



**Plastica Ltd**

## **Monitoring and Measurement Results**

*(ISO 14001:2015, Clause 9.1, ISO 45001:2018, Clause 9.1)*

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**HS&E 35**

## 1.0 Introduction

Plastica Ltd has determined what needs to be monitored and measured; the methods for monitoring, measurement, analysis and evaluation; when the monitoring and measuring shall take place and when the results will be analysed. Details of which can be found in section 2 of this document.

## 2.0 Criteria

2.1 We will monitor and measure the following:

- Customer satisfaction;
- Product/service conformity;
- Delivery performance;
- Audit Findings;
- Nonconformity and Corrective Actions;
- Accidents/Incidents;
- Performance of external contractors;
- OH&S performance (Leading and Lagging Tasks);
- Activities and operations related to identified hazards, risks and opportunities;
- Compliance obligations;
- Operational controls;
- Environmental performance;
- Environmental aspects and impacts;
- Utility usage (use of electricity, gas, water etc.);
- Competence, training and awareness.

2.2 The methods that will be adopted will be as follows:

- Customer satisfaction through customer feedback and customer complaint, Collection of Analysis of Data (customer surveys etc.);
- Corrective actions through actions to eliminate non-conformities;
- External contractors performance evaluation;
- Competency and training through competency statements and training records;
- Management Review meeting;
- Internal Audit reports;
- Feedback by regular management meeting and management communication;
- Continual Compliance Obligation evaluation;
- Annual Environmental Assessment and Impact Register evaluation.

Customer satisfaction and dissatisfaction will be measured to ensure that:

- The product or service has the required characteristics;
- The price is satisfactory;
- The delivery process is satisfactory;
- The customer feels they are receiving good value for money.

Customer satisfaction/dissatisfaction will be measured by the following methods (if applicable):

- Feedback from Customers including Complaints.
- Direct communication during the course of business.
- Market trends.
- Evaluation of the competition.
- Questionnaires or surveys

- Analysis of repeat orders.

The information obtained must be analysed and the appropriate action taken to improve Customer satisfaction or eliminate the reason for dissatisfaction.

In collection and analysis of data, a certain amount of data and information needs to be collected in order to measure performance. This will address:

- Meeting Customer requirements and measurement of Customer satisfaction and dissatisfaction.
- Performance of suppliers.
- Assessment of process and product characteristics and trends. (This may include delivery performance problems, information on supplier performance, assessment of Customer satisfaction and dissatisfaction, data on process and product/services e.g. downtime, breakdowns, rework, trends and variations.)

Plastica Ltd will decide what the data is needed for, any specific methodology to be used and the frequency of collection. The aim will be to improve the efficiency and performance of the Organisation.

The measurement and improvement process must be planned in the same way as other activities carried out by Plastica Ltd. This will typically include:

- Deciding what to address and what methods to be used.
- Setting priorities and objectives.
- Allocating resources e.g. time and personnel.
- Carrying out the measurements.
- Analysing the results.
- Communicating the results to the appropriate personnel such that it is clearly understood. This will normally be by means of Management Review.
- Implementing the appropriate action.
- Checking that it was effective.

The work process must be monitored to ensure that it is effective and to identify areas for improvements or potential improvement. (e.g. Review of new equipment or new processes, monitoring achievement of targets, down time, reduction in costs, etc).

The overall management system will be improved by:

- Setting objectives and monitoring these by means of audits, analysis of corrective and preventative action and customer complaint information.
- Evaluation of effectiveness of each process.
- Taking the appropriate corrective action.

The improvement process will be monitored and updated at regular intervals. Changes will take effect following discussions and sign off during the Management Review meeting.

New objectives will be set when the current objectives have been achieved.

Awareness of new legislations / changes to Environmental Legislation is maintained through the use of the information made available through information services provided by suppliers to the Organisation, and government agency web sites such as [www.netregs.gov.uk](http://www.netregs.gov.uk). The Management Environmental Representative shall review the information on at least a three-monthly basis. On

identification of changes with current legislation or new legislation the Finance & Operations Director (FOD HSFE) or their authorised representative (HR HSFE) shall review the information and any implications for the Organisation this will be done, if appropriate, in conjunction with the with other relevant personnel.

Waste disposal from any worksites under the control of the Organisation shall be measured using the waste transfer notes and the Organisation's financial information (invoices for disposal etc.).

Control of utility (water, gas and electricity). Any significant increases in usage or notable variations are to be investigated to determine the cause and corrective actions taken where practicable.

**2.3** The task will be performed at these times:

- The task will also be performed through internal/external audits, scheduled time, awareness/training, communication and results to be reviewed at management meetings.

**2.4** Where calibrated or verified monitoring and measuring equipment is used to obtain results, the equipment will be maintained in line with ISO standards.

**2.5** We will analyse and evaluate the results from these and other sources. The output of this analysis shall be used to assess the performance and effectiveness of our IMS for environmental and OH&S performance, if planning has been implemented effectively, the effectiveness of actions to address risk and opportunities, performance of external contractors and the need for improvement to the IMS.

**2.6** The results of this analysis and evaluation will be reviewed as part of our Management Review meeting.

### **3.0 Related Documentation**

HRF 17 - Competency Record  
HSEF 114 – Preferred External Providers, Suppliers and Sub Contractors List  
HSEF 123 – Supplier Performance Evaluation Record  
PD 001 – Plastica Documents Register  
HSEF 115 – Environmental and H&S Objectives  
HS&E 47 - Legal & Compliance Register  
HS&E 48 - Environmental Assessment & Impact Register  
HSEF 119 - Internal Audit Report Form  
HSEF 120 - Non-Conformance Report Form  
HSEF 20 – Accident Report – Damage to property only  
HSEF 21 – Accident Report – Injury to person and damage to property  
HSEF 22 – Accident Report – Injury to person only  
HSEF 121 - Corrective Action Report Form  
HRF 15 and 16 - Management Review Agenda & Minutes