# Clause 5.1 - Leadership

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## Leadership and Commitment

**Purpose and Scope**

To define how the company demonstrates leadership and commitment to its IMS.

**Procedure**

1. Top management will take responsibility for the effectiveness of the IMS and will demonstrate their commitment to the IMS by:
   1. Defining roles, allocating responsibilities and accountabilities, and delegating authorities, to facilitate effective IMS management.
   2. Roles and Responsibilities are documented in Leadership - Organisation Roles, Responsibilities and Authorities and through position descriptions, and IMS procedures where applicable. Ensuring:
      1. That relevant policies and objectives are established for the IMS and that these are aligned with the context and strategic direction.
      2. The integration of the IMS requirements into the organisation's business processes.
      3. That resources needed for the IMS are available.
      4. The IMS achieves its intended results.
      5. The process approach and risk based thinking is promoted. Communicating the importance of effective IMS management and of conforming to the IMS requirements.
      6. Engaging, directing and supporting personnel to contribute to the effectiveness of the IMS.
      7. Improvement is promoted.
      8. Other relevant management roles are supported to demonstrate their leadership as it applies to their areas of responsibility.
2. Top management is committed to our customers and enhancing customer satisfaction. This commitment is demonstrated by:
   1. Ensuring that applicable customer and statutory requirements are determined, understood and met throughout the business.
   2. Ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
   3. Exercising due care with our customer's property (data) whilst it is under the control of the company.
   4. Monitoring customer's perceptions of the degree to which their needs and expectations have been fulfilled.
3. The key aspects of the customer information and data generated through the effective implementation of the IMS processes are collected and collated by the Management Representative and presented at each Management meeting.

#### References:

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| **ISO 9001** | **ISO 14001** | **ISO 45001** |
| 5.1 | 5.1 | 5.1 |