune**

"It is true that Processes can be identified from clause no.7. However this clause does not bring out all the Processes. In fact if you go through the initial non-mandatory information and especially the Input-Output Process approach, it becomes quite clear that ISO 9000 is looking at conducting business with a process approach. This calls for identifying THE BUSINESS PROCESSES required to conduct the business. The clause no. 7 typically brings out product realization processes, i. e. typically Product Design through procurement-manufacturing-packing-dispatch. Where as other clauses bring out BUSINESS PROCESSES required to receive inputs (CUSTOMER) do the Activity. i.e. BUSINESS and satisfy Customer with the output. This output is not only related with Product alone but satisfying all Customer Requirements which includes QM System Design-implementation-audit-QMS up-gradation-(THESE TYPICALLY RELATE TO CL.NO.4-QMS DESIGN & DOCUMENT---RECORD CONTROL) Management Responsibility cl.no.5, Monitoring Business Processes cl.no.8. Hence it is essential to take ref. of other clauses to identify Business Processes.(And in fact the processes identified in cl.no.7 are always part of Business Processes).

**Mr. Prabhas Surana:** B.E. (Mechanical) having extensive experience in Manufacturing, Quality Assurance in various reputed companies like Telco, Kinetic Engineering, Kirloskar Electric Co. Also helped companies in achieving certifications of ISO / TS / QS & EMS Systems. Apart from this he was closely involved with Mahindra & Mahindra, Farm Equipment Sector, during their implementation of Deming Award. A certified Lead Auditor, Six Sigma Black Belt.



### Second Opinion

#### Neeraj Yadav (Jaipur)

"Yes, you certainly need to define processes from other clauses as well. ISO 9001: 2000, QMS Standard Clause No. 7 covers only 'realization' processes whereas the requirements of clause no. 4.1 a) demands that "the organization shall identify processes needed for the quality management system and their application throughout the organization".

Management Review, corrective actions etc. are also the processes of a quality management system and hence shall be identified. The 'Note' at the end of clause 4.1 further substantiates it by stating that the "Processes needed for the quality management system should include processes for management activities, provision of resources, product realization and measurement".

**Mr. Neeraj Yadav:** BE, MBA, has more than 7 years experience in providing consultancy, software and training for ISO 9000, TS 16949, Six Sigma etc. to organizations such as Eicher, Ambuja Cement, Airports Authority of India, British Motor Car Co. and to more than 100 others. Contact No: 0141-2371364, (m) 9829008119 / e-mail: [QualiconConsultancy@hotmail.com](mailto:QualiconConsultancy@hotmail.com) training for ISO.

#### GOT A PROBLEM ?

Quality Mantra Invites a typical problem for second opinion. Please send your contributions to : [qualitymantra@icsasian.com](mailto:qualitymantra@icsasian.com)

### Feature:

#### India and ISO 14001 Environmental Management System

- by Mr. Girish Dingre, Pune



**1. An Overview:** Till recent years, the emphasis to control industrial pollution worldwide including India was at the discharge points (end of pipe) Pollution Control was considered as an appendage to the overall production activities and attended in an isolated way. Since this approach has not yielded desired results, the emphasis has been shifted from pollution control to Environmental Management. It is less expensive to prevent pollution than to manage it after it is generated. It is also less expensive to prevent a spill than to clean it up.

**2. Environmental Management System (EMS):** EMS is a continual cycle of planning, implementing, reviewing and improving the actions that an organization takes to meet its environmental obligations. EMS is problem identification and solving tool, which can be implemented in an organization in different ways depending upon the needs and objectives of an organization. It provides a framework through which an organization can minimize the harmful effects of its activities on the environment.

ISO 14001 specifies the standard for establishment and maintenance of EMS. It belongs to the ISO-14000 series of standards relating to environmental management including eco-labeling and environmental audit etc. Two more Environmental Management Systems are operating in Europe. These are Eco-Management and Audit Scheme (EMAS) operating in European Union since 1993 and BS 7750 operating in United Kingdom (UK) since 1992. After introduction of ISO 14001 in 1996, BS 7750 has been withdrawn.

#### 3. Benefits of ISO 14001 certified EMS:

- Enhanced Product Sales - Door opener for carrying out business with European Countries & Fortune 500 companies.
- Reduced Operation Costs Reduction in raw material consumption & waste disposal
- Reduced Liability
- Improved performance & increase in productivity.
- Competitive advantage due to reduced cost
- Enhanced Employee Involvement
- Improved image among regulators, customers & public.
- Enhanced Customer Trust
- Better Access to Capital



### 4. Initiatives for EMS in India:

In India, few initiatives have been taken by industrial Organizations to promote EMS proactively. In fact, MOEF is deliberating on making EMS mandatory to 17 categories of critical industrial sectors.

i) The U.S. Agency for International Development (USAID) and Industrial Credit & Investment Corporation of India Limited (ICICI Ltd.) are assisting Indian industry through their 'Clean Technology Initiative' (CTI) for adoption of environmental friendly technologies and certifiable EMS.

Under CTI, following assistance is provided to the Indian industry.

a) **Environment Information:-** CTI works with the Federation of Indian Chambers of Commerce and Industry (FICCI) and other business associations. CTI has established a dedicated Environmental Information Center at FICCI that compile and distribute information on energy efficiency and clean technologies, environmental policies, regulations and company success stories. Industry can access information through Internet and dial up service.

b) **Advisory and Technical Services:-** CTI provides advisory and technical services to industry in:

- o Environmental Management Systems (ISO 14001)
- o Benchmarking and Rating Environmental Performance
- o Greening of the Supply Chain
- o Product Design using Life Cycle Assessment and Design for the Environment
- o Urban Air Quality
- o Carbon Emissions Accounting

#### **Business Exchanges**

CTI provides opportunities for Indian industry to study effectiveness and benefits of introducing clean, climate-friendly technologies and best practices through customized business exchanges with U.S. Institutions

c) **Financing Mechanisms for Demonstration Projects:-** CTI provides concessional loans or conditional grants through ICICI Limited. CTI will directly assist 20 qualified companies in the rapidly growing, energy-intensive industrial sectors through on-site facility demonstration projects. Technical and financial assistance is provided to qualifying companies that are most likely to use clean technologies to improve industrial efficiency, production process efficiency, and/or environmental product design.

Under CTI, Indian as well as US assistance is provided at various stages of ISO 14001 implementation. CTI assists the facilities in designing, reviewing and improving their methodology for initial environmental reviews, gap analysis, and environmental aspects and impacts determination. In addition, CTI assists in setting of objectives and targets, development of Environmental Management Plans (EMPs), communications and training.

ii) Export-Import Bank of India gives only financial assistance for EMS certification. The bank has a grant programme for supporting ISO 14001 certification. The grant amount is up to 50% of the cost incurred by the companies in obtaining certification of major & medium scale industries whereas in case of small-scale industries it is 75 %. Maximum grant in any case is restricted to Rs. 15 lakhs Indian companies, which can demonstrate commitment to adopting systematic and strategic, export market development efforts & having an established presence with satisfactory financial performance in domestic market qualifies for the grant.

### 5. Constraints and barriers

- Lack of management commitment
- Employees are unable to perceive the benefit of EMS and relate these to their own benefits
- Lack of awareness about EMS.
- No emphasis / focus on training the employees to be able to meet the Environmental Policy Objectives.
- The organization structure is not clearly defined and key personnel are not made aware of EMS requirements.
- Changing priorities for the company e.g., lower profits may result in shifting of priorities and hence EMS may not be implemented.



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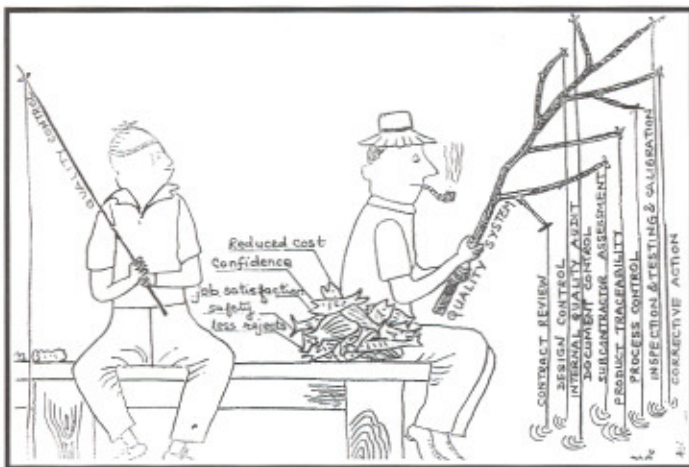
- Documentation may prove a deterrent. Companies feel that EMS leads to generation of too much paper work and hence may not implement the system.
- The system may remain on paper and be implemented only for audit purposes.



### Background of Mr. Girish Dingre:

Post graduate (M. Tech.) in Environmental Engineering from IIT Powai, Mumbai (1985), B.E. (Civil Engg.) From Walchand College of Engg. Sangli, Maharashtra (1983). Registered 'Principal Environmental Auditor' with IEMA U.K. and Lead Auditor with QSA International, Australia. 20 years of environmental consulting experience (Din & Gray Consultants Pvt. Ltd.) and more than 250 man days of environmental Auditing experience.

### Learn with Fun



### Customer's Platform



Certificate Awarding Ceremony for **SWIFTS LTD., Nashik (5.11.2004)**  
From Left: Mr. Vasant Marathe, M.D. Swifts Ltd.; Mr. B.B. Chandak, G.M. Lokmat Press; Mr. Arvind Khebudkar, G.M. Swifts Ltd.; Mr. Vandana Rao Potnis, President, Nashik Mudrak Sangh; Mr. Ravindra Chandorkar, Station Manager, ICS Nashik.

### Diary Notes

Date		Place	Training Course	Contact Details
From	To			
29.11.2004	3.12.2004	Pune	QMS Lead Auditor	Ms. Dipti 020-25424204 / 25455206, ics_pune@vsnl.net
7.12.2004	11.12.2004	Mumbai	QMS Lead Auditor	Ms. Manasi 022-26236663 / 26236771 ics_mumbai@icsasian.com
14.12.2004	18.12.2004	Hyderabad	QMS Lead Auditor	Mr. Prasad 040-2371 3335 ics_hyd@icsasian.com
20.12.2004	25.12.2004	Jaipur	QMS Lead Auditor	Mr. Bhushan 0141-2610291/ 9314519851 icsjpr@sify.com
18.1.2005	22.1.2005	Hotel Mirasol, Daman	QMS Lead Auditor	Mr. Rajesh Pandey 0260-3091135/ 2433400 (M) 9824121179, ics_vapi@icsasian.com

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## Corporate News

International Certifications Services has been on the move developing the technology and manpower on a continual basis.

We have entered in to an association with PCBC, Poland for the certification of Product, CE Marking.

We have enhanced our organization by bringing in new and experienced blood in order to meet the growing need of certification and Inspection services.

ICS has acquired a new Corporate Office at Vidyanagari Kalina, Mumbai. We shall just step in the New Year 2005 with Challenges and Excellent opportunities for all of us.

We declare this year as "**Customer Focus**".

## Stations Highlights

**ICS Belgaum:** has certified following prestigious clients for ISO 9001: 2000 Recently:

- Goa Tourism Development Corporation Ltd., Goa

**ICS Delhi:** has certified following prestigious clients for ISO 9001: 2000 Recently

- Train No. 2055 / 2056 DDN-NDLS-DDN Janshatabdi Express

**ICS Indore:** has certified following prestigious clients for Integrated Management Systems:

- M/s Ruchi Soya Industries Limited,- All 4 Certifications QMS, EMS, HACCP & OHSAS.

**ICS Kanpur:** has certified following prestigious clients for ISO 9001: 2000 Recently

- EMA India Ltd., Kanpur (Leader in the field of Induction Hardening Machines).

**ICS Mumbai:** has certified following prestigious clients for ISO 9001: 2000 Recently

- Metropolitan Heart Institute & Research Center (India) Ltd, Ghatkopar, Mumbai.
- Ramniranjan Podar Sr. Secondary School (CBSE), Mumbai.
- Toddlers' Academy- First Pre-primary school, Thane.
- Hindustan Insecticides Ltd., Rasayani plant- Large Public Sector Unit
- Enviro Labs-(A division of EnviroCare Labs Pvt. Ltd.) involved in Environmental Monitoring.

**ICS Vapi:** has certified following prestigious clients for ISO 9001: 2000 Recently

- Nadkarni's 21<sup>st</sup> Century Hospital
- Monarch Gems
- Disable Welfare Trust, Surat.



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## ISO 14001, Environmental Management System for Oil & Gas sector Industries; Our Experience in India

-By Mr. Sundar Kataria.

Environmental And Safety issues are main areas of concern of any Oil & Gas Industry specially offshore field. Many of the oil companies like ONGC, IOCL & HPCL has taken up Environment issues on the priorities. Oil & Natural Gas Corporation Chairman Mr. Subir Raha has given lot of importance and thrust to quality, environmental and safety and directed management to adopt International Standard To ensure safety of life, property and the environment.



International Certification Services has been working in Partnership with ONGC to carry forward vision of ONGC's chairman to protect the environment. International Certification Services has contributed in a big way and played a very vital role to certify ISO 14001: 1996, Quality management system for their installation located in North, South, East and West countries.

It was not only ISO 14001: 1996 Standard but also Indian Legislative as well as International Standards / Guidelines are also to be taken into consideration.

Proper identification and selection of above requirements in the specific Industry is the essential thing that the auditors must do. As ONGC installations have been built as per old national & international standards and old Indian legislative requirements; may not have met new standards and revised acceptance criteria by the Central Pollution Control Board Directives. Thus few of the environmental aspects have to be identified under Environmental Management Planning to meet above requirements. These important environmental objectives and Environmental Management Policies (EMPs) need to have completion target keeping in focus Emergency Preparedness Plan and Disaster Management Plans, etc. Furthermore legislative Register need to be completed meeting all necessary legislative requirement. EMS System of the organization will be documented in their Environmental Management Manual, Procedure and work instructions. and equipments need to be served / tested and maintained to protect environment that may cause due to fire hazard.

Environmental Management system is self-certification that means the organization should ensure the effective implementation of ISO 14001, EMS Standard through internal environmental audits and management review meeting by use of control of non conformities and corrective and preventive actions. Training also plays very important role to have EMS awareness and competent personnel to achieve effectiveness and efficient environmental management system. Necessary records have to be prepared and maintained.

ICS ensures proper and effective verification and certification of ISO 14001, EMS system to cover all above important and vital items.

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**Assistant Editor:** Aanchal Chhabria

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