

质量/环境/职业健康安全

Quality/Environment/Occupational Health and Safety

管理手册

Management Manual

(依据 ISO9001:2015、ISO14001:2015、ISO45001:2018 标准编制)

(Prepared in accordance with ISO9001:2015, ISO14001:2015, ISO45001:2018 standards)

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工厂: 浙江泰克压力容器有限公司

Factory: Zhejiang Tank Pressure Vessel Co., Ltd.

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浙江泰克压力容器有限公司

ZHEJIANG TANK PRESSUER VESSEL CO., LTD.



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1.2 手册评审会签记录

Handbook review countersign record

部门/责任人 Department/responsible person	评审结论 Review conclusion	姓名 Name	日期 Date	备注 Remark
总经理 General Manager				
管理者代表 Management Representative				
技术部 Technical Department				
生产运营部 Production and Operations Department				
销售部 Sales Department				
办公室 Office				
品管部 Quality Control Department				
财务部 Finance Department				

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1.3 创建与修订记录

Create and revise records

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A	0	/	根据 ISO9001:2015、 ISO14001:2015、 ISO45001:2018 标准要求， 编制三标合一管理手册	郑燕珍	余文斌	2024.06.01	
A	1	5.4	局部修订： 1、更新手册 1.6.2 管理目 标 2、新增手册 5.4 章节	江振斌	余文斌	2024.09.29	

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公司简介

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1.4 公司简介

Company Profile

浙江泰克压力容器有限公司（以下简称泰克）2021年8月成立于浙江省美丽大花园城市——衢州，是一家专注于设计、生产和销售高品质压力容器以及承压设备为主的制造型企业。泰克的产品广泛应用于国内外石油化工、油气、氢能、环保、冶金、电站、水处理、空气处理等行业的各类装置中。

Zhejiang Tank Pressure Vessel Co., Ltd. (hereinafter referred to as TAIKPV) was established in August 2021 in Quzhou, a beautiful garden city in Zhejiang Province. It is a manufacturing enterprise focusing on the design, production and sales of high-quality pressure vessels and pressure-bearing equipment. TAIKPV's products are widely used in various devices in domestic and foreign petrochemical, oil and gas, hydrogen energy, environmental protection, metallurgy, power stations, water treatment, air treatment and other industries.

泰克拥有一支高素质且经验丰富的技术、技工技师及管理团队，在承压设备行业深耕多年，具有丰富的设计经验和完善的制造能力。我们长期专注于 ASME、GB150、EN13445、AD2000 等标准的压力容器设计和制造，能满足客户多种认证和注册要求，如欧盟 CE (PED)、美国 NB、加拿大 CRN、马来西亚 DOSH、新加坡 MOM、澳大利亚 AS1210、巴西 NR13 和俄罗斯 EAC 等。

TAIKPV has a high-quality and experienced technical, technical and management team, which has been deeply involved in the pressure equipment industry for many years, and has rich design experience and complete manufacturing capabilities. We have long been focusing on the design and manufacturing of pressure vessels according to ASME, GB150, EN13445, AD2000 and other standards, and can meet various certification and registration requirements of customers, such as EU CE (PED), US NB, Canada CRN, Malaysia DOSH, Singapore MOM, Australia AS1210, Brazilian NR13 and Russian EAC, etc.

泰克秉承“做专、做优、做特”的宗旨，一如既往地贯彻“专注、专心、专业”的理念。以“为客户创造价值，为员工创造未来”作为自己的终身使命，致力于成为压力容器行业非标定制领域的隐形冠军。泰克将通过最先进的信息化手段来持续提升公司的管理水平，严格按 ISO9001:2015、ISO14001:2015、ISO45001:2018 标准要求建立管理体系，并进行了有效的实施和持续改善。为客户提供最优质的产品和服务是泰克不懈的追求，为提升中国制造核心竞争力是公司发展的不竭动力。

TAIKPV adheres to the purpose of "being specialized, being excellent, and being special" and continues to

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implement the concept of "focus, concentration, and professionalism". Taking "creating value for customers and creating a future for employees" as its lifelong mission, it is committed to becoming a hidden champion in the field of non-standard customization in the pressure vessel industry. TAIKPV will continue to improve the company's management level through the most advanced information technology, establish a management system in strict accordance with the requirements of ISO9001:2015, ISO14001:2015, and ISO45001:2018 standards, and carry out effective implementation and continuous improvement. Providing customers with the highest quality products and services is TAIKPV's unremitting pursuit, and improving the core competitiveness of manufacturing in China is the inexhaustible driving force for the company's development.

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Postal code: 324002

网址: www.tankpv.com

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企业愿景、使命和核心价值观

Title:

Corporate vision, mission and core values

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1.5 企业愿景、使命和核心价值观

Corporate vision, mission and core values

企业愿景:

Corporate vision:

成为压力容器行业非标定制领域的隐形冠军

Become the hidden champion in the field of non-standard customization in the pressure vessel industry

企业战略:

Corporate strategy:

1、以 ASME 及 PED 压力容器产品为基础，为国内外客户做好容器配套业务；

Based on ASME and PED pressure vessel products, provide container supporting business for domestic and foreign customers;

2、以氢能源以及余热发电为突破口，在新能源领域开拓新的发展道路；

Use hydrogen energy and waste heat power generation as breakthrough points to open up new development paths in the field of new energy;

3、ASME 和 PED 认证压力容器在主营业务中占比达到 50%以上；

ASME and PED certified pressure vessels account for more than 50% of the main business;

企业使命:

Corporate mission:

为客户创造价值，为员工创造未来

Create value for customers and create a future for employees

核心价值观:

Core values:

信心、同心、创新

Confidence, concentricity, innovation

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人才观:

Talent outlook:

为每一位致力于员工提供充分发展的平台

Provide a platform for full development for every dedicated employee



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1.6 管理方针和目标

Management policies and goals

1.6.1 管理方针

Management policy

一、管理方针:

Management policy

贯彻法规，用心制造

持续改进，创造价值

以人为本，遵纪守法

绿色环保，节能降耗

方针阐述:

Policy description:

以认真贯彻法律法规做为公司发展的基础，以全面遵守手册文件要求为实际生产的原则，以全员参与和全面管理持续推动企业的进步，始终以高质量的产品和服务为客户创造价值；

Taking conscientious implementation of laws and regulations as the basis for company development, and fully complying with the requirements of manual documents as the principle of actual production, continuously promote the progress of the enterprise with full participation and comprehensive management, and always create value for customers with high-quality products and services;

遵守法律法规，树立全员环保意识，人人理解环保，人人参与环保，创造舒适、健康、清洁的工作环境。

Comply with laws and regulations, establish environmental awareness among all employees, make everyone understand and participate in environmental protection, and create a comfortable, healthy and clean working environment.

公司对员工职业健康安全保护采取措施，遵守国家有关职业健康安全的强制性法律、法规，以人为本、提高素质，不断地改进职业健康安全业绩，进而持续改进管理体系是我公司永恒追求的目标。

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The company takes measures to protect employees' occupational health and safety, abides by the country's mandatory laws and regulations on occupational health and safety, puts people first, improves quality, continuously improves occupational health and safety performance, and then continuously improves the management system is the eternal goal of our company.

总经理:

General manager:

年 月 日

year month day



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1.6.2 管理目标

Management objectives

二、管理目标:

Management objectives:

1、质量目标:

Quality goals:

(1) 供货及时率 $\geq 95\%$

On-time delivery rate $\geq 95\%$

(2) 产品制造一次合格率 $\geq 93\%$

The first pass rate of product manufacturing is $\geq 93\%$

(3) 顾客满意率 $\geq 95\%$

Customer satisfaction rate $\geq 95\%$

2、环境目标:

Environmental goals:

(1) 固废及危废处置及时率 $\geq 90\%$

The timely rate of solid waste and hazardous waste disposal is $\geq 90\%$

(2) 火灾、爆炸发生率为零

The incidence rate of fire and explosion is zero

(3) 噪声达标排放。

Noise emission standards

3、职业健康安全目标:

Occupational health and safety goals:

(1) 全年职业病发生率为零。

The incidence of occupational diseases throughout the year was zero.

(2) 全年安全事故发生率为零。

The annual safety accident rate was zero.

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总经理:

General manager:

年 月 日

year month day

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1.7 颁布令

Issue order

为了更好贯彻执行 ISO9001:2015 《质量管理体系 要求》、ISO14001:2015 《环境管理体系 要求及使用指南》和、ISO45001:2018 《职业健康安全管理体系 要求及使用指南》的要求，在公司内建立、实施、保持和持续改进质量/环境和职业健康安全管理体系（以下简称 QES 管理体系），结合本公司的质量环境和职业健康安全管理的实际情况，由综合部组织，各部门相关人员参与，编制了本管理手册，现予以批准并颁布实施。

Requirements", ISO14001:2015 "Environmental Management System Requirements and User Guide" and ISO45001:2018 "Occupational Health and Safety Management System Requirements and User Guide", the company has established , implement, maintain and continuously improve the quality/environment and occupational health and safety management system (hereinafter referred to as the QES management system), combined with the actual situation of the company's quality environment and occupational health and safety management, organized by the General Department with the participation of relevant personnel from various departments, This management manual has been prepared and is now approved and promulgated for implementation.

在公司内建立 QES 管理体系是公司的一项战略性决策，旨在通过一个健全的质量/环境和职业健康安全管理系统来帮助公司提高公司的整体管理绩效，是公司可持续发展计划不可分割的组成部分。

The establishment of a QES management system within the company is a strategic decision of the company, aiming to help the company improve the company's overall management performance through a sound quality/environmental and occupational health and safety management system. It is an integral part of the company's sustainable development plan. components.

本手册是公司在 QES 管理体系方面的法规性文件，是指导公司建立并实施 QES 管理体系的纲领和行动准则。公司全体员工必须遵照执行。

This manual is the company's regulatory document on the QES management system. It is the program and code of action to guide the company in establishing and implementing the QES management system. All employees of the company must comply with this policy.

公司 QES 管理体系的相关文件信息必须与本手册的规定相一致，与本手册有抵触的必须按本手册的规定执行。

The relevant document information of the company's QES management system must be consistent with the provisions of this manual. If there is any conflict with this manual, the provisions of this manual must be

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Version/revision number:

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1.8 任命书

Appointment letter

1.8.1 管理者代表任命书

Appointment letter of management representative

为贯彻 ISO9001:2015《质量管理体系》、ISO14001:2015《环境管理体系》、ISO45001:2018《职业健康安全管理体系》，加强对质量/环境/安全管理体系运作的领导，保持管理体系整体有效运行，特任命 江振斌 为公司的质量/环境/职业健康安全管理体系的管理者代表。除分管工作外，还应承担管理者代表的职责为：

In order to implement ISO9001:2015 "Quality Management System", ISO14001:2015 "Environmental Management System", ISO45001:2018 "Occupational Health and Safety Management System", strengthen the leadership of the operation of quality/environment/safety management system and maintain the overall effective operation of the management system , specially appointed Jiang Zhenbin as the manager representative of the company's quality/environment/occupational health and safety management system. In addition to the work in charge, the management representative shall also assume the following responsibilities:

a) 负责建立、实施、保持和改进企业的质量/环境/安全管理体系；

Responsible for establishing, implementing, maintaining and improving the company's quality/environmental/safety management system;

b) 向企业最高管理者报告质量/环境/安全管理体系的运行情况和改进要求，以供管理评审和作为质量/环境/安全管理体系改进的依据；

Report the operation status and improvement requirements of the quality/environment/safety management system to the company's top management for management review and as a basis for improvement of the quality/environment/safety management system;

c) 对各职能部门的质量/环境/安全管理工作进行协调、管理和检查；

Coordinate, manage and inspect the quality/environment/safety management work of various functional departments;

d) 确保整个企业内促进满足顾客要求意识的形成；

Ensure that awareness of meeting customer requirements is promoted throughout the enterprise;

e) 组织编制内审计划并主持内部审核活动；

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Organize the preparation of internal audit plans and preside over internal audit activities;

f) 负责制订管理评审计划，并协助总经理开展管理评审活动；

Responsible for formulating management review plans and assisting the general manager in carrying out management review activities;

g) 负责企业质量/环境/安全管理体系有关事宜的外部联络。

Responsible for external liaison on matters related to the company's quality/environment/safety management system.

其权限为:

Its permissions are:

当公司出现任何不符合质量/环境/安全管理体系要求的问题时，管理者代表有权采取必要措施，直至问题得到圆满解决。

When any problem occurs in the company that does not meet the requirements of the quality/environment/safety management system, the management representative has the right to take necessary measures until the problem is satisfactorily resolved.

总经理:

General manager:

年 月 日

year month day

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1.8.2 工作人员代表任命书

Appointment letter of staff representative

现任命本公司 汪永贵 为工作人员代表。协助管理者代表，参与职业健康安全方针、目标的制定和评审，参与风险管理和安全事务管理等。具体履行以下职责：

Wang Yonggui of our company is now appointed as the staff representative. Assist management representatives to participate in the formulation and review of occupational health and safety policies and goals, and participate in risk management and safety affairs management. Specifically perform the following responsibilities:

1、参与公司职业健康安全重大事件的讨论，代表员工提出合理化的意见或建议。

Participate in discussions on major occupational health and safety incidents in the company and provide reasonable opinions or suggestions on behalf of employees.

2、深入员工基层，了解员工的工作与生活，对有困难的员工向办公室报告。

Go deep into the grassroots of employees, understand their work and life, and report any employees who have difficulties to the office.

3、参与重大安全事故的处理，代表员工提出事故处理意向。

Participate in the handling of major safety incidents and propose accident handling intentions on behalf of employees.

4、监督公司对员工的职业病防护、劳保用品的发放、女工利益、童工或未成年人安全健康等事项。

Supervise the company's occupational disease protection for employees, the distribution of labor protection supplies, the interests of female workers, the safety and health of child workers or minors, etc.

特此公布。

It is hereby announced.

总经理:

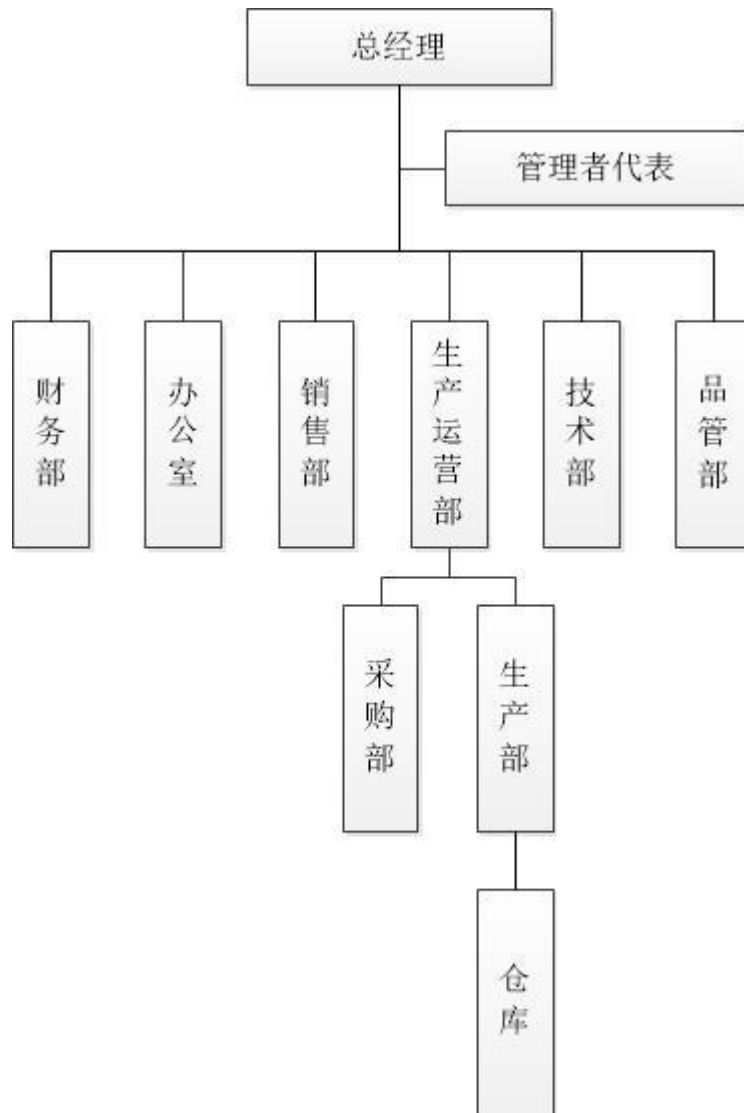
年 月 日

General manager:

year month day

1.9 公司组织机构图

Company organization chart



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Company function allocation table

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1.10 公司职能分配表

Company function allocation table

ISO9001:2015	ISO14001:2015	ISO45001:2018	总经理 G M	管代 M R	办公室 G O	生产部 P D	技术部 T D	采购部 P U R	品管部 Q A	销售部 S & M	财务部 F D	仓库 W H
4.1 理解组织及其环境 Understand the organization and its environment	4.1	4.1	★	△	○	○	○	○	○	○	○	○
4.2 理解相关方的需求和期望 Understand the needs and expectations of relevant parties	4.2	4.2	★	△	○	○	○	○	○	○	○	○
4.3 确定质量全管理体系的范围 Determine the scope of the management system	4.3	4.3	★	△	○	○	○	○	○	○	○	○
4.4 质量管理体系及其过程 Management system and its processes	4.4	4.4	★	△	○	○	○	○	○	○	○	○
5.1 领导作用和承诺 Leadership and Commitment	5.1	5.1	★	○	△	○	○	○	○	○	○	○
5.2 质量/环境/职业健康安全方针 Quality, Environmental and Occupational Health and Safety Policy	5.2	5.2	★	△	○	○	○	○	○	○	○	○
5.3 组织的岗位、职责和权限 Company positions, responsibilities and authorities	5.3	5.3	★	○	△	○	○	○	○	○	○	○
参与和协商 Participation and consultation		5.4	○	★	△	○	○	○	○	○	○	○
6.1 应对风险和机遇的措施 Measures to address risks and opportunities	6.1	6.1	○	★	○	○	○	○	○	○	○	○
环境因素/危险源 Environmental factors/hazards	6.1.2	6.1.2	○	○	○	★	○	○	○	○	○	○
合规性义务 Compliance obligations	6.1.3	6.1.3	○	○	○	★	○	○	○	○	○	○
6.2 质量/环境/职业健康安全目标	6.2	6.2	★	○	○	○	○	○	○	○	○	○

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Management objectives and planning for their achievement													
6.3 变更的策划 Management system change planning			○	★	○	○	○	○	○	○	○	○	○
7.1 资源提供 Resource	7.1	7.1	★	○	○	○	○	○	○	○	○	○	○
7.1.2 人员 Personnel			○	○	★	△	△	△	△	△	△	△	△
7.1.3 基础设施 Infrastructure			○	○	○	★	△	○	○	○	○	○	○
7.1.4 过程运行环境 Process operating environment			○	○	○	★	△	○	○	○	○	○	★
7.1.5 监视和测量资源 Monitor and measure resources			○	○	○	○	○	○	★	○	○	○	○
7.1.6 组织的知识 Organizational knowledge			○	○	★	△	△	△	△	△	△	△	△
7.2 能力 Ability	7.2	7.2	○	○	★	△	△	△	△	△	△	△	△
7.3 意识 Consciousness	7.3	7.3	○	○	★	△	△	△	△	△	△	△	△
7.4 沟通/信息 Communication/information	7.4	7.4	○	○	★	△	△	△	△	△	△	△	△
7.5 形成文件的信息 Documented information	7.5	7.5	○	○	★	△	△	△	△	△	△	△	△
8.1 运行策划和控制 Operational planning and control	8.1	8.1	○	○	○	★	★	○	○	○	○	○	○
8.2 产品和服务的要求 Product and Service Requirements			○	○	○	○	○	○	○	★	○	○	○
8.3 产品和服务的设计和开发 Product and service design and development			○	○	○	○	★	○	○	○	○	○	○
8.4 外部提供过程、产品和服务的控制 Control of externally provided processes, products and services	8.1	8.1.4	○	○	○	○	○	★	○	○	○	○	○
8.5.1 生产和服务提供的控制 Control of production and service provision		8.1	○	○	○	★	○	○	○	○	○	○	○

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消除危险源和降低职业健康安全风险 Eliminate hazard sources and reduce occupational health and safety risks		8.1.2	○	○	○	★	○	○	○	○	○	○
应急准备和响应 Emergency preparedness and response	8.2	8.2	△	○	○	★	○	△	△	△	△	△
8.5.2 标识和可追溯性 Identification and traceability			○	○	○	★	○	○	○	○	○	○
8.5.3 顾客或外部供方的财产 Property of Customer or External Provider			○	○	○	★	○	○	○	★	○	★
8.5.4 防护 Protection			○	○	○	★	○	○	○	○	○	○
8.5.5 交付后的活动 Post-delivery activities			○	○	○	△	○	○	△	★	○	○
8.5.6 更改控制 Change control		8.1.3	○	○	○	★	★	○	○	○	○	○
8.6 产品和服务的放行 Release of products and services			△	○	△	○	○	○	★	○	○	○
8.7 不合格输出的控制 Control of unqualified output			△	△	○	△	△	○	★	○	○	○
9.1 监视、测量、分析和评价 Monitor, measure, analyze and evaluate	9.1	9.1	△	△	△	△	△	△	★	△	△	△
合规性评价 Compliance evaluation	9.1.2	9.1.2	△	★	△	△	△	△	△	△	△	△
9.2 内部审核 Internal audit	9.2	9.2	○	★	△	△	△	△	△	△	△	△
9.3 管理评审 Management review	9.3	9.3	★	△	○	○	○	○	○	○	○	○
10.1 持续改进总则 General Principles of Continuous Improvement	10.1		△	★	○	○	○	○	○	○	○	○
10.2 不合格和纠正措施 Nonconformities and corrective actions	10.2	10.1	○	△	○	△	△	○	★	○	○	○
10.3 持续改进 Continuous improvement	10.3	10.2	△	★	△	△	○	△	△	○	○	○

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注: ★为主管部门

△为协办部门

○为配合部门

Note: ★ competent authority

△ co-organizing department

○ cooperate with the department

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2 管理手册说明

Management Manual Description

2.1 目的

Purpose

本手册依据 ISO9001:2015 《质量管理体系》、ISO14001: 2015 《环境管理体系》、ISO45001:2018 《职业健康安全管理体系》建立、实施并有效保持本公司的质量/环境/职业健康安全管理体系,用以证实本企业有能力稳定的提供满足顾客和适用的法规要求的产品,并通过持续改进和预防不合格的过程,自我完善,追求卓越,从而达到顾客满意;使公司环境、职业健康安全管理体系制度的完善、有效。

This manual establishes, implements and effectively maintains the company's quality/environment/occupational health and safety management system in accordance with ISO9001:2015 "Quality Management System", ISO14001:2015 "Environmental Management System", and ISO45001:2018 "Occupational Health and Safety Management System". It is used to prove that the company has the ability to stably provide products that meet the requirements of customers and applicable laws and regulations, and through continuous improvement and prevention of unqualified processes, self-improvement and pursuit of excellence, thereby achieving customer satisfaction; making the company's environment, occupational health and safety management The system is perfect and effective.

2.2 适用范围

Scope of application

本手册适用于位于浙江省衢州市衢江区春苑西路6号的浙江泰克压力容器有限公司的压力容器设计制造及相关环境与职业健康安全管理体系活动。

This manual applies to the pressure vessel design and manufacturing and related environmental and occupational health and safety management activities of Zhejiang Tank Pressure Vessel Co., Ltd. located at No. 6 Chunyuan West Road, Qujiang District, Quzhou City, Zhejiang Province.

本手册也适用于第二方或第三方审核本公司质量管理、环境管理和职业健康安全管理体系能力的依据之一。

This manual is also used as one of the basis for second-party or third-party audits of the company's quality management, environmental management and occupational health and safety management capabilities.

2.3 覆盖产品

Covered products

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压力容器的设计及制造。

Design and manufacture of pressure vessels.

2.4 外包过程和特殊过程

Outsourcing processes and special processes

本公司外包过程为：无损检测（部分）、理化试验、热处理

Our company's outsourcing process is: non-destructive testing (part), physical and chemical testing, heat treatment

本公司特殊过程为：暂无

The company's special process is: None

2.5 手册编制、审批和日常管理

Manual preparation, approval and daily management

手册由管理者代表组织编制并归口管理。手册由质保部负责编制、管理者代表审核、总经理批准后颁布实施。

The manual is prepared and centrally managed by managers representing the organization. The manual is compiled by the quality assurance department, reviewed by management representatives, and promulgated and implemented after approval by the general manager.

手册对公司的质量方针做了阐述，对管理体系的目标指标、结构和运作进行了描述，是公司生产、经营、管理活动必须遵循的纲领性文件，充分证实公司的生产、管理活动，通过管理体系的实施和持续改进，有能力稳定地满足顾客及相关方要求，以达到顾客及相关方满意。

The manual expounds the company's quality policy and describes the target indicators, structure and operation of the management system. It is a programmatic document that must be followed in the company's production, operation and management activities. It fully confirms the company's production and management activities. Through management The implementation and continuous improvement of the system have the ability to stably meet the requirements of customers and related parties to achieve customer and related party satisfaction.

2.5.1 手册的发放管理

Manual distribution management

a) 本手册为受控文件，盖有“受控”章，作为受控标识，发放由质保部控制。

This manual is a controlled document, stamped with the "Controlled" seal, as a controlled mark, and its issuance is controlled by the Quality Assurance Department.

b) (公司领导、各部门负责人等有关人员持有盖“受控”章的手册，进行编号、登记，

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并实施更改控制。

(Company leaders, heads of departments and other relevant personnel hold manuals stamped with "Controlled", number and register them, and implement change control.

- c) 需要向顾客和其它部门提供盖“受控”章的受控文本时，需经管理者代表批准，进行编号、登记，不实施更改控制。

When it is necessary to provide customers and other departments with controlled texts stamped with the "Controlled" seal, they must be approved by the management representative, numbered and registered, and no change control will be implemented.

- d) 手册持有人员有妥善保管手册的责任，不得复印、外借、外送；发生损坏和丢失时应向质管科报告，员工调离本公司时应交回手册。

The holder of the manual has the responsibility to properly keep the manual and is not allowed to copy, lend or send it out; any damage or loss should be reported to the Quality Control Department, and employees should return the manual when they are transferred from the company.

2.5.2 手册的更改管理

Change management of manuals

- a) 在执行过程中，员工有权对管理手册提出更改建议并反馈到质保部，由管理者代表统一研究处理。对管理手册实质性内容的修改，须由总经理批准，在正式更改前应按原条款执行，任何人不得自行其事。

During the implementation process, employees have the right to make suggestions for changes to the management manual and feedback them to the quality assurance department, which will be studied and handled by management representatives. Modifications to the substantive content of the management manual must be approved by the general manager and shall be implemented in accordance with the original terms before formal changes. No one may act on their own initiative.

- b) 局部更改时，由质保部将更改页和更改通知单发给每一位受控手册持有人；手册持有人得到通知及更改页后将更改页纳入自己的手册中，立即将原页码交回质保部，质保部仅留存一份，加盖“作废”标记后存档，其余全部销毁。

When there is a partial change, the quality assurance department will send the change page and change notice to each controlled manual holder; after the manual holder is notified and the change page is received, the changed page will be included in his own manual, and the original The page number is returned to the Quality Assurance Department. The Quality Assurance Department will keep only one copy, stamp it with a "void" mark and archive it, and destroy the rest.

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文件名称:

管理手册

File name:

Management manual

标题:

管理手册说明

Title:

Management Manual Instructions

版本/修订号:

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2.0

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- c) 换版更改时必须在发放新版手册的同时及时收回原受控版手册，除保留存档并加盖“作废”和“保留至”标识的手册外，其余全部销毁。

When the version is changed, the original controlled version manual must be withdrawn in time when the new version of the manual is issued. Except for the manuals that are kept in the archives and stamped with "obsolete" and "retained until" marks, all others will be destroyed.

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引用标注、术语和定义



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Reference standards, terms and definitions

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3 引用标准、术语和定义

Reference standards, terms and definitions

3.1 引用标准

Reference standards

GB/T19000-2016 IDT ISO9000:2015 《质量管理体系 基础和术语》

GB/T19000-2016 IDT ISO9000:2015 "Quality Management System Fundamentals and Terminology"

GB/T19001-2016 IDT ISO9001:2015 《质量管理体系 要求》

GB/T19001-2016 IDT ISO9001:2015 "Quality Management System Requirements"

GB/T24001-2016 IDT ISO14001:2015 《环境管理体系 要求及使用指南》

GB/T24001-2016 IDT ISO14001:2015 "Environmental Management System Requirements and Usage Guide"

GB/T45001-2020 IDT ISO45001:2018 《职业健康安全管理体系 要求及使用指南》

GB/T45001-2020 IDT ISO45001:2018 "Occupational Health and Safety Management System Requirements and Usage Guide"

GB/T19011-2013 IDT ISO19011:2011 《管理体系审核指南》

GB/T19011-2013 IDT ISO19011:2011 "Management System Audit Guide"

产品标准（见公司标准文件清单）。

Product standards (see company standards document list).

质量、环境、职业健康安全法律法规。适用的法律、法规和有关标准规范，具体见公司每年发布的适用质量/环境和职业健康安全的《法律法规和其他要求清单》。

Quality, environment, occupational health and safety management laws and regulations. For applicable laws, regulations and relevant standards and specifications, please refer to the "List of Laws, Regulations and Other Requirements for Applicable Quality/Environment and Occupational Health and Safety" published by the company every year.

上述凡是注日期的文件，仅注日期的版本适用于本手册，凡不注日期的标准，其最新版本（包括所有的修改单）均适用于本手册。

For all the above-mentioned documents with dates, only the dated version applies to this manual. For undated standards, the latest version (including all amendments) applies to this manual.

3.2 术语和定义

Terms and definitions



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本手册等同采用 GB/T19000-2016 IDT ISO9000:2015 标准的术语和定义。

This manual adopts the terms and definitions of the GB/T19000-2016 IDT ISO9000:2015 standard.

3.3 管理体系的方法说明

Method description of management system

3.3.1 过程方法

Process approach

当活动被作为相互关联的功能连贯过程系统进行管理时，可更加有效和高效的得到预期的结果。过程方法包括按照组织的方针和战略方向，对各过程及其相互作用，系统地进行规定和管理，从而实现预期结果。

When activities are managed as a system of interrelated and functionally coherent processes, desired results can be achieved more effectively and efficiently. The process approach involves systematically defining and managing processes and their interactions in accordance with the organization's policies and strategic directions to achieve expected results.

3.3.2 PDCA 循环

PDCA cycle

——策划（Plan）：根据顾客要求、合规义务和公司方针，建立体系的目标及其过程，确定实现结果所需的资源，并识别和应对风险和机遇。

Plan: Based on customer requirements, compliance obligations and company policies, establish the goals and processes of the system, determine the resources required to achieve results, and identify and respond to risks and opportunities.

——实施（Do）：实施所做的策划；

Implementation (Do): Implement the plan;

——检查（Check）：根据方针、目标、要求和经策划的活动，对过程以及形成的产品和服务进行监视和测量（适用时），并报告结果；

Check: Monitor and measure the process and the resulting products and services (when applicable) according to policies, goals, requirements and planned activities, and report the results;

——处置（Act）：必要时，采取措施提高绩效。

Action: When necessary, take steps to improve performance.

3.3.3 基于风险的思维

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Risk-based thinking

风险是不确定性的影响。基于风险的思维要求理解公司的内外部环境和相关方需求，并以确定风险作为体系策划的基础。将基于风险的思维应用于策划和实施管理体系过程，有助于确定形成文件的信息的范围和程度。

Risk is the effect of uncertainty. Risk-based thinking requires understanding the company's internal and external environment and stakeholder needs, and identifying risks as the basis for system planning. Applying risk-based thinking to the planning and implementation of the management system process helps determine the scope and extent of documented information.



4 组织的环境

Organizational environment

4.1 理解组织及其环境

Understand the organization and its environment

4.1.1 公司根据自身实际进行内部因素和外部因素的识别、分析，对影响其实现质量和环境管理体系预期结果的各种外部和内部因素进行必要的管控。这些内部因素和外部因素可以包括需要考虑的正面和负面要素或条件。

The company identifies and analyzes internal and external factors based on its own actual conditions, and conducts necessary management and control of various external and internal factors that affect its ability to achieve the expected results of its quality and environmental management systems. These internal and external factors can include positive and negative elements or conditions that need to be considered.

4.1.2 内部环境因素要考虑公司的内部管理、价值观、企业文化、企业的知识和管理绩效等相关因素。

Internal environmental factors should consider the company's internal management, values, corporate culture, corporate knowledge and management performance and other related factors.

4.1.3 外部因素要考虑国际、国内、本地的各种法律法规、技术、行业竞争、市场环境、外部文化、社会因素和经济因素等相关因素。

External factors should consider various international, domestic and local laws and regulations, technology, industry competition, market environment, external culture, social factors and economic factors and other related factors.

4.1.4 内外部因素包括受公司影响的环境状况或能够影响公司的环境状况。

Internal and external factors include environmental conditions that are affected by the company or that can affect the company.

4.1.5 公司每年定期对这些内部和外部因素的相关信息进行监视和评审，以便及时调整公司战略，应对不断变化的市场。

The company regularly monitors and reviews the relevant information of these internal and external factors every year in order to timely adjust the company's strategy and respond to the changing market.

4.1.6 内部因素:

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Internal factors:

a) 公司战略和方向:

Company strategy and direction:

-产品定位: 高品质 ASME、PED、GB 等规范压力容器以及相关撬撬压力设备的设计制造;

Product positioning: Design and manufacturing of high-quality ASME, PED, GB and other standard pressure vessels and related pressure equipment;

-品质定位: 达到国内同行领先的质量水平;

Quality positioning: reach the leading quality level among domestic peers;

-客户定位: 化工、油气、新能源、制冷、氢能、储能等行业内的优质客户;

Customer positioning: high-quality customers in chemical, oil and gas, new energy, refrigeration, hydrogen energy, energy storage and other industries;

-市场定位: 全球市场;

Market positioning: global market;

b) 企业文化体系:

Corporate culture system:

使命 Mission	为客户创造价值, 为员工创造未来 Create value for customers and create a future for employees
愿景 Vision	成为压力容器行业非标定制领域的隐形冠军 Become the hidden champion in the field of non-standard customization in the pressure vessel industry
核心价值观 Core values	信心、同心、创新 Confidence, concentricity, innovation
人才观 Talent concept	为每一位致力于员工提供充分发展的平台 Provide a platform for full development for every dedicated employee

c) 主要技术和设备设施:

Main technical and equipment facilities:

-主要技术: 公司内的技术、生产及管理骨干人员均是在特种设备行业从业多年, 对于压力容器及压力设备的制造具有丰富的经验, 尤其在 ASME 和 PED 压力容

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器上有着较深的积累。经过多年的技术积累，公司具备较强的压力容器技术工艺及设备提供能力，拥有突出的专业优势。

Main technologies: The company's key technical, production and management personnel have worked in the special equipment industry for many years and have rich experience in the manufacturing of pressure vessels and pressure equipment, especially in ASME and PED pressure vessels. After years of technology accumulation, the company has strong capabilities in providing pressure vessel technology and equipment, and has outstanding professional advantages.

-设备设施：公司拥有大型激光切割机、数控等离子及火焰切割机、卷板机、直流电焊机、手动氩弧焊机、手动脉冲气保焊机、自动气保焊机、自动氩弧焊机、自动埋弧焊机、自动等离子弧焊机、钻床、全自动抛丸机、X射线探伤仪、X射线探伤房、喷漆房等全流程设备，确保了企业产品的品质和准时交付。

Equipment and facilities: The company has large-scale laser cutting machines, CNC plasma and flame cutting machines, plate rolling machines, DC welding machines, manual argon arc welding machines, manual pulse gas shielded welding machines, automatic gas shielded welding machines, automatic argon arc welding machines, Full-process equipment such as automatic submerged arc welding machines, automatic plasma arc welding machines, drilling machines, fully automatic shot blasting machines, X-ray flaw detectors, X-ray flaw detection rooms, and spray painting rooms ensure the quality and on-time delivery of the company's products.

4.1.7 外部因素：

External factors:

a) 公司运营的法规和政策环境：

The regulatory and policy environment in which the company operates:

①公司规范治理：公司的经营行为是在国家相关法律法规允许的范围内展开的，如遵循《公司法》、《会计法》、《经济合同法》、《产品质量法》、《企业所得税法》、《消防法》等。

Corporate governance: The company's business operations are carried out within the scope permitted by relevant national laws and regulations, such as following the "Company Law", "Accounting Law", "Economic Contract Law", "Product Quality Law", "Enterprise Income Tax Law", "Fire Protection Law", etc.

②保障员工权益与社会责任：包括遵循《劳动法》、《工会法》、《消费者权益保护法》、《环境保护法》、《安全生产法》、《职业病防治法》、ISO14001、

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OHSAS18001 标准。

Protect employees' rights and interests and social responsibilities: including compliance with the Labor Law, Trade Union Law, Consumer Rights Protection Law, Environmental Protection Law, Production Safety Law, Occupational Disease Prevention and Control Law, ISO14001, and OHSAS18001 standards.

③产品标准的执行与制定、市场准入：《中华人民共和国特种设备安全法》、《特种设备安全监察条例》、《锅炉压力容器制造许可条件》、ASME BPVC Section VIII div.1、2014/68/EU。

Implementation and formulation of product standards, market access: "Special Equipment Safety Law of the People's Republic of China", "Special Equipment Safety Supervision Regulations", "Boiler and Pressure Vessel Manufacturing License Conditions", ASME BPVC Section VIII div.1, 2014/68/ EU.

b) 宏观经济学因素，例如货币兑换汇率预测、国家经济走向、通货膨胀预测、信贷可得性；

Macroeconomic factors, such as currency exchange rate forecasts, national economic trends, inflation forecasts, and credit availability;

c) 社会因素，例如本地失业率、安全感、教育水平、公共假日及工作时间；

Social factors, such as local unemployment rate, sense of security, education level, public holidays and working hours;

d) 政治因素，例如政治稳定性、公共投入、本地基础设施、国际贸易协议；

Political factors such as political stability, public investment, local infrastructure, international trade agreements;

e) 技术因素，例如新领域科技、材料及设备、专利有效期；

Technical factors, such as new field technology, materials and equipment, and patent validity period;

f) 竞争力，包括组织市场占有率、相似或可替代产品及服务、市场领先者趋势、顾客增长趋势、市场稳定性；

Competitiveness, including the organization's market share, similar or substitutable products and services, market leader trends, customer growth trends, and market stability;

4.1.8 管理者代表组织确定对这些内、外部因素进行分析的项目，分析可采用 SWOT 分析、战略分析（政治、经济、社会、科技）、行业环境分析等方法，以确定公司的优

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劣势以及风险和机遇。办公室具体组织相关部门对这些信息进行分析、监视和评审，在体系策划或管理评审前，形成《组织内外部环境要素识别表》

Managers, on behalf of the organization, determine projects to analyze these internal and external factors. The analysis can use SWOT analysis, strategic analysis (political, economic, social, technological), industry environment analysis and other methods to determine the company's strengths and weaknesses and Risks and Opportunities. The office specifically organizes relevant departments to analyze, monitor and review this information, and form an "Organizational Internal and External Environmental Element Identification Form" before system planning or management review.

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4.2 理解相关方的需求和期望

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Understand the needs and expectations of relevant parties



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4.2 理解相关方的需求和期望

Understand the needs and expectations of relevant parties

4.2.1 由于相关方对公司持续提供符合顾客要求和适用法律法规要求的产品和服务的能力产生影响或潜在影响，因此，公司应按相关程序的确定：

Since relevant parties have an impact or potential impact on the company's ability to continue to provide products and services that meet customer requirements and applicable laws and regulations, the company should determine according to relevant procedures:

a) 与管理体系有关的相关方，如顾客、最终用户、股东、银行、外部供应商、员工及监管部门等。

Relevant parties related to the management system, such as customers, end users, shareholders, banks, external suppliers, employees and regulatory authorities, etc.

b) 这些相关方的要求，如顾客对产品和服务的质量、价格、交付能力；员工的工作环境。

The requirements of these relevant parties, such as customers' quality, price, and delivery capabilities of products and services; the working environment of employees.

c) 这些需求和期望中哪些将成为公司的合规义务。

Which of these needs and expectations will become the company's compliance obligations.

4.2.2 公司确定相关方相关性的准则：

The company's criteria for determining the relevance of related parties:

——对公司绩效或决策的潜在影响或损害；

Potential impact or harm on the Company's performance or decision-making;

——利益相关方产生风险及机遇的能力；

The ability of stakeholders to generate risks and opportunities;

——被公司决策或活动影响的能力。

The ability to be affected by company decisions or activities.

4.2.3 管理者代表组织对这些相关方及其要求的相关信息进行监视和评审，在体系策划或管理评审前，办公室汇总并编制《相关方及其需求和期望清单》。

The manager represents the organization to monitor and review the relevant information of these

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relevant parties and their requirements. Before system planning or management review, the office summarizes and prepares a "List of Relevant Parties and Their Needs and Expectations".

4.2.4 相关/引用文件

Related/referenced documents

《组织环境与相关方要求管理程序》

"Organizational Environment and Stakeholder Requirements Management Procedure"

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4.3 确定管理体系范围

Determine the scope of the management system

4.3.1 公司质量、环境和职业健康安全管理体系的边界和适用性决定了质量、环境和职业健康安全管理体系的控制范围。

The boundaries and applicability of the company's quality, environment and occupational health and safety management systems determine the control scope of the quality, environment and occupational health and safety management systems.

4.3.2 在确定公司质量、环境和职业健康安全管理体系范围时，组织应考虑：

When determining the scope of the company's quality, environmental and OH&S management system, the organization should consider:

a) 各种内部和外部因素，见 4.1；

Various internal and external factors, see 4.1;

b) 相关方的要求及相关的合规义务，见 4.2；

For the requirements of relevant parties and related compliance obligations, see 4.2;

c) 其组织单元、职能和物理边界；

Its organizational units, functions and physical boundaries;

d) 组织的产品、活动和服务。

The organization's products, activities and services.

e) 其实施控制与施加影响的权限和能力。

Its authority and ability to exercise control and influence.

4.3.3 对本公司确定的质量、环境和职业健康安全管理体系范围的全部要求，组织应予以实施。

The organization shall implement all requirements for the scope of the quality, environment and occupational health and safety management systems determined by the company

4.3.4 本公管理体系的范围和要求已在手册第 2 章“手册概述”中进行了阐述。

The scope and requirements of our management system are described in Chapter 2 of the Manual, "Manual Overview".

4.3.5 相关范围描述和适用条款都以文件信息加以保持。并可为相关方获取。

Relevant scope descriptions and applicable terms are maintained in documented information. and available to interested parties.

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4.3.6 如果公司的质量、环境和职业健康安全管理体系的应用范围不适用本标准的某些要求，应说明理由。那些不适用组织的质量、环境和职业健康安全管理体系的要求，不能影响组织确保产品和服务合格以及增强顾客满意的能力或责任，否则不能声称符合本标准。

If the application scope of the company's quality, environment and occupational health and safety management systems does not apply to certain requirements of this standard, the reasons should be explained. Requirements that do not apply to the organization's quality, environmental and occupational health and safety management systems cannot affect the organization's ability or responsibility to ensure that its products and services are qualified and to enhance customer satisfaction. Otherwise, compliance with this standard cannot be claimed.

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4.4 管理体系及其过程

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4.4 管理体系及其过程

Management system and its processes

4.4.1 本章节规定了公司在建立并保持文件化的质量、环境和职业健康安全管理体系时，应遵循的要求并明确：

This chapter stipulates the requirements that companies should follow when establishing and maintaining documented quality, environmental and occupational health and safety management systems and clarifies:

a) 识别管理体系所需的过程及其在组织中的应用；

Identify the processes required for the management system and their application in the organization;

b) 确定这些过程中的顺序和相互作用；

Determine the sequence and interactions in these processes;

c) 确定为确保过程有效运行、产品质量控制所需的准则和方法；

Determine the criteria and methods required to ensure effective operation of the process and product quality control;

d) 确保可以获得必要的资源与信息，以支持这些过程的有效运行和对这些过程进行监视；

Ensure that necessary resources and information are available to support the effective operation and monitoring of these processes;

e) 监视、测量和分析这些过程；

Monitor, measure and analyze these processes;

f) 实施必要的措施，以实现对这些过程策划的结果和对这些过程的持续改进。

Implement necessary measures to achieve the planned results of these processes and the continuous improvement of these processes.

4.4.2 根据过去公司实际管理经验总结与公司产品结构特点，为使体系的运行质量不断提高，在下列关键环节中必须得到进一步控制、保持和持续改进：

Based on the summary of the company's actual management experience in the past and the characteristics of the company's product structure, in order to continuously improve the operating quality of the system, the following key links must be further controlled, maintained and continuously improved:

a) 文件化体系管理控制过程；

Documented system management and control process;

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b) 体系策划与审核管理过程;

System planning and review management process;

c) 产品实现的策划及产品的设计开发、工艺开发过程;

Product realization planning, product design and development, and process development processes;

d) 与顾客有关的评审、服务与顾客信息反馈管理控制过程;

Customer-related review, service and customer information feedback management and control processes;

e) 采购控制及物流控制过程;

Procurement control and logistics control processes;

f) 生产制造及外包加工过程;

Manufacturing and outsourcing processing processes;

g) 产品的监视测量与不合格品的管理控制过程;

Product monitoring and measurement and management and control process of non-conforming products;

h) 监视和测量设备使用控制过程;

Monitoring and measuring equipment usage control process;

i) 资源的提供与管理过程 (包括人力资源、基础设施与工作环境);

Resource provision and management processes (including human resources, infrastructure and work environment);

j) 数据分析与持续改进控制过程。

Data analysis and continuous improvement of the control process.

4.4.3 公司按 ISO9001:2015、ISO14001:2015、ISO45001:2018 标准的要求建立文件化的质量、环境和职业健康安全管理体系, 加以实施和保持, 并持续改进。

The company establishes documented quality, environmental and occupational health and safety management systems in accordance with the requirements of ISO9001:2015, ISO14001:2015 and ISO45001:2018 standards, implements and maintains them, and continuously improves them.

4.4.4 为使公司质量、环境和职业健康安全管理体系有效运行, 并持续改进, 各部门应:

In order to make the company's quality, environment and occupational health and safety management systems operate effectively and continuously improve, each department should:

a) 按质量、环境和职业健康安全管理体系文件中的规定贯彻实施, 文件中的规定与实际运作应保持一致。

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Implement the regulations in the quality, environment and occupational health and safety management system documents, and the regulations in the documents should be consistent with actual operations.

- b) 随着质量、环境和职业健康安全管理体系的变化，质量、环境和职业健康安全方针、目标的变化，应定期评审，及时修订质量、环境和职业健康安全管理体系文件，确保其有效性、充分性和适宜性。

As the quality, environment and occupational health and safety management system changes, and the quality, environment and occupational health and safety policies and objectives change, the quality, environment and occupational health and safety management system documents should be reviewed regularly and the quality, environment and occupational health and safety management system documents should be revised in a timely manner to ensure their effectiveness, adequacy and suitability.

- c) 质量、环境和职业健康安全管理体系建立后，应不断完善，持续改进，提高有效性和效率。

After the quality, environment and occupational health and safety management system is established, it should be continuously improved and improved to improve effectiveness and efficiency.



5 领导作用

Leadership role

5.1 领导作用与承诺

Leadership and commitment

5.1.1 总则

General provisions

最高管理者应证实其对质量、环境和职业健康安全管理体系的领导作用和承诺, 通过:

Top management shall demonstrate its leadership and commitment to quality, environmental and occupational health and safety management systems by:

a) 对质量、环境和职业健康安全管理体系的有效性承担责任;

Take responsibility for the effectiveness of quality, environmental and occupational health and safety management systems;

b) 确保制定质量、环境和职业健康安全管理体系的质量方针和质量目标, 并与组织环境和战略方向相一致;

Ensure that the quality policy and quality objectives of the quality, environmental and occupational health and safety management system are formulated and consistent with the organizational environment and strategic direction;

c) 确保质量、环境和职业健康安全管理体系要求融入与组织的业务过程;

Ensure quality, environmental and OH&S management system requirements are integrated into the organization's business processes;

d) 促进使用过程方法和基于风险的思维;

Promote the use of process approaches and risk-based thinking;

e) 确保获得质量、环境和职业健康安全管理体系所需的资源;

Ensure access to the resources required for quality, environmental and OH&S management systems;

f) 沟通有效的质量管理和符合质量、环境和职业健康安全管理体系要求的重要性;

Communicate the importance of effective quality management and compliance with quality, environmental and occupational health and safety management system requirements;

g) 确保实现质量、环境和职业健康安全管理体系的预期结果;

Ensure that the expected results of the quality, environmental and occupational health and safety management system are achieved;

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- h) 促使、指导和支持员工努力提高质量、环境和职业健康安全管理体系的有效性;
Promote, guide and support employees in their efforts to improve the effectiveness of quality, environmental and occupational health and safety management systems;
- i) 推动改进;
Drive improvements;
- j) 支持其他管理者履行其相关领域的职责。
Support other managers in fulfilling their responsibilities in related areas.
- k) 保护工作人员不因报告事件、危险源、风险和机遇而遭受报复。
Protect workers from retaliation for reporting incidents, hazards, risks and opportunities.
- l) 确保公司建立和实施工作人员的协商和参与的过程。
Ensure that the company establishes and implements processes for staff consultation and participation.
- m) 支持职业健康委员会的建立和运行。对管理体系的有效性承担责任;
Support the establishment and operation of occupational health committees. Take responsibility for the effectiveness of the management system;

5.1.2 以顾客为关注焦点

Focus on customers

最高管理者应证实其以顾客为关注焦点的领导作用和承诺,通过:

Top management should demonstrate leadership and commitment to customer focus by:

- a) 确定、理解并持续满足顾客要求以及适用的法律法规要求; 办公室编制适用的与产品和服务有关的法律、法规清单。
Determine, understand and continue to meet customer requirements and applicable legal and regulatory requirements; the office compiles a list of applicable laws and regulations related to products and services.
- b) 确定和应对能够影响产品、服务符合性以及增强顾客满意能力的风险和机遇;
Determine and respond to risks and opportunities that can affect the conformity of products and services and the ability to enhance customer satisfaction;
- c) 始终致力于增强顾客满意。执行《与顾客有关的过程控制程序》的有关要求
Always strive to enhance customer satisfaction. Implement relevant requirements of "Customer-Related Process Control Procedures"

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5.2 质量、环境和职业健康安全方针

Quality, environment and occupational health and safety policy

5.2.1 制定方针

Develop policies

公司质量、环境和职业健康安全方针见管理手册 1.6 章节。

The company's quality, environmental and occupational health and safety policies are found in Chapter 1.6 of the Management Manual.

公司质量、环境和职业健康安全方针由总经理制定、批准、发布，质量、环境和职业健康安全方针的制定应：

The company's quality, environment and occupational health and safety policies are formulated, approved and issued by the general manager. The formulation of the quality, environment and occupational health and safety policies should be:

a) 适应组织的宗旨和组织所处环境（包括其活动、产品和服务的性质、规模和环境影响），并支持其战略方向；

Adapt to the purpose of the organization and the context in which it operates (including the nature, scale and environmental impact of its activities, products and services) and support its strategic direction;

b) 为制定质量目标 and 环境目标提供框架；

Provide a framework for setting quality and environmental goals;

c) 包括满足适用要求的承诺；

Includes a commitment to meet applicable requirements;

d) 包括保护环境的承诺，其中包含污染预防及其他与组织所处环境有关的特定承诺；

Includes a commitment to protecting the environment, including pollution prevention and other specific commitments related to the environment in which the organization operates;

e) 包括履行其合规义务的承诺；

Includes a commitment to fulfill its compliance obligations;

f) 包括持续改进质量、环境和职业健康安全管理体系以提高质量管理绩效和环境绩效的承诺。

Includes a commitment to continuously improve quality, environmental and occupational health

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and safety management systems to improve quality management performance and environmental performance.

5.2.2 沟通方针

Communication policy

- a) 质量、环境和职业健康安全方针以文件的形式发布，在公司内部以橱窗、内部网络、宣传画等形式，以便让员工及时知晓。

The quality, environment and occupational health and safety policies are published in the form of documents and displayed within the company in the form of showcases, internal networks, posters, etc., so that employees can be informed in a timely manner.

- b) 公司应将质量、环境和职业健康安全方针对全体员工进行宣讲、教育，确保每个员工熟悉、理解并贯彻执行。

The company should publicize and educate all employees on quality, environment and occupational health and safety policies to ensure that each employee is familiar with, understands and implements them.

- c) 必要时，质量、环境和职业健康安全方针及质量政策要求向相关方提供，告知相关方。

When necessary, quality, environmental and occupational health and safety guidelines and quality policy requirements are provided to relevant parties and informed to relevant parties.

- d) 公司应通过管理评审对质量、环境和职业健康安全方针进行适宜性评审和修订，以反映不断变化的内部、外部条件和信息。

The company should review and revise the suitability of quality, environment and occupational health and safety policies through management reviews to reflect changing internal and external conditions and information.

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5.3 公司岗位、职责和权限

Company positions, responsibilities and authorities

为了有效的实施管理体系，本公司确定了组织结构(见 1.9 章节)，并规定了各级各岗位人员职责、权限和相互关系，并在公司内对各级员工进行了必要的传达，各职能部门的职能分配表(1.10 章节)。

In order to effectively implement the management system, the company has determined the organizational structure (see Chapter 1.9), stipulated the responsibilities, authorities and mutual relationships of personnel at all levels and positions, and carried out necessary communication to employees at all levels within the company. Department function allocation table (section 1.10).

5.3.1 总经理

General Manager

- a) 负责质量/环境/职业健康安全体系的策划，负责公开的环境和安全生产承诺，遵守环境保护和安全生产的法律法规，制定质量、环境和职业健康安全方针，并签署批准、颁布质量、环境、职业健康安全方针；负责质量/环境/职业健康安全体系的管理评审工作；

Responsible for the planning of the quality/environment/occupational health and safety system, responsible for public environmental and production safety commitments, complying with laws and regulations on environmental protection and production safety, formulating quality, environmental and occupational health and safety policies, and signing and approving and promulgating quality, Environmental and occupational health and safety policies; responsible for the management review of quality/environment/occupational health and safety systems;

- b) 任命管理者代表，负责确定公司的组织结构及各部门负责人的职责；

Appoint a management representative who is responsible for determining the company's organizational structure and the responsibilities of the heads of each department;

- c) 负责批准《管理手册》、“环境/职业健康安全目标、指标和管理方案”和“培训计划”；

Responsible for approving the "Management Manual", "Environmental/Occupational Health and Safety Objectives, Indicators and Management Plans" and "Training Plan";

- d) 确保提供建立、实施并保持质量环境和职业健康安全管理体系所必要的资源；

Ensure that the necessary resources are provided to establish, implement and maintain quality, environmental and occupational health and safety management systems;

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e) 负责特殊合同的批准和签订, 批准分/承包方的定点、扩点、撤点和恢复, 批准《合格供应商名录》;

Responsible for the approval and signing of special contracts, approving the designation, expansion, withdrawal and restoration of sub/contractors, and approving the "List of Qualified Suppliers";

f) 对公司产品质量全面负责, 对重大的批不合格品做出处置。

Be fully responsible for the company's product quality and deal with major batches of substandard products.

5.3.2 管理者代表

Management representatives

a) 负责质量环境和职业健康安全管理体系建立、实施和保持的具体事宜, 向总经理报告运行情况, 并提出改进的建议;

Responsible for the specific matters of establishing, implementing and maintaining the quality environment and occupational health and safety management system, reporting the operation status to the general manager and making suggestions for improvement;

b) 负责促进全体员工形成满足顾客要求的意识;

Responsible for promoting the awareness of all employees to meet customer requirements;

c) 负责质量环境和职业健康安全管理体系文件发放范围及程序文件的批准, 《质量环境职业健康安全管理体系手册》和“质量计划”的审核;

Responsible for the approval of the scope and procedure documents of the quality environment and occupational health and safety management system documents, and the review of the "Quality, Environment and Occupational Health and Safety Management Manual" and the "Quality Plan";

d) 负责质量目标、环境和职业健康安全目标、指标和管理方案的审核和组织实施;

Responsible for the review and organizational implementation of quality objectives, environmental and occupational health and safety objectives, indicators and management plans;

e) 负责选定审核组长和审核员, 组织编写和审批内部审核计划;

Responsible for selecting audit team leaders and auditors, organizing the preparation and approval of internal audit plans;

f) 批准顾客满意度调查表或调查方案;

Approve the customer satisfaction survey form or survey plan;

g) 组织并参加管理评审, 向总经理汇报质量环境和职业健康安全管理体系的运行

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情况, 并提出改进建议;

Organize and participate in management reviews, report to the general manager on the operation of the quality environment and occupational health and safety management systems, and make suggestions for improvements;

h) 就质量环境和职业健康安全体系有关事宜与第三方认证机构进行沟通和联络。

Communicate and liaise with third-party certification agencies on matters related to quality environment and occupational health and safety systems.

5.3.3 工作人员代表

Staff representatives

a) 由总经理任命或员工推荐产生;

Appointed by the general manager or recommended by employees;

b) 对全体员工负责, 直接向管理者代表或总经理反映职业健康运行的情况, 反映员工的意见;

Responsible for all employees, directly report the status of occupational health operations and employees' opinions to the management representative or general manager;

c) 适当参与危险源辨识、风险评价和控制措施的确定; 适当参与事件调查;

Appropriately participate in hazard identification, risk assessment and determination of control measures; appropriately participate in incident investigation;

d) 参与职业健康安全方针和目标的制定和评审;

Participate in the formulation and review of occupational health and safety policies and objectives;

e) 对影响员工职业健康安全的任何变更进行协商; 对职业健康安全事务发表意见;

Negotiate on any changes affecting employee occupational health and safety; express opinions on occupational health and safety matters;

f) 了解员工及相关方对健康安全的满意度, 及时沟通并提出有关建议;

Understand the satisfaction of employees and relevant parties with health and safety, communicate in a timely manner and make relevant suggestions;

g) 自发遵守已确认的法律法规及其他要求, 负责宣导员工对健康安全、环境、节能降耗进行自查意识。

Voluntarily comply with confirmed laws, regulations and other requirements, and be responsible for promoting employees' self-examination awareness of health and safety, environment, energy conservation and consumption reduction.

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管理手册

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Management manual

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领导作用

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5.3 公司岗位、职责和权限

Chapter number:

Company positions, responsibilities and authorities

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5.3.4 各部门负责人

Heads of each department

- a) 作为本部门的管理负责人，有责任使本部门人员充分理解质量、环境、职业健康安全方针并使之贯彻执行；有责任持续改进本部门的工作绩效。

As the manager of the department, he has the responsibility to ensure that the department personnel fully understand the quality, environment, and occupational health and safety policies and implement them; he has the responsibility to continuously improve the work performance of the department.

- b) 规定所属人员的职责、权限及相应关系，并接受上级的监督和指导。

Specify the responsibilities, authorities and corresponding relationships of subordinate personnel, and accept supervision and guidance from superiors.

- c) 制定本部门的管理目标、指标、管理方案；组织开展及落实与本部门相关的管理工作；负责对本部门潜在环境污染、职业健康安全事件和紧急情况的确和确定和控制；负责组织本部门的应急准备与响应以及事故的消除工作；组织整改本部门管理中的不符合项。

Formulate the management objectives, indicators, and management plans of the department; organize the development and implementation of management work related to the department; be responsible for the identification and control of potential environmental pollution, occupational health and safety accidents and emergencies in the department; be responsible for organizing the department's Emergency preparation and response and accident elimination; organize the rectification of non-conformities in the management of this department.

- d) 遵守已确认适用的法律、法规及其他要求；负责对管理体系的运行进行自查。

Comply with confirmed applicable laws, regulations and other requirements; be responsible for self-examination of the operation of the management system.

- e) 保证所属人员得到适当培训，指导、协调、监督和检查下属是否严格按规定的职责和程序工作。

Ensure that subordinate personnel receive appropriate training, guide, coordinate, supervise and check whether subordinates work strictly in accordance with prescribed responsibilities and procedures.

- f) 负责本部门的节能降耗工作，对本部门的安全生产负全面责任。做好本部门的消

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防和安全工作，减少疾病和工伤事故。

Responsible for the department's energy conservation and consumption reduction work, and fully responsible for the department's safe production. Do a good job in fire protection and safety work in the department to reduce diseases and work-related injuries.

- g) 负责相应业务范围内的外部信息和本部门的信息交流，并就质量环境安全管理体系绩效做好信息的交流、传递和处理工作。

Responsible for the exchange of external information within the corresponding business scope and the department's information, and the exchange, transmission and processing of information on the performance of the quality, environmental and safety management system.

- h) 确保本部门的设施、工作环境能够满足质量、环保和职业健康安全的需求。

Ensure that the department's facilities and working environment can meet the needs of quality, environmental protection and occupational health and safety.

- i) 汇集、报告和处理本部门员工意见和建议。

Gather, report and process comments and suggestions from department employees.

- j) 负责与本部门相关作业文件的编写、修订工作；负责本部门文件和记录的管理。

Responsible for the preparation and revision of operating documents related to the department; responsible for the management of files and records of the department.

5.3.5 各部门管理职责

Management responsibilities of each department

详见《各部门职责》和各类人员职务说明书汇编。

For details, please refer to the "Responsibilities of Each Department" and the compilation of job descriptions for various personnel.



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5.4 参与与协商

Participation and consultation

5.4.1 公司建立、实施和保持《信息沟通控制程序》，由所有相关层次和职能部门的员工和员工代表（如有）参与（包括协商）建立、策划、实施、评价和改进职业健康安全管理体系。公司应：

The company establishes, implements and maintains the "Information Communication Control Procedure", and involves employees and employee representatives (if any) from all relevant levels and functional departments to participate (including consultation) in establishing, planning, implementing, evaluating and improving occupational health and safety management system. Companies should:

5.4.1.1 提供参与所需的机制、时间、培训和资源；

Provide the mechanisms, time, training and resources required for participation;

5.4.1.2 及时提供有关职业健康安全管理体系的清晰的、可理解的和相关的信息；

Provide clear, understandable and relevant information about the OH&S management system in a timely manner;

5.4.1.3 识别和消除妨碍参与的障碍或障碍物，并最大限度地降低那些无法消除的障碍或障碍物；障碍和障碍物可能包括没有对员工的输入或建议做出回应，语言或读写障碍，报复或报复的威胁以及使员工丧失参与信心的或妨碍员工参与的方针或做法。

Identify and remove barriers or barriers to participation and minimize those that cannot be removed; barriers and barriers may include failure to respond to employee input or suggestions, language or literacy barriers, retaliation or threats of retaliation, and policies or practices that discourage employees from participating or prevent employees from participating.

5.4.1.4 特别强调非管理类员工参与下述活动：

Special emphasis is placed on non-management employees participating in the following activities:

a) 确定他们参与和协商的机制；

Identify mechanisms for their participation and consultation;

b) 危险源辨识和风险评估（见 6.1, 6.1.1 和 6.1.2）；

Hazard source identification and risk assessment (see 6.1, 6.1.1 and 6.1.2);

c) 控制危险源和风险（见 6.1.4）的措施；

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Measures to control hazards and risks (see 6.1.4);

d) 识别能力、培训和培训评价的需求 (见 7.2) ;

Identify competency, training and training evaluation needs (see 7.2);

e) 确定需要沟通的信息以及如何沟通 (见 7.4) ;

Determine what information needs to be communicated and how it should be communicated (see 7.4);

f) 确定控制措施及其有效应用 (见 8.1, 8.2 和 8.6) ;

Determine control measures and their effective application (see 8.1, 8.2 and 8.6);

g) 调查事件和不符合并确定纠正措施 (见 10.1) ;

Investigate incidents and non-conformities and determine corrective actions (see 10.1);

5.4.1.5 特别强调非管理类员工参与协商下述活动:

Special emphasis is placed on the participation of non-management employees in negotiating the following activities:

a) 确定相关方的需求和期望 (见 4.2) ;

Determine the needs and expectations of relevant parties (see 4.2);

b) 制定方针 (见 5.2) ;

Develop policies (see 5.2);

c) 适用时分配公司的岗位、职责、责任和权限 (见 5.3) ;

Assign company positions, duties, responsibilities and authorities where applicable (see 5.3);

d) 确定如何应用法律法规要求和其他要求 (见 6.1.3) ;

Determine how legal, regulatory and other requirements will be applied (see 6.1.3);

e) 制定职业健康安全目标 (见 6.2.1) ;

Establish occupational health and safety objectives (see 6.2.1);

f) 确定外包、采购和分包商的适用的控制方法 (见 8.3, 8.4 和 8.5) ;

Determine the applicable control methods for outsourcing, procurement and subcontractors (see 8.3, 8.4 and 8.5);

g) 确定哪些需要监视、测量和评价; (见 9.1.1) ;

Determine what needs to be monitored, measured and evaluated; (see 9.1.1);

h) 策划、建立、实施并保持一个或多个审核方案 (见 9.2.2) ;

Plan, establish, implement and maintain one or more audit programs (see 9.2.2);

i) 建立一个或多个持续改进过程 (见 10.2.2) 。

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Establish one or more continuous improvement processes (see 10.2.2).

j) 参与可能包括, 适用时, 积极参与健康安全委员会和员工代表。

Participation may include, where applicable, active participation in health and safety committees and employee representatives.



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6 策划

Planning

6.1 应对风险和机遇的措施

Measures to deal with risks and opportunities

6.1.1 识别风险和机遇

Identify risks and opportunities

策划质量、环境和职业健康安全管理体系，组织应考虑到内外部因素和相关方的要求，内外部环境要素信息的获取应考虑：

When planning the quality, environment and occupational health and safety management system, the organization should take into account internal and external factors and the requirements of relevant parties. The acquisition of information on internal and external environmental factors should consider:

- a) 可能对企业的目标造成影响的变更和趋势；
Changes and trends that may affect the company’s goals;
- b) 与相关方的关系，以及相关方的理念、价值观；
Relationship with relevant parties, as well as the concepts and values of relevant parties;
- c) 企业管理、战略优先、内部政策和承诺；
Corporate management, strategic priorities, internal policies and commitments;
- d) 资源的获得和优先供给、技术变更；
Acquisition and priority supply of resources and technological changes;
- e) 与质量、环境和职业健康安全管理体系有关的相关方要求。

确定需要应对的风险和机遇，以便：

Stakeholder requirements related to quality, environmental and occupational health and safety management systems. Identify risks and opportunities that need to be addressed to:

- a) 确保质量、环境和职业健康安全管理体系能够实现其预期结果；
Ensure that quality, environmental and OH&S management systems achieve their intended results;
- b) 增强有利影响；
Enhance beneficial effects;
- c) 预防或减少不期望的影响，包括外部环境状况对组织的潜在影响；
Prevent or reduce undesirable impacts, including potential impacts of external environmental conditions on the organization;



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d) 实现持续改进。

Enable continuous improvement.

组织应确定其环境管理体系范围内的潜在紧急情况，特别是那些可能具有环境影响的潜在紧急情况。组织应保持需要应对的风险和机遇的文件化信息；

The organization should identify potential emergency situations within the scope of its environmental management system, particularly those that may have environmental impacts. The organization should maintain documented information about the risks and opportunities that need to be addressed;

6.1.2 环境因素/危险源

Environmental factors/hazard sources

6.1.2.1 环境因素的控制:

Control of environmental factors:

组织应在所界定的环境管理体系范围内，确定其活动、产品和服务中能够控制和能够施加影响的环境因素及其相关的环境影响。组织在识别环境因素时应考虑生命周期观点。

The organization shall determine the environmental factors that it can control and influence in its activities, products and services and their related environmental impacts within the scope of the defined environmental management system. Organizations should consider a life cycle perspective when identifying environmental factors.

组织在识别和评价环境因素时，组织必须考虑：

When an organization identifies and evaluates environmental factors, the organization must consider:

a) 变更，包括已纳入计划的或新的开发，以及新的或修改的活动、产品和服务；

Changes, including the incorporation of planned or new developments, and new or modified activities, products and services;

b) 异常状况和可合理预见的紧急情况。

Abnormal conditions and reasonably foreseeable emergencies.

组织应根据所建立的准则，确定那些具有或可能具有重大环境影响的环境因素（重要环境因素），适当时，组织应在其各层次和职能间沟通其重要环境因素。

The organization shall, in accordance with established criteria, identify those environmental aspects that have or may have significant environmental impacts (significant environmental aspects). When appropriate, the organization shall communicate its significant environmental aspects at all levels and functions.

组织应保持确定其重要环境因素的准则、环境因素及相关环境影响、重要环境因素等文件化信息。

The organization shall maintain documented information such as criteria for determining its significant

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● 高处坠落;

Fall from height;

● 物理爆炸

Physical explosion

● 其他。

Others.

● 化学爆炸;

Chemical explosion;

● 中毒和窒息;

Poisoning and suffocation;

f) 评价危险源风险因素时应考虑对危险源风险影响的规模、范围、发生频次、社会关注程度、法律法规的符合性及资源消耗等;

When evaluating hazard risk factors, the scale, scope, frequency of occurrence, degree of social concern, compliance with laws and regulations, and resource consumption, etc. should be considered;

g) 对评价出的重大危险源因素和不可接受风险, 由办公室负责编制《目标指标管理方案》, 上报管理者代表审批;

For the major hazard factors and unacceptable risks evaluated, the office will be responsible for preparing the "Target Indicator Management Plan" and submit it to the management representative for approval;

h) 当生产过程中的活动或服务发生较大变化以及法律及其他要求更新时, 应及时对危险源进行补充识别, 评价并确定不可接受风险。办公室组织每年定期补充识别风险因素、评价不可接受风险, 并及时更新。

When activities or services in the production process undergo major changes and legal and other requirements are updated, hazard sources should be additionally identified in a timely manner, and unacceptable risks should be evaluated and determined. The office organizes regular supplementary work every year to identify risk factors, evaluate unacceptable risks, and update them in a timely manner.

6.1.3 合规义务

Compliance obligations

建立、实施并保持程序来识别与公司的活动、产品和服务有关的法律、法规和其它要求, 并建立获取这些要求的渠道。确定适用的法律、法规和其它要求如何运用到公司的活动、产品和服务以及相关的环境因素和风险因素:

Establish, implement and maintain procedures to identify legal, regulatory and other requirements relevant to the company's activities, products and services and establish access to these requirements. Determine how

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applicable laws, regulations and other requirements apply to the company's activities, products and services and related environmental factors and risk factors:

a) 组织应确定并获取与其环境因素、危险源有关的合规义务;

The organization should determine and obtain compliance obligations related to its environmental factors and hazard sources;

b) 组织应确定如何将这此合规义务应用于组织;

The organization shall determine how these compliance obligations apply to the organization;

c) 组织在建立、实施、保持和持续改进其环境管理体系时必须考虑这此合规义务;

The organization must consider these compliance obligations when establishing, implementing, maintaining and continuously improving its environmental management system;

d) 组织应保持其合规义务的文件化信息;

The organization should maintain documented information of its compliance obligations;

e) 组织的合规义务可能会给组织带来风险和机遇。

An organization's compliance obligations may create risks and opportunities for the organization.

6.1.4 策划应对质量和环境的风险和机遇

Plan to address quality and environmental risks and opportunities

6.1.4.1 组织应策划采取措施对这些风险和机遇进行管理:

The organization should plan actions to manage these risks and opportunities:

a) 重要环境因素;

Important environmental factors;

b) 重大危险源因素及不可接受风险;

Major hazard factors and unacceptable risks;

c) 合规义务;

Compliance obligations;

d) 6.1.1 所识别的风险和机遇。

Risks and opportunities identified in 6.1.1.

6.1.4.2 组织应策划如何在质量、环境和职业健康安全管理体系过程中整合并实施这此措施,

评价这此措施的有效性。

The organization shall plan how to integrate and implement these measures in the quality, environmental and occupational health and safety management system processes and evaluate the

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effectiveness of these measures.

6.1.4.3 应对风险和机遇的措施应与其对于产品和服务符合性的潜在影响相适应。

Measures to address risks and opportunities should be proportionate to their potential impact on the conformity of products and services.

6.1.4.4 风险与机遇识别时机包括质量、环境和职业健康安全管理体系策划、企业宗旨变化、战略变化、内外部环境变化、组织及其背景、相关方的需求和期望变化。

The timing of risk and opportunity identification includes quality, environmental and occupational health and safety management system planning, changes in corporate purpose, strategic changes, changes in internal and external environments, changes in the organization and its background, and changes in the needs and expectations of relevant parties.

6.1.4.5 当策划这些措施时，组织应考虑其可选技术方案、财务、运行和经营要求。

When planning these measures, the organization shall consider its technical options, financial, operational and operational requirements.

6.1.5 相关/引用文件

Related/referenced documents

《风险和机遇的应对措施控制程序》

"Response Control Procedures for Risks and Opportunities"

《环境因素识别和评价管理程序》

"Environmental Factor Identification and Evaluation Management Procedure"

《危险源辨识、风险评价和控制程序》

"Hazard Source Identification, Risk Assessment and Control Procedures"

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6.2 管理目标及其实现的策划

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Management objectives and planning for their achievement



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6.2 管理目标及其实现的策划

Management objectives and planning for their realization

6.2.1 质量、环境和职业健康安全目标。

Quality, environment and occupational health and safety management objectives.

6.2.1.1 公司质量、环境和职业健康安全目标见管理手册 1.6 章节。

For the company's quality, environment and occupational health and safety management objectives, see Chapter 1.6 of the Management Manual.

6.2.1.2 总经理负责批准发布公司质量目标、环境目标和职业健康安全目标。

The general manager is responsible for approving and issuing the company's quality goals, environmental goals and occupational health and safety management goals.

6.2.1.3 为确保公司质量、环境和职业健康安全目标的实现，公司应对质量、环境和职业健康安全管理体系所需的相关职能、层次和过程设定分目标，即在相关的部门建立分目标。

In order to ensure the realization of the company's quality, environment and occupational health and safety management goals, the company should set sub-goals for the relevant functions, levels and processes required for the quality, environment and occupational health and safety management system, that is, establish sub-goals in relevant departments. Target.

6.2.1.4 这些目标应满足可测量要求，并与质量、环境和职业健康安全方针保持一致，内容应包括：

These objectives should meet measurable requirements and be consistent with quality, environmental and occupational health and safety policies and should include:

a) 产品和服务要求；

Product and service requirements;

b) 为满足顾客要求所进行的活动等；

Activities carried out to meet customer requirements;

c) 目标应考虑企业面向市场目前和未来的需要，产品和服务及顾客满意的状况，体现持续改进要求。

The goals should consider the current and future needs of the enterprise for the market, the status of products and services and customer satisfaction, and reflect the requirements for continuous improvement.

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d) 质量、环境和职业健康安全目标应可测量（可行时）；

Quality, environmental and OH&S management objectives should be measurable (where feasible);

e) 质量、环境和职业健康安全目标应得到监视；

Quality, environmental and OH&S management objectives should be monitored;

6.2.1.5 各部门每年应对管理目标的实施情况进行评价，对实施结果与现有管理目标的所示差距，应不断寻找改进机会，设定新的管理目标，必要时予以更新。

Each department should evaluate the implementation of management objectives every year. Regarding the gap between the implementation results and existing management objectives, they should constantly look for improvement opportunities, set new management objectives, and update them when necessary.

6.2.1.6 质量、环境和职业健康安全目标应与相关部门及相关方进行必要的沟通。

Quality, environment and occupational health and safety management objectives should be communicated with relevant departments and parties as necessary.

6.2.2 质量、环境和职业健康安全目标、指标和管理方案的制定

Development of quality, environmental and occupational health and safety goals, indicators and management plans

为保证公司质量、环境、职业健康安全目标和指标的实现，针对重要环境和风险因素制定相应的管理方案，以确保目标的实现，组织应确定：

In order to ensure the realization of the company's quality, environment, occupational health and safety goals and indicators, and develop corresponding management plans for important environmental and risk factors to ensure the realization of the goals, the organization should determine:

a) 采取的措施；

Measures taken;

b) 需要的资源；

Resources needed;

c) 由谁负责；

Who is responsible;

d) 何时完成；

When it will be completed;

e) 如何评价结果。

How to evaluate the results.

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6.2.3 质量、环境/职业健康安全管理体系的检查与修订

Inspection and revision of quality, environment/occupational health and safety management plans

6.2.3.1 各责任部门对质量、环境/职业健康安全管理体系的实施情况进行检查;

Each responsible department shall inspect the implementation of quality, environment/occupational health and safety management plans;

6.2.3.2 在质量、环境/职业健康安全目标、指标发生变化或制定的措施不适应及出现新的

环境因素和风险因素等情况时需要更改质量、环境/职业健康安全管理体系。

管理者代表要及时组织各单位对环境/职业健康安全管理体系进行修订。

The quality, environment/occupational health and safety management plan needs to be changed when the quality, environment/occupational health and safety goals and indicators change or the established measures are not suitable or new environmental factors and risk factors emerge. Management representatives should promptly organize each unit to revise the environmental/occupational health and safety management plan.

6.2.3.3 修订后的质量、环境/职业健康安全管理体系要经总经理（特殊情况下可授权的人员）进行审批。

The revised quality, environment/occupational health and safety management plan must be reviewed and approved by the general manager (personnel who may be authorized under special circumstances).

6.2.4 相关/引用文件

Related/referenced documents

《目标、指标及管理方案控制程序》

"Goals, Indicators and Management Plan Control Procedures"



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6.3 管理体系变更的策划

Planning of management system changes

6.3.1 当公司确定需要对质量、环境和职业健康安全管理体系进行变更时，此种变更应经策划并系统地实施（见 4.4），公司变更时应考虑到：

When a company determines that it needs to make changes to its quality, environment and occupational health and safety management systems, such changes should be planned and implemented systematically (see 4.4). When making changes, the company should take into account:

a) 变更目的及其潜在后果；

The purpose of the change and its potential consequences;

b) 质量、环境和职业健康安全管理体系的完整性；

The integrity of quality, environmental and occupational health and safety management systems;

c) 资源的可获得性；

Availability of resources;

d) 责任和权限的分配或再分配。

Assignment or reallocation of responsibilities and authorities.

6.3.2 相关/引用文件

Related/referenced documents

《组织变更管理控制程序》

"Organizational Change Management Control Procedure"



7 支持

Support

7.1 资源

Resources

7.1.1 总则

General provisions

7.1.1.1 组织应确定并提供为建立、实施、保持和持续改进质量、环境和职业健康安全管理体系所需的资源。各部门根据质量、环境和职业健康安全管理体系的实施、保持和改进需求进行识别，提出所需的资源报总经理。

The organization shall determine and provide the resources required to establish, implement, maintain and continuously improve the quality, environmental and occupational health and safety management system. Each department identifies the needs for implementation, maintenance and improvement of the quality, environment and occupational health and safety management systems, and proposes the required resources to the general manager.

7.1.1.2 总经理为达到以下目的，确定并提供所需的资源：

The general manager determines and provides the necessary resources to achieve the following goals:

a) 为实施、保持和改进质量、环境和职业健康安全管理体系的各过程；

Processes for implementing, maintaining and improving quality, environmental and occupational health and safety management systems;

b) 为满足法律、法规的要求，满足顾客的要求，以增强顾客满意。

In order to meet the requirements of laws and regulations and meet customer requirements to enhance customer satisfaction.

7.1.1.3 总经理在提供质量、环境和职业健康安全管理体系运行所需的资源时，应考虑：

When providing the resources required for the operation of the quality, environment and occupational health and safety management system, the general manager should consider:

a) 现有内部资源的能力和约束；

The capabilities and constraints of existing internal resources;

b) 需要从外部供方获得的资源。

Resources obtained from external providers are required.

7.1.1.4 所提供资源可包括：人员、信息、基础设施、工作环境等，公司对人员、设施和

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工作环境规定了相应的要求，以达到满足顾客要求的目的。

The resources provided may include: personnel, information, infrastructure, working environment, etc. The company has stipulated corresponding requirements for personnel, facilities and working environment to meet customer requirements.

7.1.2 人员

Personnel

组织应确定并提供所需要的人员，以有效实施质量、环境和职业健康安全管理体系并运行和控制其过程。办公室编制《人力资源控制程序》，并组织实施。

The organization shall identify and provide the personnel required to effectively implement the quality, environmental and OH&S management system and operate and control its processes. The office prepares the "Human Resources Control Procedure" and organizes its implementation.

7.1.3 基础设施

Infrastructure

7.1.3.1 公司为实现产品和服务和（或）服务的符合性，确定所需的基础设施，包括：

The company determines the infrastructure required to achieve product and service compliance and/or service compliance, including:

a) 工作场所（建筑物）及环境保护、消防、安全等相应的设施；

Workplace (building) and corresponding facilities for environmental protection, fire protection, safety, etc.;

b) 生产和服务设备；

Production and service equipment;

c) 监视和测量资源；

Monitor and measure resources;

d) 生产需要的支持性服务（包括水、电、气）。

Support services required for production (including water, electricity, gas).

e) 安全卫生、消防、保卫等相应的设施。

Safety, health, fire protection, security and other corresponding facilities.

f) 运输资源等支持性服务：如运输由客户指定或物流公司执行。

Support services such as transportation resources: For example, transportation is designated by the customer or performed by a logistics company.

g) 信息系统：计算机信息管理系统或 ERP 系统等软件配置由所需部门提出申请，

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总经理批准后实施。信息系统的管理按公司有关规定和要求执行。

Information system: Software configuration such as computer information management system or ERP system shall be applied for by the required department and implemented after approval by the general manager. The management of the information system is carried out in accordance with the relevant regulations and requirements of the company.

7.1.3.2 生产部负责生产设施、搬运设施的验收；生产部负责生产设施、搬运设施的使用和保养；品管部负责监视和测量资源的控制。

The production department is responsible for the acceptance of production facilities and handling facilities; the production department is responsible for the use and maintenance of production facilities and handling facilities; the quality control department is responsible for monitoring and measuring the control of resources.

7.1.3.3 公司生产和搬运设施的验收、维修、管理的控制详见《基础设施和工作环境管理程序》，检验设施的检定、使用、维护详见《监视和测量资源控制程序》。

For details on the control of acceptance, maintenance and management of the company's production and handling facilities, please refer to the "Infrastructure and Working Environment Management Procedures". For details on the verification, use and maintenance of inspection facilities, please refer to the "Monitoring and Measurement Resource Control Procedures".

7.1.4 过程运行环境

Process operating environment

7.1.4.1 公司对影响产品和服务的符合性所需工作环境人和物的因素，确定为：

The company determines the factors of people and objects in the working environment that affect the conformity of products and services as:

a) 社会因素（如无歧视、和谐稳定、无对抗）；

Social factors (such as no discrimination, harmony and stability, no confrontation);

b) 心理因素（如舒缓心理压力、预防过度疲劳、保护个人情感）；

Psychological factors (such as relieving psychological stress, preventing excessive fatigue, and protecting personal emotions);

c) 物理因素（如温度、热量、湿度、照明、空气流通、卫生、噪声等）。

Physical factors (such as temperature, heat, humidity, lighting, air circulation, sanitation, noise, etc.).

7.1.4.2 生产部根据有关法律法规及有关标准，对工作环境中影响产品和服务符合性的因素组织相关部门制定相应的管理办法，加以控制，以确保工作环境支持实现公司



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的质量、环境和职业健康安全方针和质量目标。

In accordance with relevant laws, regulations and relevant standards, the production department organizes relevant departments to formulate corresponding management measures and control factors affecting the conformity of products and services in the working environment to ensure that the working environment supports the realization of the company's quality, environment and career Health and Safety Policy and Quality Objectives.

7.1.4.3 新建、扩建、改建项目，应充分考虑工作环境因素，生产部应组织对项目工作环境进行审核、评价。

For new construction, expansion, and reconstruction projects, working environment factors should be fully considered. The production department should organize the review and evaluation of the project working environment.

7.1.4.4 现有和新建设施的环境应加强控制、检查、改进。

The environment of existing and newly built facilities should be strengthened to be controlled, inspected and improved.

7.1.4.5 公司应开展以下活动，调动员工实现质量、环境和职业健康安全方针、目标的积极性：

The company should carry out the following activities to mobilize the enthusiasm of employees to achieve quality, environmental and occupational health and safety policies and goals:

a) 加强环境保护、工业卫生、安全法规教育；

Strengthen education on environmental protection, industrial hygiene, and safety regulations;

b) 减轻劳动强度，减少对员工的危害；

Reduce labor intensity and reduce harm to employees;

c) 建立激励机制，提高员工实现质量、环境和职业健康安全方针、目标的积极性；

Establish an incentive mechanism to increase employees' enthusiasm in achieving quality, environmental and occupational health and safety policies and goals;

d) 组织开展合理化建议活动，创造更多的参与机会。

Organize and carry out rational suggestion activities to create more participation opportunities.

7.1.4.6 各部门对工作环境中出现影响产品和服务符合性的因素应及时整改。

Each department should promptly rectify factors that affect the conformity of products and services in the working environment.

7.1.4.7 工作环境的控制详见相关管理制度。

For details on the control of the working environment, please refer to the relevant management



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systems. 7.1.4.7 For details on the control of the working environment, please refer to the relevant management systems.

7.1.5 监视和测量资源

Monitoring and measuring resources

7.1.5.1 总则

General provisions

品管部应对产品和服务的监视和测量要求和方法做出规定，同时要申请配置用于证实产品和服务符合规定要求的监视和测量资源。使用并控制监视和测量设施以保证测量能力与测量要求保持一致，从而保证产品和服务符合要求。详见《监视和测量资源控制程序》。

The quality control department should stipulate the monitoring and measurement requirements and methods for products and services, and at the same time apply for the allocation of monitoring and measurement resources to verify that products and services meet the specified requirements. Use and control monitoring and measurement facilities to ensure that measurement capabilities are consistent with measurement requirements to ensure that products and services meet requirements. See the Monitoring and Measurement Resource Control Procedures for details.

7.1.5.2 测量溯源

Measurement traceability

当要求测量溯源时，或组织认为测量溯源是信任测量结果有效的前提时，对监视和测量资源控制应：

When measurement traceability is required, or when the organization believes that measurement traceability is a prerequisite for trusting the validity of measurement results, the control of monitoring and measurement resources should:

- a) 定期检定或在使用前进行校正。送外检定时，应选择计量所或被政府认可的计量单位；自己检定的，应规定校准的基准并记录，其基础应可溯源至国际或国家标准；

Periodic verification or calibration before use. When sending it out for calibration, you should choose a metrology institute or a measurement unit recognized by the government; if you calibrate it yourself, you should specify and record the calibration benchmark, and the basis should be traceable to international or national standards;

- b) 为防止因校正不当而造成校准失效，必要时应规定作业规程，包括工作环境；

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In order to prevent calibration failure due to improper calibration, operating procedures, including the working environment, should be specified when necessary;

- c) 在搬运、维修和储存时，应妥善保管、防止损坏失准；

During transportation, maintenance and storage, they should be properly protected to prevent damage and accuracy;

- d) 做好状态标识并保留检定记录；

Make status marks and keep verification records;

- e) 当失准时，应重新评估先前测量结果的有效性，并采取纠正措施。

When misalignment occurs, the validity of previous measurement results should be re-evaluated and corrective measures taken.

- f) 当计算机软件用于规定要求的监视和测量时，应确认其满足预期用途的能力。确认应在初次使用前进行，必要时再确认。

When computer software is used for monitoring and measuring specified requirements, its ability to meet the intended purpose should be confirmed. Confirmation should be done before first use and reconfirmed if necessary.

7.1.6 企业的知识

Enterprise knowledge

公司应确定质量、环境和职业健康安全管理体系运行、过程、确保产品和服务符合性及顾客满意所需的知识。这些知识应得到保持、保护、需要时便于获取。企业的知识包括：

Companies should identify quality, environmental and occupational health and safety management system operations, processes, and the knowledge required to ensure product and service conformity and customer satisfaction. This knowledge should be maintained, protected, and easily accessible when needed. Corporate knowledge includes:

- a) 设计、工艺、制造、服务过程中获取的经验教训、失效分析、包括对各类疏失、特发事件、特殊质量问题的应对措施；

Experience and lessons learned in the design, process, manufacturing, and service processes, failure analysis, including response measures to various errors, emergencies, and special quality problems;

- b) 典型、批量、惯性问题的发生情况处置方法、结果记录和结论意见等；

How to deal with the occurrence of typical, batch, and inertial problems, result records, and conclusions, etc.;

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c) 先进的管理经验、管理方法、最佳实践、工作方法、技能技艺、检测方法等;

Advanced management experience, management methods, best practices, working methods, skills and techniques, testing methods, etc.;

d) 科研成果、工艺成果、QC 成果等;

Scientific research results, process results, QC results, etc.;

e) 产品使用说明书、产品故障分析、产品维护指南等;

Product instruction manual, product failure analysis, product maintenance guide, etc.;

f) 企业的专利和企业标准等。

Enterprise's patents and enterprise standards, etc.

在应对变化的需求和趋势时，组织应考虑现有的知识基础，确定如何获取必需的更多知识:

When responding to changing needs and trends, organizations should consider their existing knowledge base and determine how to acquire the additional knowledge necessary:

a) 质量、环境和职业健康安全管理体系运行所需的知识;

Knowledge required for the operation of quality, environmental and occupational health and safety management systems;

b) 过程所需的知识;

Knowledge required for the process;

c) 顾客满意所需的知识;

Knowledge required for customer satisfaction;

d) 员工岗位技能所需的知识;

Knowledge required for employees' job skills;

e) 体系变化时，评估所需更多的知识。

When the system changes, more knowledge is required for evaluation.

企业知识的管理按《知识管理控制程序》的有关要求实施。

The management of corporate knowledge is implemented in accordance with the relevant requirements of the "Knowledge Management Control Procedure".

7.1.7 相关/引用文件

Related/referenced documents

《人力资源控制程序》

"Human Resources Control Procedure"

浙江泰克压力容器有限公司

ZHEJIANG TANK PRESSUER VESSEL CO., LTD.



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7.1 资源

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《基础设施和工作环境管理程序》

"Infrastructure and Work Environment Management Procedure"

《监视和测量资源控制程序》

"Monitoring and Measurement Resource Control Procedures"

《知识管理控制程序》

"Knowledge Management Control Procedure"

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7.2 能力/7.3 意识

Chapter number:

Personnel capabilities/Personnel awareness



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7.2 人员能力

Personnel capabilities

7.2.1 基于适当的教育、培训、技能和经验，确保所有为公司或代表公司从事影响（直接或间接影响）质量、环境和职业健康安全管理体系的质量与环境绩效和履行合规义务、影响体系运行有效性的人员，都具备相应的能力。

Ensure that all employees working for or on behalf of the company that affect (directly or indirectly) the quality and environmental performance of the quality, environment and occupational health and safety management systems and fulfill their compliance obligations and impacts are based on appropriate education, training, skills and experience. The personnel responsible for the effectiveness of the system operation must have the corresponding capabilities.

7.2.2 相关岗位职责、权限和任职资格条件在公司各岗位的要求中作出规定。

Relevant job responsibilities, authorities and qualifications are stipulated in the company's requirements for each position.

7.2.3 按各类人员岗位职责规定进行考核/考评，评价其能力的符合性。

Conduct assessments/evaluations according to the job responsibilities of various personnel to evaluate the compliance of their abilities.

7.2.4 采取的适当措施可包括对在职人员进行培训、辅导或重新分配工作，或者招聘具备能力的人员，使相关人员具备岗位要求所需的能力。

Appropriate measures to be taken may include training, coaching or reassigning work to current personnel, or recruiting qualified personnel so that relevant personnel have the abilities required for the job requirements.

7.2.5 保留适当的文件或记录，作为证实相关人员具备相应能力的证据。

Keep appropriate documents or records as evidence to prove that relevant personnel have the appropriate capabilities.

7.3 人员意识

Personnel awareness

7.3.1 办公室应根据培训内容和需求，制定和实施培训计划，满足质量活动所规定人员的能力需求。

The office should formulate and implement training plans based on training content and needs to meet the competency needs of personnel specified in quality activities.

7.3.2 培训应确保使每一位员工都能认识到自己所从事的活动或工作对质量、环境和职

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业健康安全管理体系的相关性和重要性，以及如何为实现管理目标作出贡献，包括：

Training should ensure that every employee can understand the relevance and importance of the activities or work they are engaged in to the quality, environment and occupational health and safety management system, and how to contribute to the achievement of management objectives, including:

a) 质量方针、环境方针和职业健康安全管理体系方针；

Quality policy, environmental policy and occupational health and safety management policy;

b) 相关的质量目标、环境目标和职业健康安全管理体系目标；

Relevant quality objectives, environmental objectives and occupational health and safety management objectives;

c) 与他们的工作相关的重要环境因素和相关的实际或潜在的环境影响；

Significant environmental factors relevant to their work and related actual or potential environmental impacts;

d) 他们对质量、环境和职业健康安全管理体系有效性的贡献，包括改进质量绩效的益处；对提高环境绩效的贡献；

Their contribution to the effectiveness of quality, environmental and OH&S management systems, including the benefits of improved quality performance; their contribution to improved environmental performance;

e) 不符合管理体系要求的后果。

Consequences of non-compliance with management system requirements.

f) 不符合环境与职业安全管理体系要求，包括未履行组织的合规义务的后果。

Failure to comply with environmental and occupational safety management system requirements, including the consequences of failure to fulfill the organization's compliance obligations.

7.3.3 培训计划报总经理批准后，办公室组织实施。

After the training plan is submitted to the general manager for approval, the office will organize and implement it.

7.3.4 培训的实施按《人力资源控制程序》执行。

Training shall be implemented in accordance with the "Human Resources Control Procedures".

7.3.5 办公室组织有关部门对培训的有效性进行评价。

The office organizes relevant departments to evaluate the effectiveness of the training.

7.3.6 相关/引用文件

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Related/referenced documents

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Chapter number: Communication and information exchange

版本/修订号: A/1
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7.4 沟通及信息交流

Communication and information exchange

7.4.1 总则

General provisions

7.4.1.1 公司根据质量、环境和职业健康安全管理体系运行要求，明确与体系相关的内部沟通和外部沟通要求。

The company shall clarify the internal and external communication requirements related to the system based on the operation requirements of the quality, environment and occupational health and safety management systems.

7.4.1.2 公司根据内外沟通要求，策划沟通计划，包括：

The company plans communication plans based on internal and external communication requirements, including:

- a) 信息交流的内容（沟通什么）；
Content of information exchange (what is communicated);
- b) 何时进行信息交流（何时沟通）；
When to exchange information (when to communicate);
- c) 与谁进行信息交流（与谁沟通）；
With whom to exchange information (with whom to communicate);
- d) 如何进行信息交流（如何沟通）；
How to exchange information (how to communicate);
- e) 由谁牵头进行信息交流（由谁负责）。
Who takes the lead in information exchange (who is responsible).

7.4.1.3 在策划信息交流过程时，应考虑：

When planning the information exchange process, consider:

- a) 考虑其合规义务；
Consider its compliance obligations;
- b) 确保所交流的环境信息与环境管理体系形成的信息一致且真实可信。

Ensure that the environmental information communicated is consistent with the information formed in the environmental management system and is authentic and credible.

7.4.1.4 组织应对其环境管理体系相关的信息交流做出响应。

The organization shall respond to the exchange of information relevant to its environmental

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management system.

7.4.2 内部信息交流与沟通

Internal information exchange and communication

7.4.2.1 公司为确保在不同层次和职能之间就质量、环境和职业健康安全管理体系的过程及其有效性进行内部信息交流，适当时，包括交流环境管理体系的变更。

The company ensures internal exchange of information between different levels and functions on the processes and effectiveness of the quality, environmental and occupational health and safety management systems, including, where appropriate, changes to the environmental management system.

7.4.2.2 确保其信息交流过程能够促使在其控制作的人员对持续改进做出贡献。

Ensure that its information exchange process enables those under its control to contribute to continual improvement.

7.4.2.3 公司拟于内部沟通活动采用的形式和工具包括：

The forms and tools the company intends to use in internal communication activities include:

- a) 综合管理例会、协调会、品质例会等会议、讨论、培训；
Meetings, discussions, and training such as regular comprehensive management meetings, coordination meetings, and regular quality meetings;
- b) 电话和内部虚拟网；
Telephone and internal virtual network;
- c) 布告栏、板报、报纸；
Bulletin boards, bulletins, and newspapers;
- d) 互联网和电子邮件等
Internet and email, etc.

7.4.2.4 各部门负责实施内部沟通，确保接口信息传递的正确性。

Each department is responsible for implementing internal communication to ensure the correctness of interface information transmission.

7.4.3 外部信息交流

External information exchange

组织应按其建立的信息交流过程的规定及其合规义务的要求，就质量、环境和职业健康安全管理体系的相关信息外部信息交流。

The organization shall externally exchange information relevant to its quality, environmental and

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occupational health and safety management systems in accordance with the requirements of its established information exchange process and its compliance obligations.

- a) 研发部负责内、外部质量和环境、职业健康安全信息的交流、回应、保存和管理;

The R&D department is responsible for the exchange, response, preservation and management of internal and external quality, environmental, and occupational health and safety information;

- b) 各部门负责相应业务范围内信息的交流，并配合办公室做好信息交流工作。

Each department is responsible for the exchange of information within the corresponding business scope and cooperates with the office in information exchange.

- c) 品管部负责产品质量信息、检测设备计量信息、相关测试结果的接收、处理、传递和回复。

The Quality Control Department is responsible for the receipt, processing, transmission and reply of product quality information, testing equipment measurement information, and related test results.

- d) 办公室负责管理体系的内外部审核信息的接收、传递和回应保存和管理。

The office is responsible for the reception, transmission, response, storage and management of internal and external audit information of the management system.

- e) 办公室负责上级办公室门、劳动、环保、安全、疾病控制中心等信息的接收、传递和回应保存和管理。

The office is responsible for the reception, transmission, response, storage and management of information from superior offices, labor, environmental protection, safety, disease control centers, etc.

- f) 销售部负责市场信息、合同信息和顾客满意度信息等的接受、传递和回应保存和管理。

The sales department is responsible for the reception, transmission, response, storage and management of market information, contract information and customer satisfaction information.

- g) 提供适宜的沟通工具，对全员性的有关信息，可采用会议、布告、文件或其它形式进行传递。

Provide appropriate communication tools. Relevant information to all employees can be delivered through meetings, announcements, documents or other forms.

- h) 通过总经理任命的工作人员代表，提供合适的渠道和方式，确保工作人员代表

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能参与到公司的职业健康安全管理体系中来。

Provide appropriate channels and methods through the staff representatives appointed by the general manager to ensure that staff representatives can participate in the company's occupational health and safety management process.

7.4.4 相关/引用文件

Related/referenced documents

《信息交流控制程序》

"Information Exchange Control Procedure"

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7.5 形成文件的信息

Documented information

7.5.1 总则

General provisions

7.5.1.1 公司根据实际的质量环境和职业健康安全管理体系流程需要,确保质量环境和职业健康安全管理体系有效性所需的形成的文件,以及 GB/T19001-2016、GB/T24001-2016、GB/T45001-2020 要求的形成文件的信息,策划文件化的质量环境和职业健康安全管理体系文件。

The company shall formulate documents required to ensure the effectiveness of the quality environment and occupational health and safety management system based on the actual quality environment and occupational health and safety management system process needs, as well as GB/T19001-2016, GB/T24001-2016, GB Documented information required by /T45001-2020, planned documented quality environment and occupational health and safety management system documents.

7.5.1.2 质量、环境和职业健康安全管理体系形成文件的信息的多少与详略程度可以不同,取决于:

The amount and level of detail documented in quality, environmental and OH&S management systems can vary depending on:

a) 组织的规模,以及活动、过程、产品和服务的类型;

The size of the organization and the types of activities, processes, products and services;

b) 证明履行其合规义务的需要;

Demonstrate the need to meet its compliance obligations

c) 过程的复杂程度及其相互作用;

The complexity of the processes and their interactions;

d) 在组织控制下工作的人员的能力。

Competencies of people working under the control of the organization.

7.5.1.3 本公司质量、环境和职业健康安全管理体系文件包括:

The company's quality, environment and occupational health and safety management system documents include:

a) 质量、环境和职业健康安全方针和管理目标;

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Quality, environmental and occupational health and safety policies and management objectives;

- b) 管理手册;
Management manual;
- c) 程序文件;
Program files;
- d) 其他文件: 管理性文件、作业指导书、操作规程、检验文件、外来文件;
Other documents: administrative documents, work instructions, operating procedures, inspection documents, external documents;
- e) 运行记录。
Operation records.

7.5.2 创建和更新

Create and update

7.5.2.1 各有关部门按《文件控制程序》组织实施。

All relevant departments shall organize and implement according to the "Document Control Procedures".

7.5.2.2 文件的格式、标识和说明按《文件控制程序》中的相关要求执行。

The format, identification and description of documents shall be implemented in accordance with the relevant requirements in the "Document Control Procedure".

- a) 标识和说明 (如: 标题、日期、作者、索引编号等);
Identification and description (e.g. title, date, author, index number, etc.);
- b) 格式 (如: 语言、软件版本、图示) 和媒介 (如: 纸质、电子格式);
Format (e.g. language, software version, graphics) and media (e.g. paper, electronic format);

7.5.2.3 文件的编制、审批

Preparation and approval of documents

- a) 管理手册的编制、审核、批准见《文件控制程序》中的相关规定;
The preparation, review and approval of the management manual refer to the relevant provisions in the "Document Control Procedure";
- b) 程序文件由归口管理的部门编制, 管理者代表审核, 总经理批准发布;
Procedure documents are prepared by the centralized management department, reviewed by management representatives, and approved and released by the general manager;
- c) 其他与质量、环境和职业健康安全管理体系有关的文件由各部门负责组织编制,

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部门主管领导审批发布。

Other documents related to quality, environment and occupational health and safety management systems shall be organized and compiled by each department, and shall be approved and released by the department head.

7.5.3 形成文件的信息的控制

Control of documented information

7.5.3.1 文件的管理按《文件控制程序》执行，以确保：

Document management shall be carried out according to the "Document Control Procedure" to ensure:

a) 在使用场合可获得有效版本的适用文件；

A valid version of the applicable documents is available at the time of use;

b) 防止作废文件的非预期使用，若因任何原因需保留作废文件时，对这些文件应加以明确标识；

Prevent the unintended use of invalidated documents. If invalidated documents need to be retained for any reason, these documents should be clearly marked;

c) 文件的管理予以妥善保护（如：防止失密、不当使用或不完整）。

Documents are managed in such a way that they are protected (e.g. from loss of confidentiality, improper use or incompleteness).

7.5.3.2 文件的控制按《文件控制程序》的有关规定执行：

The control of documents shall be carried out in accordance with the relevant provisions of the "Document Control Procedure":

a) 分发、访问、检索和使用；

Distribution, access, retrieval and use;

b) 存储和防护，包括保持可读性；

Storage and protection, including maintaining readability;

c) 变更控制（比如版本控制）；

Change control (such as version control);

d) 保留和处置。

Retention and disposal.

7.5.3.3 本公司管理体系所需的外来文件的控制见《文件控制程序》。

Please refer to the "Document Control Procedure" for the control of external documents required

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by the company's management system.

7.5.3.4 文件的适用性评审，每年管理评审前或根据需要适时对使用中的文件进行评审，必要时予以修订。

Review of the applicability of documents. Documents in use should be reviewed before the annual management review or as needed, and revised if necessary.

7.5.4 记录的控制

Control of records

7.5.4.1 本公司制定并实施《记录控制程序》，对质量、环境和职业健康安全管理相关记录的标识、储存、检索、防护、保存期限和处置进行有效控制。

The company develops and implements "Record Control Procedures" to effectively control the identification, storage, retrieval, protection, retention period and disposal of records related to quality, environment and occupational health and safety management.

7.5.4.2 运行记录应有相应编号、版本、流水号等标识，规定保存期限。

Operation records should be marked with corresponding numbers, versions, serial numbers, etc., and the retention period should be specified.

7.5.4.3 记录表格的设计与更改，执行规定审批程序。

Record the design and changes of forms and implement the prescribed approval procedures.

7.5.4.4 记录必须字迹清晰、真实准确、项目完整，不得任意更改。

The records must be clear, true and accurate, with complete items, and must not be altered arbitrarily.

7.5.4.5 应对运行记录予以保护，防止非预期的更改。

Operation records should be protected to prevent unexpected changes.

7.5.4.6 按规定的保存期限对质量记录予以保存，需要时供查阅，过期质量记录由办公室统一进行处理。

Quality records shall be saved according to the prescribed retention period and available for review when necessary. Expired quality records shall be handled uniformly by the office.

7.5.5 相关/引用文件

Related/referenced documents

《文件控制程序》

"Document Control Procedure"

《记录控制程序》

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"Record Control Procedures"



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章节号:	8.1 运行策划和控制
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8 运行

Run

8.1 运行策划和控制

Operation planning and control

8.1.1 公司质量、环境和职业健康安全管理体系为满足产品和服务和（或）服务的符合性策划的过程为：

The company's quality, environment and occupational health and safety management system's planning process to meet the compliance of products and services and/or services is:

- a) 文件化体系管理控制过程；
Documented system management and control process;
- b) 体系策划与审核管理过程；
System planning and review management process;
- c) 产品和服务实现的策划过程；
Planning process for product and service realization;
- d) 与顾客有关的评审、服务与顾客信息反馈管理控制过程；
Management and control process of customer-related review, service and customer information feedback;
- e) 采购控制及物流控制过程；
Procurement control and logistics control processes;
- f) 生产制造及外包加工过程；
Manufacturing and outsourcing processing processes;
- g) 产品和服务的监视测量与不合格品的管理控制过程；
The monitoring and measurement of products and services and the management and control process of non-conforming products;
- h) 监视和测量资源使用控制过程；
Monitor and measure resource usage control processes;
- i) 资源的提供与管理过程（包括人力资源、基础设施与工作环境）；
Resource provision and management process (including human resources, infrastructure and working environment);
- j) 数据分析与持续改进控制过程。



Data analysis and continuous improvement of the control process.

8.1.2 对确定所需产品和服务的实现过程，制定相应程序、或流程、或验收准则，分别规定其控制要求和方法，以满足产品和服务符合性要求。应考虑：

For the realization process of determining the required products and services, formulate corresponding procedures, or processes, or acceptance criteria, and stipulate the control requirements and methods respectively to meet the product and service compliance requirements. Consideration should be given to:

a) 存在哪些风险和机遇；

What risks and opportunities exist;

b) 管控要求及管控目标；

Control requirements and control objectives;

c) 产品和服务的要求；

Product and service requirements;

8.1.3 组织应对计划内的变更进行控制，并对非预期性变更的后果予以评审，必要时，应采取措施降低任何有害影响。

The organization shall control planned changes and review the consequences of unanticipated changes. If necessary, measures shall be taken to reduce any harmful effects.

8.1.4 环境运行策划实施：

Environmental operation planning and implementation:

a) 识别确定已纳入计划或新的开发、新的或修改的活动、产品和服务过程的环境因素；

Identify environmental factors that are determined to be incorporated into plans or processes for new developments, new or modified activities, products and services;

b) 确定这些改变带来的具有、或可能具有重大影响的因素（重要环境因素）并建立控制的记录；

Identify the factors that have or may have a significant impact (important environmental factors) brought about by these changes and establish control records;

c) 确定运行控制的程序或建立新的目标和指标；

Determine operational control procedures or establish new goals and indicators;

d) 对涉及到的间接重要环境因素通报给供方及合同方；

Notify suppliers and contractors of the indirect important environmental factors involved;



e) 建立应急准备与相应控制机制。

Establish emergency preparedness and corresponding control mechanisms.

8.1.5 组织应确保对外包过程实施控制或施加影响。应在环境管理体系内规定对这些过程实施控制或施加影响的类型与程度。

The organization shall ensure that it controls or influences the outsourced process. The type and extent of control or influence on these processes should be specified within the environmental management system.

8.1.6 从生命周期观点出发，组织应：

From a life cycle perspective, the organization should:

a) 适当时，制定控制措施，确保在产品或服务设计和开发过程中，考虑其生命周期的每一阶段，并提出环境要求；

Where appropriate, develop control measures to ensure that each stage of the product or service life cycle is considered during the design and development process and environmental requirements are proposed;

b) 适当时，确定产品和服务采购的环境要求；

Where appropriate, determine the environmental requirements for product and service procurement;

c) 与外部供方（包括合同方）沟通其相关环境要求；

Communicate with external suppliers (including contract parties) their relevant environmental requirements;

d) 考虑提供与产品或服务的运输或交付、使用、寿命结束后处理和最终处置相关的潜在重大环境影响的信息的需求。

Consider the need to provide information on potentially significant environmental impacts associated with the transport or delivery, use, end-of-life treatment and final disposal of the product or service.

8.1.7 顾客对公司无特殊要求的产品和服务，采用管理手册中所确定过程的现有控制方法，以满足产品和服务符合性要求。

For products and services that customers have no special requirements for the company, the existing control methods for the processes identified in the management manual shall be used to meet product and service compliance requirements.

8.1.8 对特定的产品和服务、项目或合同，由品管部组织有关部门编制质量计划（或项



目方案计划），作为对现有质量文件的补充。

For specific products and services, projects or contracts, the Quality Control Department will organize relevant departments to prepare quality plans (or project plans) as a supplement to existing quality documents.

8.1.9 质量计划（或项目方案计划）应包括以下内容：

The quality plan (or project plan) should include the following contents:

a) 产品和服务、项目、合同的质量目标和要求；

Quality objectives and requirements for products and services, projects, and contracts;

b) 针对相应产品和服务所建立的过程和文件，以及所需提供的资源和设施；

The processes and documents established for corresponding products and services, as well as the resources and facilities required;

c) 验证和确认活动，以及验收准则；

Verification and validation activities, and acceptance criteria;

d) 对过程及其产品和服务的符合性提供证据所必要的记录。

Records necessary to provide evidence of conformity of processes and their products and services.

8.1.10 主管领导根据合同要求或公司自身需要，适时下达质量计划任务。

The supervisor shall issue quality plan tasks in a timely manner according to contract requirements or the company's own needs.

8.1.11 有关部门根据任务要求负责编制质量计划和支持性文件。

Relevant departments are responsible for preparing quality plans and supporting documents according to task requirements.

8.1.12 质量计划的实施效果可采用检验和试验，或请顾客验证/质量评定等方式进行验证，并做好记录。

The implementation effect of the quality plan can be verified by inspection and testing, or by customer verification/quality assessment, etc., and records should be kept.

8.1.13 公司在体系运行过程中应控制策划的更改，评审非预期变更的后果，必要时，采取措施消除不利影响。

The company should control planned changes during system operation, review the consequences of unexpected changes, and take measures to eliminate adverse effects when necessary.

8.1.14 公司按相关规定要求，应确保外包过程受控，保证质量、环境和职业健康安全管理体系的持续有效运行。

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In accordance with relevant regulations, the company should ensure that the outsourcing process is controlled and ensure the continued and effective operation of the quality, environment and occupational health and safety management systems.



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8.2 产品和服务的要求

Requirements for products and services 8.2.1 Customer communication

8.2.1 顾客沟通

Customer communication

8.2.1.1 销售部负责编制《顾客满意度测量控制程序》，并组织实施。

The sales department is responsible for preparing the "Customer Satisfaction Measurement and Control Procedure" and organizing its implementation.

8.2.1.2 应进行以下活动，实施与顾客沟通：

The following activities should be carried out to communicate with customers:

- a) 向顾客提供产品和服务信息，包括样品、产品性能、技术指标、广告宣传，提供产品和服务样本目录等；

Provide product and service information to customers, including samples, product performance, technical indicators, advertising, and provide product and service sample catalogs, etc.;

- b) 收集顾客对产品和服务要求的合同或订单信息，处理顾客意见，解答顾客的询问；评审顾客产品和服务合同或订单的要求，做好合同更改时与顾客的沟通；

Collect customer requirements for products and services in contracts or orders, handle customer opinions, and answer customer inquiries; review customer product and service contract or order requirements, and communicate with customers when contracts are changed;

- c) 获取有关产品和服务的顾客反馈，包括顾客抱怨；

Obtain customer feedback on products and services, including customer complaints;

- d) 处置或控制顾客财产；

Dispose of or control customer property;

- e) 开展顾客满意/不满意信息调查收集；

Carry out customer satisfaction/dissatisfaction information survey and collection;

- f) 现场宣传介绍产品和服务使用方法、产品和服务性能等；

On-site publicity and introduction of how to use products and services, product and service performance, etc.;

- g) 关系重大时，制定有关应急措施的特定要求。

When the stakes are high, formulate specific requirements for emergency measures.

8.2.1.3 销售部按《顾客满意度和服务控制程序》要求，对顾客沟通的信息收集、整理、分析、评价、汇总，作好记录。



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The sales department shall collect, organize, analyze, evaluate, summarize and record customer communication information in accordance with the requirements of the "Customer Satisfaction and Service Control Procedures".

8.2.1.4 顾客沟通信息作为产品和服务的改进和管理评审的输入。

Customer communication information serves as input for product and service improvement and management review.

8.2.2 与产品和服务有关的要求的确定

Determination of requirements related to products and services

8.2.2.1 销售部应明确顾客对公司提供产品和服务的各项要求，应获得的信息包括：

The sales department should clarify the customer's requirements for the products and services provided by the company. The information that should be obtained includes:

- a) 产品和服务标准，包括法律法规的要求、公司认为必要的要求；
Product and service standards, including requirements of laws and regulations, and requirements deemed necessary by the company;
- b) 合同意向书、订单，一般以具体的合同条款为准；
Contract letter of intent and order, generally the specific contract terms shall prevail;
- c) 顾客规定的产品和服务要求，包括有关可用性、交付和支持方面的要求及价格、交货期、服务等要求；
Product and service requirements specified by customers, including requirements regarding availability, delivery and support, as well as price, delivery time, service and other requirements;
- d) 产品和服务预期用途所必需的要求；
Requirements necessary for the intended use of products and services;
- e) 公司确定的附加要求。

Additional requirements determined by the company.

8.2.2.2 常规要求的识别

Identification of general requirements

销售部对顾客提出的常规要求(指对本公司按标准生产的产品和服务要求)的识别，按《与顾客有关的过程控制程序》执行。

The identification by the sales department of routine customer requirements (i.e., requirements for products and services produced by the company according to standard) shall be carried out in accordance with the "Customer-Related Process Control Procedure."

8.2.2.3 特殊要求的识别

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Identification of Special Requirements

销售部对顾客提出的特殊要求（指对本公司产品和服务有特殊的质量和服务要求）的识别，按《与顾客有关的过程控制程序》执行。

The identification by sales department of special customer requirements (i.e., specific quality and service requirements for the company's products and services) shall be carried out in accordance with the "-Related Process Control Procedure."

8.2.3 与产品和服务有关的要求的评审

Review of Requirements Related to Products and Services

8.2.3.1 对已确定的顾客要求的合同、订单的评审，应包括：

The review of contracts and for identified customer requirements shall include:

- a) 评审必须在向顾客作出提供产品和服务的承诺之前进行；

The review must be conducted before committing to the customer to provide the products and services;

- b) 顾客对产品和服务要求（包括对交付及交付后活动的要求）得到规定；

The customer's requirements products and services (including delivery and post-delivery activities) are specified;

- c) 在顾客没有形成文件提出要求时，顾客要求在接受前得到确认；

Customer requirements are confirmed before acceptance when the customer has not provided documented requirements;

- d) 与以前表述不一致的合同或订单要求已予以解决；

Any requirements in contracts or orders that are inconsistent with previous statements have been resolved;

- e) 本公司有能力满足规定的要求。

The company has the capability to meet the specified requirements

8.2.3.2 评审的结果及随后的后续措施销售部必须予以记录。

The results of the review and subsequent follow-up measures must be recorded by the sales department.

8.2.3.3 评审方式：

Evaluation method:

- a) 对已识别的常规产品和服务合同，进行授权评审；

Conduct authorization review for the identified regular product and service contracts;

- b) 对已识别的特殊产品和服务合同，销售部组织有关部门进行会签或评审。



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For the identified special product and service contracts, the sales department organizes relevant departments to countersign or review.

8.2.3.4 顾客及产品和服务要求发生变更时（包括合同的变更），销售部应对此进行再次的识别、评审。更改后的信息经营部应及时传递到各有关部门及人员。

When customer and product and service requirements change (including changes in contracts), the sales department should identify and review them again. The changed information management department should promptly transmit it to all relevant departments and personnel.

8.2.3.5 对产品和服务要求评审的记录，销售部应按规定妥善保管。

The sales department shall properly keep records of product and service requirement review in accordance with regulations.

8.2.4 产品和服务要求的更改

Changes in product and service requirements

若产品和服务要求发生更改，组织应确保相关的形成文件的信息得到修改，并确保相关人员知道已更改的要求。

If product and service requirements change, the organization shall ensure that relevant documented information is modified and that relevant personnel are aware of the changed requirements.

8.2.5 相关/引用文件

Related/referenced documents

《与顾客有关的过程控制程序》

"Customer-Related Process Control Procedures"

《顾客满意度测量控制程序》

"Customer Satisfaction Measurement and Control Procedure"

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8.3 产品和服务的设计和开发

Design and development of products and services

8.3.1 总则

General provisions

公司建立、实施和保持适当的设计和开发过程，制定《压力容器质量保证手册》、《压力容器设计控制程序》以对设计和开发过程实施控制，以确保后续的产品提供。

The company establishes, implements and maintains appropriate design and development processes, and formulates the "Pressure Vessel Quality Assurance Manual" and "Pressure Vessel Design Control Procedure" to control the design and development process to ensure subsequent product provision.

公司技术部负责生产工艺和设备改进建议或技术革新建议的提出，负责新产品、新工艺、新技术的研究与开发，项目实施小组负责项目具体实施，并对项目实行动态跟踪和过程控制以及项目验收。

The company's technology department is responsible for proposing production process and equipment improvement suggestions or technical innovation suggestions, and is responsible for the research and development of new products, new processes, and new technologies. The project implementation team is responsible for the specific implementation of the project, and implements dynamic tracking and process control of the project as well as project acceptance.

8.3.2 设计和开发策划

Design and development planning

在确定设计和开发的各个阶段和控制时，组织应考虑：

When determining the various stages and controls of design and development, the organization should consider:

a) 设计和开发活动的性质、持续时间和复杂程度；

The nature, duration and complexity of design and development activities;

b) 所需的过程阶段，包括适用的设计和开发评审；

Required process stages, including applicable design and development reviews;

c) 所需的设计和开发验证、确认活动；

Required design and development verification and validation activities;

d) 设计和开发过程设计的职责和权限；

Responsibilities and authorities for design and development process design;

e) 产品和服务的设计和开发所需的内部、外部资源；

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- Internal and external resources required for the design and development of products and services;
- f) 设计和开发过程参与人员之间接口的控制需求;
Control requirements for the interface between participants in the design and development process;
- g) 顾客及使用者参与人员之间接口的控制需求;
Control requirements for the interface between customers and user participants;
- h) 对后续产品和服务提供的要求;
Requirements for subsequent product and service provision;
- i) 顾客和其他有关相关方所期望的对设计和开发过程的控制水平;
The level of control over the design and development process expected by customers and other relevant parties;
- j) 证实已经满足设计和开发要求所需的成文信息。
Documented information required to demonstrate that design and development requirements have been met.

8.3.3 产品设计和开发输入

Product design and development input

8.3.3.1 产品开发输入应包括:

Product development input shall include:

- a) 功能和性能要求;
Functional and performance requirements;
- b) 来源于以前类似设计和开发活动的信息;
Information derived from previous similar design and development activities;
- c) 法律法规要求;
Legal and regulatory requirements;
- d) 组织承诺实施的标准和行业规范;
The standards and industry norms that the organization is committed to implementing;
- e) 由产品和服务性质所决定的、失效的潜在后果。
Potential consequences of failure depending on the nature of the product and service.
- f) 产品环保要求及有毒有害物质含量的要求;
Product environmental protection requirements and requirements for the content of toxic and harmful substances;
- g) 包装方式及环保要求

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Packaging methods and environmental protection requirements

8.3.3.2 设计和开发输入应完整、清楚，满足设计和开发的目的。

Design and development input should be complete, clear, and meet the purpose of design and development.

8.3.3.3 应对设计和开发输入进行评审，以确保其充分性与适宜性。要求应完整、清楚，并且不能自相矛盾。

Design and development inputs should be reviewed to ensure their adequacy and suitability. Requirements should be complete, clear, and not contradictory.

8.3.4 设计和开发控制

Design and Development Controls

8.3.4.1 组织应对设计和开发过程进行控制，以确保：

The organization shall control the design and development processes ensure that:

a) 规定拟获得的结果；

The intended results are specified;

b) 实施评审活动，以评价设计和开发的结果满足要求的能力；

Review activities are conducted to evaluate the ability of the design and development results to meet the requirements;

c) 实施验证活动，以确保设计和开发输出满足输入的要求；

Verification activities are conducted to ensure that the design and development outputs meet the input requirements;

d) 实施确认活动，以确保产品和服务能够满足规定的使用要求或预期用途要求；

Confirmation activities are conducted to ensure that the products and services can the specified usage requirements or expected usage requirements;

e) 针对评审、验证和确认过程中确定的问题采取必要措施；

Necessary measures are taken for the problems identified during the review, verification, and confirmation processes.

8.3.4.2 设计和开发评审

Design and Development Reviews

a) 在适当的阶段应组织与所评审的设计/开发阶段有关的部门和专业人员对产品开发进行评审。

At appropriate stages, the organization shall conduct reviews of the design/development stages

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with relevant departments and professionals.

- b) 产品开发的评审目的是：对本阶段产品开发结果满足产品质量要求的能力做出评价；

The purpose of the product development review is to evaluate the ability of the product development results of this stage to meet the product quality requirements;

- c) 识别和发现设计中的问题和不足，并采取适当措施，以期有效解决。

Identify and discover and deficiencies in the design, and take appropriate measures to effectively resolve them.

8.3.4.3 产品开发验证

Product development verification

- a) 根据产品开发计划中规定的验证点和试验方式，应组织有关部门和专业人员确定设计开发输出是否满足输入的要求，并对此提供客观证据。

According to the verification points and test methods specified in the product development plan, relevant departments and professionals should be organized to determine whether the design and development output meets the input requirements and provide objective evidence for this.

- b) 当验证的结果表明设计开发输出未能或部门未能满足输入要求时，应决定采取有效的跟踪措施包括更改设计，以满足要求。

When the results of verification indicate that the design and development output fails or the department fails to meet the input requirements, it should be decided to take effective tracking measures including changing the design to meet the requirements.

8.3.4.4 产品开发确认

Product development confirmation

- a) 为确定设计开发的产品满足预期使用要求，应组织有关部门通过确认提供证据，如产品技术鉴定报告，试验报告等。

In order to confirm that the designed and developed products meet the expected use requirements, relevant departments should be organized to provide evidence through confirmation, such as product technical appraisal reports, test reports, etc.

- b) 确认应在设计开发完成后，批产品正式生产或服务正式提供之前进行，如全部确认不可能做到，则必须最大限度地完成可能进行的部分确认。

Confirmation should be carried out after the design and development is completed and before the batch of products is officially produced or the service is officially provided. If full confirmation is

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impossible, possible partial confirmation must be completed to the greatest extent possible.

8.3.5 产品开发输出

Product Development Outputs

8.3.5.1 产品开发输出是设计开发的成果, 为确保后续的产品实现过程有相关的指导性文件, 产品开发输出应形成完整的文件。

The outputs of product development are the results of design and development, to ensure that there are relevant guiding documents for the subsequent product realization process, the outputs of product development should be documented completely.

8.3.5.2 组织应确保设计和开发输出:

The organization shall ensure that design and development outputs:

a) 满足输入的要求;

Meet the input requirements;

b) 对于产品和服务提供的后续过程是充分的;

The follow-up processes for the provision of products and services are adequate;

c) 包括或引用监视和测量的要求, 适当时, 包括接收准则;

Include or reference monitoring and measurement requirements and, where appropriate, acceptance criteria;

d) 规定对于实现预期目的、保证安全和正确提供(使用)所必须的产品和服务特性。

Specify the characteristics of products and services necessary to achieve the intended purpose, ensure safety and correct provision (use).

8.3.5.3 组织应保留有关设计和开发输出的形成文件的信息。输出文件应由主管部门负责人批准, 必要时由总经理批准并实施, 其发放按《文件控制程序》执行。

The organization shall retain documented information about design and development outputs. The output documents shall be approved by the person in charge of the competent department and, if necessary, approved and implemented by the general manager. Their issuance shall be carried out in accordance with the "Document Control Procedures".

8.3.6 设计和开发更改

Design and development changes

8.3.6.1 组织应识别、评审和控制产品和服务设计和开发期间以及后续所做的更改, 以避免不利影响, 确保符合要求。

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The organization shall identify, review and control changes made during the design and development of products and services and subsequently in order to avoid adverse effects and ensure compliance with requirements.

8.3.6.2 组织应保留下列形成文件的信息:

The organization shall retain the following documented information:

- a) 设计和开发变更;
Design and development changes;
- b) 评审的结果;
The results of the review;
- c) 变更的授权;
Authorization for changes;
- d) 为防止不利影响而采取的措施。
Measures taken to prevent adverse effects.

8.3.6.3 产品开发的更改、更改评价的结果和随后采取的更改措施应形成文件, 并保持更改的评审结果和必要措施的记录。

Changes in product development, the results of change evaluation and subsequent change measures should be documented, and records of the review results and necessary measures of changes should be maintained.

8.3.7 相关/引用文件

Related/referenced documents

《设计和开发控制程序》

"Design and Development Control Procedures"

《文件控制程序》

"Document Control Procedure"

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Control of externally provided processes,
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8.4 外部提供过程、产品和服务的控制

Control of externally provided processes, products and services

8.4.1 总则

General provisions

8.4.1.1 公司识别外部供方提供的过程、产品和服务主要有:

The company identifies the processes, products and services provided by external suppliers as follows:

a) 生产原辅料、外购外协件的采购。

Procurement of production raw materials and outsourcing parts.

b) 运输服务。

Transportation services.

8.4.1.2 采购部对物资和服务的采购应进行控制, 以确保采购的产品和服务符合要求。控制的方式和程度应根据采购的物资和服务对公司提供产品和服务的实际影响而定。

The Procurement Department should control the procurement of materials and services to ensure that the purchased products and services meet the requirements. The manner and degree of control should be based on the actual impact of the purchased goods and services on the products and services provided by the company.

8.4.1.3 采购部应根据供方提供产品和服务的能力来评价并选择合格供方; 选择、绩效监视和定期再评价的准则应予以确定;

The Procurement Department should evaluate and select qualified suppliers based on their ability to provide products and services; the criteria for selection, performance monitoring and regular re-evaluation should be determined;

8.4.1.4 外部供方的评定的结果及跟踪措施应予以记录。

The results of the external supplier's assessment and tracking measures should be recorded.

8.4.2 控制类型和程度

Type and degree of control

8.4.2.1 公司按《采购控制程序》中对外部供方的管理要求进行管理, 确保外部提供的过程、产品和服务不会对公司稳定地向顾客交付合格产品和服务的能力产生不利影响。

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The company manages external suppliers in accordance with the management requirements for external suppliers in the "Procurement Control Procedures" to ensure that the processes, products and services provided by external parties will not adversely affect the company's ability to stably deliver qualified products and services to customers.

8.4.2.2 公司在策划对外部供方的管理时，应考虑：

When planning the management of external suppliers, the company should consider:

- a) 确保外部提供的过程保持在其质量、环境和职业健康安全管理体系的控制之中；
Ensure that externally provided processes remain within the control of their quality, environmental and occupational health and safety management systems;
- b) 规定对外部供方的控制及其输出结果的控制；
Specify the control of external suppliers and the control of their output results;
- c) 外部提供的过程、产品和服务对组织稳定地提供满足顾客要求和适用的法律法规要求的能力的潜在影响；
The potential impact of externally provided processes, products and services on the organization's ability to consistently provide services that meet customer requirements and applicable legal and regulatory requirements;
- d) 外部供方自身控制的有效性；
The effectiveness of the external provider's own controls;
- e) 确定必要的验证或其他活动，以确保外部提供的过程、产品和服务满足要求。
Determine the verification or other activities necessary to ensure that externally provided processes, products and services meet requirements.

8.4.3 外部供方的信息

Information from external providers

8.4.3.1 公司于外部供方之间的合作通过协议、合同、备忘录等方式确定，应确保在与外部供方沟通之前所确定的要求是充分的。

The company's cooperation with external suppliers is determined through agreements, contracts, memorandums, etc. It should ensure that the requirements determined before communicating with external suppliers are sufficient.

8.4.3.2 公司与外部供方的沟通可以包括：

The company's communication with external providers may include:

- a) 所提供的过程、产品和服务；

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The processes, products and services provided;

b) 对下列内容的批准:

Approval of:

——产品和服务;

Products and services;

——方法、过程和设备;

Methods, processes and equipment;

——产品和服务的放行;

Release of products and services;

c) 能力, 包括所要求的人员资质;

Competencies, including required personnel qualifications;

d) 外部供方与组织的接口;

Interface between external providers and the organization;

e) 公司对外部供方绩效的控制和监视;

The company's control and monitoring of the performance of external suppliers;

f) 公司或其顾客拟在供方现场实施的验证活动。

Verification activities that the company or its customers intend to perform at the supplier's site.

8.4.4 相关/引用文件

Related/Referenced Documents

《采购控制程序》

"Procurement Control Procedure"

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8.5 生产和服务提供

Production and service provision

8.5.1 生产和服务提供的控制

Control of production and service provision

8.5.1.1 公司应在受控条件下进行产品生产和服务提供。适用时，受控条件应包括：

The company should produce products and provide services under controlled conditions. Where applicable, controlled conditions shall include:

a) 获得生产计划等表述产品和服务特性的文件信息，明确：

Obtain document information such as production plans that describe the characteristics of products and services, and clarify:

——所生产的产品、提供的服务或进行的活动的特征；

Characteristics of the products produced, services provided or activities carried out;

——拟获得的结果

The results to be obtained

b) 可获得和使用适宜的监视和测量资源；

Appropriate monitoring and measurement resources are available and used;

c) 在适当阶段实施监视和测量活动，以验证是否符合过程或输出的控制准则以及产品和服务的接收准则；

Implement monitoring and measurement activities at appropriate stages to verify compliance with the control criteria for the process or output and the acceptance criteria for products and services;

d) 为过程的运行提供适宜的基础设施和环境；

Provide suitable infrastructure and environment for the operation of the process;

e) 配备具备能力的人员，包括所要求的资格；

Equipped with competent personnel, including the required qualifications;

f) 人为错误（如失误、违章）导致的不符合的预防；

Prevention of non-compliance caused by human errors (such as mistakes, violations);

g) 产品和服务的放行、交付和交付后活动的实施；

Release, delivery and performance of post-delivery activities of products and services;

8.5.1.2 若输出结果不能由后续的监视或测量加以验证，应对生产和服务提供过程实现策划结果的能力进行确认和定期再确认；本公司的产品和服务生产过程经确认，特

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殊过程除执行一般的生产过程控制规定外，还应加强：

If the output results cannot be verified by subsequent monitoring or measurement, the ability of the production and service provision process to achieve the planned results should be confirmed and periodically re-confirmed; the company's product and service production processes have been confirmed, and special processes should not be executed except for general In addition to the production process control regulations, the following should also be strengthened:

- a) 生产设备的性能控制；
Performance control of production equipment;
- b) 工艺参数的控制；
Control of process parameters;
- c) 人员能力的控制；
Control of personnel capabilities;
- d) 相应的作业指导书；
Corresponding work instructions;
- e) 加强过程的监视和测量控制。
Strengthen process monitoring and measurement control.

8.5.1.3 特殊工程的再确认

Reconfirmation of special projects

发生下列情况，应对特殊过程进行再确认：

If the following situations occur, the special process should be re-confirmed:

- a) 工序生产发生重大质量问题时；
When major quality problems occur in process production;
- b) 影响工序的因素发生变化时（如设备、工装进行了大修）；
When factors affecting the process change (such as equipment and tooling being overhauled);
- c) 生产工艺发生变更时。
When the production process changes.

8.5.2 标识和可追溯性

Identification and traceability

8.5.2.1 生产部负责实施具体的产品和服务标识的方法及标识内容，以确保产品和服务合格。

The production department is responsible for implementing specific product and service labeling



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methods and labeling content to ensure that products and services are qualified.

8.5.2.2 公司应在生产和服务提供的整个过程中按照监视和测量要求识别输出状态。进行有效管控，检验员负责检测前后的状态标识。

The company should identify output status in accordance with monitoring and measurement requirements throughout the production and service provision process. To carry out effective control, the inspector is responsible for status identification before and after inspection.

8.5.2.3 当有可追溯性要求时，应控制并记录产品和服务的唯一性标识。确保可追溯性。

When there are traceability requirements, the unique identification of products and services should be controlled and recorded. Ensure traceability.

8.5.2.4 标识和可追溯性的控制按《生产和服务提供过程控制程序》的相关要求实施。

The control of identification and traceability shall be implemented in accordance with the relevant requirements of the "Production and Service Provision Process Control Procedures".

8.5.3 顾客或外部供方的财产

Property of Customer or External Provider

8.5.3.1 顾客或外部供方的财产可能包括材料、零部件、工具和设备，顾客的场所，知识产权和个人信息。销售部应在合同或订单中明确顾客财产的具体信息。

The property of the customer or external providers may include materials, parts, tools and equipment, the customer's premises, intellectual property and personal information. The sales department should clarify the specific information of the customer's property in the contract or order.

8.5.3.2 品管部负责顾客财产的验证，生产部负责顾客财产的使用和维护，妥善保管顾客提供的财产。

The quality control department is responsible for the verification of customer property, and the production department is responsible for the use and maintenance of customer property, and properly keeps the property provided by the customer.

8.5.3.3 组织在控制或使用顾客或外部供方的财产期间，应对其进行妥善管理。

The organization shall properly manage customer or external provider property while it is under its control or use.

8.5.3.4 若顾客或外部供方的财产发生丢失、损坏或发现不适用情况，组织应向顾客或外部供方报告，并保留相关记录及协议等文件信息。

If the customer or external provider's property is lost, damaged, or found to be unsuitable, the organization shall report it to the customer or external provider, and retain relevant records,

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agreements and other document information.

8.5.3.5 顾客或外部供方的财产的控制按《顾客或外部供方财产控制程序》的要求实施。

The customer or external supplier's property is controlled in accordance with the requirements of the Customer or External Supplier Property Control Procedure.

8.5.4 防护

Protection

8.5.4.1 为保证公司的产品和服务从生产直至交付到合同规定的交付地点期间进行必要防护，以确保符合要求。

To ensure that the company's products and services are protected from production to delivery to the delivery location specified in the contract, necessary protection is carried out to ensure compliance with requirements.

8.5.4.2 采购部、生产部对采购物资和公司产品和服务进行有效的防护，应对采购物资和产品和服务的标识、搬运、包装、贮存和保护进行控制。

The purchasing department and production department shall effectively protect purchased materials and company products and services, and control the labeling, handling, packaging, storage and protection of purchased materials, products and services.

8.5.4.3 防护可包括防护标识、处置、污染控制、包装、储存、传送或运输以及保护。

Protection may include protective marking, handling, contamination control, packaging, storage, transfer or transportation, and protection.

8.5.4.4 防护的实施按《生产和服务提供过程控制程序》的相关规定执行。

The implementation of protection shall be carried out in accordance with the relevant provisions of the "Production and Service Provision Process Control Procedures".

8.5.5 交付后的活动

Post-delivery activities

8.5.5.1 公司相关制度明确了本公司具备满足与产品和服务相关的交付后活动的要求的能力。

The company's relevant systems clarify the company's ability to meet the requirements for post-delivery activities related to products and services.

8.5.5.2 在确定交付后活动的覆盖范围和程度时，组织应考虑：

When determining the coverage and extent of post-delivery activities, the organization shall consider:

a) 法律法规要求及产品和服务的相关风险；

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Legal and regulatory requirements and related risks of products and services;

b) 与产品和服务相关的潜在不期望的后果;

Potential undesirable consequences associated with products and services;

c) 其产品和服务的性质、用途和预期寿命;

The nature, purpose and life expectancy of its products and services;

d) 顾客要求;

Customer requirements;

e) 顾客反馈。

Customer feedback.

8.5.5.3 交付及交付后活动的实施按《生产和服务提供过程控制程序》的相关规定执行。

The implementation of delivery and post-delivery activities shall be carried out in accordance with the relevant provisions of the "Production and Service Provision Process Control Procedures".

8.5.6 更改控制

Change Control

8.5.6.1 公司在生产和服务提供过程中发生更改活动,应对生产和服务提供的更改进行必要的评审和控制,以确保稳定地符合要求。

If the company undergoes change activities during the production and service provision process, the company shall conduct necessary review and control of the changes in production and service provision to ensure stable compliance with requirements.

8.5.6.2 应对生产和服务提供的更改过程控制的相关记录予以保留。包括有关更改评审结果、授权进行更改的人员以及根据评审所采取的必要措施等。

Records related to process control of changes in production and service provision should be retained. This includes information on changing the review results, the personnel authorized to make the changes, and the necessary actions taken based on the review.

8.5.6.3 更改控制按《组织变更管理控制程序》的相关要求实施。

Change control is implemented in accordance with the relevant requirements of the "Organizational Change Management Control Procedure".

8.5.7 相关/引用文件

Related/Referenced Documents

《生产和服务提供过程控制程序》

"Process Control Procedures for Production and Service Provision"

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《顾客或外部供方财产控制程序》

"Property Control Procedures for Customers or External Suppliers"

《组织变更管理控制程序》

"Organizational Change Management Control Procedure"

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8.6 产品和服务的放行

Chapter number:

Release of products and services



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8.6 产品和服务的放行

Release of products and services

8.6.1 公司根据自身产品特点制定产品和服务检验程序文件，在实现产品和服务的过程的规定阶段中实施。

The company formulates product and service inspection procedure documents based on its own product characteristics, and implements them in the specified stages of the process of realizing products and services.

8.6.2 品管部、仓库应对生产的产品的性能指标及采购的物资进行监视和测量，以验证产品和服务是否满足要求。

The quality control department and warehouse should monitor and measure the performance indicators of the products produced and the purchased materials to verify whether the products and services meet the requirements.

8.6.3 除非得到有关授权人员的批准，适用时得到顾客的批准，否则在策划的安排已圆满完成之前，不应向顾客放行产品和交付服务。

Products should not be released and services delivered to the customer until planned arrangements have been satisfactorily completed, unless approved by the relevant authorized personnel and, where applicable, the customer.

8.6.4 符合所使用的接收准则的证据均应予以文件化。包括授权放行人员的可追溯信息。

Evidence of compliance with the acceptance criteria used shall be documented. Includes traceability information for authorized release personnel.

8.6.5 相关/引用文件

Related/referenced documents

《产品的监视与测量控制程序》

"Product Monitoring and Measurement Control Procedures"



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8.7 不合格输出的控制

Control of unqualified output

8.7.1 品管部及仓库应确保不符合要求的产品和服务得到识别并处于受控状态，以防止非预期使用或交付。

The quality control department and warehouse should ensure that products and services that do not meet requirements are identified and under control to prevent unexpected use or delivery.

8.7.2 公司应采取与不合格品的性质及其影响相适应的措施，必要时进行纠正。这也适用于在产品交付后和服务

The company should take measures appropriate to the nature and impact of nonconforming products, and make corrections when necessary. This also applies after product delivery and service

8.7.3 经检验判定为不合格时，应立即报告部门领导，对不合格情况进行记录、标识和采取适当的隔离措施，防止混淆。

When it is determined to be unqualified after inspection, it should be reported to the department leader immediately, and the unqualified situation should be recorded and labeled and appropriate isolation measures should be taken to prevent confusion.

8.7.4 对不合格品的处置方式包括：

Disposal methods for non-conforming products include:

a) 纠正；

Correction;

b) 对提供产品和服务进行隔离、限制、退货或暂停；

Quarantine, restrict, return or suspend the provision of products and services;

c) 告知顾客；

Inform customers;

d) 获得让步接收的授权。

Obtain authorization to receive concessions.

8.7.5 经返工处理的不合格品，由品管部重新检验，达到合格品要求，才能进厂、转序和出厂。

Unqualified products that have been reworked will be re-inspected by the quality control department and must meet the requirements for qualified products before they can enter the factory, be transferred to the order, and leave the factory.

8.7.6 经评审为报废的不合格品，品管部及仓库对其去向进行跟踪。对交付或开始使用

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发现产品和服务不合格时，根据其影响程度采取与之相应措施。

The quality control department and warehouse will track the whereabouts of unqualified products that have been evaluated as scrapped. When products and services are found to be substandard during delivery or start of use, appropriate measures will be taken based on the extent of the impact.

8.7.7 公司应保留下列形成文件的信息:

The company should retain the following documented information:

a) 有关不合格的描述;

Description of the non-conformity;

b) 所采取措施的描述;

Description of the measures taken;

c) 获得让步的描述;

Description of concessions obtained;

d) 处置不合格的授权标识。

Dispose of unqualified authorization marks.

8.7.8 相关/引用文件

Related/Referenced Documents

《不合格品控制程序》

"Control Procedures for Nonconforming Products"

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8.8 环境与职业健康的运行控制

Chapter number:

Environmental and occupational health operational controls



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8.8 环境与职业健康的运行控制

Operational control of environment and occupational health

8.8.1 公司建立并保持《环境因素识别和评价管理程序》和《危险源辨识、风险评价和控制程序》及《环境和职业健康安全运行控制程序》，并在生产过程中加以控制，确保重要环境因素和重要危险源在有关的活动、产品、服务得到有效控制，并对相关方环境行为施加影响，使管理体系不偏离公司的管理方针，并确保管理目标和指标的实现。

The company establishes and maintains "Environmental Factor Identification and Evaluation Management Procedures", "Hazard Source Identification, Risk Assessment and Control Procedures" and "Environmental and Occupational Health and Safety Operation Control Procedures", and controls them during the production process to ensure important Environmental factors and important hazard sources are effectively controlled in relevant activities, products, and services, and influence the environmental behavior of relevant parties, so that the management system does not deviate from the company's management policy and ensures the realization of management goals and indicators.

8.8.2 实施针对环境及职业健康安全建立的程序文件。对一般环境因素和危险源，通过法规和日常检查进行控制。对重要环境因素和不可接受的风险，制定管理方案。

Implement procedural documents established for the environment and occupational health and safety. General environmental factors and hazard sources are controlled through regulations and daily inspections. Develop management plans for important environmental factors and unacceptable risks.

8.8.3 运行程序及相关要求要以书面形式及时通报给相关方，在运行过程中，办公室应及时进行监视和测量。

The operating procedures and related requirements must be promptly notified to relevant parties in written form. During the operation process, the office should promptly monitor and measure.

8.8.4 重要岗位人员严格执行程序的要求和作业指导书的规定，并严格按规程操作。

Personnel in important positions shall strictly implement the requirements of procedures and the provisions of the work instructions, and operate in strict accordance with the procedures.

8.8.5 对设备有关环境和劳动保护的各项技术参数要进行确认，在生产中要做好环境保护和劳动保护设施设备的日常维护和保养，保证其正常使用。

All technical parameters related to environmental and labor protection of the equipment must be confirmed, and daily maintenance and upkeep of environmental protection and labor protection facilities and equipment must be done during production to ensure their normal use.

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8.8.6 对于公司所购买和使用的物品、设备和服务中已识别的环境、职业健康安全风险，建立并保持程序，并将有关的程序和要求通报供应商和合同方。

Establish and maintain procedures for identified environmental and occupational health and safety risks in the items, equipment and services purchased and used by the company, and notify suppliers and contractors of relevant procedures and requirements.

8.8.7 建立并保持程序，用于工作场所、过程、装置、机械、运行程序和工作组织的设计，包括考虑与人的能力相适应，以便从根本上消除或降低职业健康安全风险。

Establish and maintain procedures for the design of workplaces, processes, equipment, machinery, operating procedures and work organization, including consideration of adaptation to human capabilities, in order to fundamentally eliminate or reduce occupational health and safety risks.

8.8.8 对所使用的产品和服务中可标识的重要环境因素，应建立并保持一套管理程序，并将有关的程序与要求通报供应商和合同方。

For important environmental factors that can be identified in the products and services used, a set of management procedures should be established and maintained, and relevant procedures and requirements should be communicated to suppliers and contractors.

8.8.9 按照运行准则实施过程控制，通过环境运行和程序化的控制应确保本公司在环境保护和推行清洁生产，作好污染防治的同时能有效的实施：

Implement process control in accordance with operating guidelines. Through environmental operation and programmed control, it should be ensured that the company can effectively implement the following while protecting the environment, promoting cleaner production, and preventing pollution:

a) 对因缺乏程序文件而导致偏离方针、目标与指标的情况得到预防或纠正；

Prevent or correct deviations from policies, goals and indicators due to lack of procedural documents;

b) 明确对环境保护和实施清洁生产要该遵循的运行准则；

Clarify the operational guidelines to be followed for environmental protection and implementation of cleaner production;

c) 确保公司所使用的产品和服务中可标识的重要环境因素与供方达到交流与沟通。

Ensure that important environmental factors that can be identified in the products and services used by the company are communicated with suppliers.

8.8.10 组织应对计划内的变更进行控制，并对非预期性变更的后果予以评审，必要时，

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应采取措施降低任何有害影响。

The organization shall control planned changes and review the consequences of unanticipated changes. If necessary, measures shall be taken to reduce any harmful effects.

8.8.11 组织应确保对外包过程实施控制或施加影响。应在环境管理体系内规定对这些过程实施控制或施加影响的类型与程度。

The organization shall ensure that control or influence is exercised over the outsourced process. The type and extent of control or influence on these processes should be specified within the environmental management system.

8.8.12 从生命周期观点出发，组织应：

From a life cycle perspective, the organization should:

a) 适当时，制定控制措施，确保在产品或服务设计和开发过程中，考虑其生命周期的每一阶段，并提出环境要求；

Where appropriate, develop control measures to ensure that each stage of the product or service life cycle is considered during the design and development process and environmental requirements are proposed;

b) 适当时，确定产品和服务采购的环境要求；

Where appropriate, determine the environmental requirements for product and service procurement;

c) 与外部供方（包括合同方）沟通其相关环境要求；

Communicate with external suppliers (including contract parties) their relevant environmental requirements;

d) 考虑提供与产品或服务的运输或交付、使用、寿命结束后处理和最终处置相关的潜在重大环境影响的信息的需求。

Consider the need to provide information on potentially significant environmental impacts associated with the transport or delivery, use, end-of-life treatment and final disposal of the product or service.

8.8.13 相关/引用文件

Related/referenced documents

《环境因素识别和评价管理程序》

"Environmental Factor Identification and Evaluation Management Procedure"

《危险源辨识、风险评价和控制程序》

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"Hazard Source Identification, Risk Assessment and Control Procedures"

《环境和职业健康安全运行控制程序》

"Environmental and Occupational Health and Safety Operational Control Procedures"

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8.9 应急准备和响应

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Emergency preparedness and response



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8.9 应急准备和响应

Emergency Preparedness and Response

8.9.1 组织应建立并执行《应急准备与响应控制程序》、《应急预案》、实施并保持对

6.1.1 中识别的潜在紧急情况进行应急准备并做出响应所需的过程。

The organization shall establish and implement "Emergency Preparedness and Response Control Procedures" and "Emergency Plans", and implement and maintain the processes required to prepare for and respond to potential emergencies identified in 6.1.1.

- a) 公司根据识别出的潜在的重要环境因素和不可接受的风险因素，确定下列物质或场所为应急准备和相应的重点：

Based on the identified potentially important environmental factors and unacceptable risk factors, the company determines the following materials or locations as emergency preparedness and corresponding priorities:

—可（易）燃物：电路及用电设备；

Combustibles: circuits and electrical equipment;

—化学品/剧毒品：乙炔、氧气、甲醛、液氯、氮气、塑粉等；

Chemicals/toxic chemicals: acetylene, oxygen, formaldehyde, liquid chlorine, nitrogen, plastic powder, etc.;

—作业点或场所：焊接区、造型、化学品仓库、配电室等。

Working points or places: welding area, molding, chemical warehouse, power distribution room, etc.

- b) 由相应的部门针对潜在的事故或紧急情况，制定有针对性的预防措施、应急措施和事故处理整改方案；

The corresponding departments shall formulate targeted preventive measures, emergency measures and accident handling and rectification plans for potential accidents or emergencies;

8.9.2 组织应：

The organization shall:

- a) 通过策划措施做好响应紧急情况的准备，以预防或减轻它所带来的有害环境影响；

Be prepared to respond to emergencies by planning measures to prevent or mitigate their harmful environmental impacts;

- b) 对实际发生的紧急情况做出响应；

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Respond to actual emergencies;

- c) 根据紧急情况和潜在环境影响的程度，采取相适应的措施预防或减轻紧急情况带来的后果；

Based on the extent of the emergency and potential environmental impact, take appropriate measures to prevent or mitigate the consequences of the emergency;

- d) 可行时，定期试验所策划的响应措施；

Where feasible, regularly test planned response measures;

- e) 定期评审并修订过程和策划的响应措施，特别是发生紧急情况后进行试验后；

Regularly review and revise processes and planned response measures, especially after emergencies or tests;

- f) 适用时，向有关的相关方，包括在组织控制下工作的人员提供应急准备和响应相关的信息和培训。

Where applicable, provide emergency preparedness and response-related information and training to relevant interested parties, including personnel working under the organization' s control.

8.9.3 相关/引用文件

Related/referenced documents

《应急准备与响应控制程序》

"Emergency Preparedness and Response Control Procedures"

《环境和职业健康安全运行控制程序》

"Environmental and Occupational Health and Safety Operational Control Procedures"



9 绩效评价

Performance evaluation

9.1 监视、测量、分析和评价

Monitoring, measurement, analysis and evaluation

9.1.1 总则

General provisions

9.1.1.1 公司应考虑已确定的风险和机遇，应：

The company should consider the identified risks and opportunities and should:

a) 确定监视和测量的对象和内容，以便：

Determine the objects and content to be monitored and measured in order to:

——证实产品和服务的符合性；

Confirm the conformity of products and services;

——评价过程质量绩效、环境绩效和职业健康安全管理体系绩效；

Evaluate process quality performance, environmental performance and occupational health and safety management performance;

——确保质量、环境和职业健康安全管理体系的符合性和有效性；

Ensure the compliance and effectiveness of quality, environmental and occupational health and safety management systems;

——评价顾客满意度；

Evaluate customer satisfaction;

b) 评价外部供方的业绩；

Evaluate the performance of external suppliers;

c) 确定监视、测量（适用时）、分析和评价的方法，以确保结果可行；

Determine methods of monitoring, measurement (where applicable), analysis and evaluation to ensure that results are feasible;

d) 组织评价其环境绩效所依据的准则和适当的参数；

The criteria and appropriate parameters against which the organization evaluates its environmental performance;

e) 确定监视和测量的时机，何时应实施监视和测量；

Determine the timing of monitoring and measurement and when monitoring and measurement should be implemented;

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- f) 确定何时对监测和测量结果进行分析和评价；
Determine when monitoring and measurement results will be analyzed and evaluated;
- g) 确定所需的质量、环境和职业健康安全管理体系绩效指标。
Determine the required quality, environmental and OH&S management system performance indicators.
- 9.1.1.2 适当时，组织应确保使用经校准或经验证的监视和测量设备，并对其予以维护。
Where appropriate, the organization shall ensure that calibrated or validated monitoring and measuring equipment is used and maintained.
- 9.1.1.3 组织应评价其环境和职业健康安全绩效和管理体系的有效性。
The organization shall evaluate its environmental and occupational health and safety performance and the effectiveness of its management system.
- 9.1.1.4 组织应按其建立的信息交流过程的规定及其合规义务的要求，就有关环境绩效的信息进行内部和外部信息交流。
The organization shall exchange information on environmental performance internally and externally in accordance with the provisions of the information exchange process it has established and the requirements of its compliance obligations.
- 9.1.1.5 公司应建立过程，以确保监视和测量活动与监视和测量要求相一致的方式实施。
The company shall establish processes to ensure that monitoring and measurement activities are performed in a manner consistent with monitoring and measurement requirements.
- 9.1.1.6 环境和职业健康安全的监测和测量
Monitoring and measurement of environmental and occupational health and safety
通过《环境安全监测与测量控制程序》的相关规定对具有或可能具有重大环境影响和职业健康安全风险的活动及其关键特性进行监测和测量，通过监测和测量结果对质量/环境/职业健康安全方针、目标、指标、有关法律、法规、标准的符合性程度进行评价。
Through the relevant provisions of the "Environmental Safety Monitoring and Measurement Control Procedures", activities and key characteristics that have or may have significant environmental impacts and occupational health and safety risks are monitored and measured, and quality/environment/occupational health and safety are evaluated through monitoring and measurement results. Evaluate the degree of compliance with policies, goals, indicators, and relevant laws, regulations, and standards.
- a) 公司各相关部门、各班组负责实施本单位职责范围内的监控、监测和监督活动；
All relevant departments and teams of the company are responsible for implementing monitoring,

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monitoring and supervision activities within the scope of their own responsibilities;

- b) 监测指对环境和职业健康安全影响或具有影响的活动的易于量化的关键特性进行测量的过程，如纯技术性、委托外单位进行测量的项目。监测的对象有生活废水排放，废气排放、作业场所的噪声粉尘、机械伤害等。

Monitoring refers to the process of measuring easily quantifiable key characteristics of environmental and occupational health and safety impacts or activities that have impacts, such as purely technical projects that are entrusted to external units for measurement. Monitoring objects include domestic wastewater emissions, exhaust gas emissions, noise and dust in the workplace, mechanical injuries, etc.

- c) 办公室联系资质单位对厂界噪声、作业场所的噪声、生活废水、废气排放等进行定期监测，定期组织并联系资质单位对职业场所职业健康危害因素开展检测与评价，若设备的使用量增加或相关方抱怨，适当增加监测频次。

The office contacts qualified units to conduct regular monitoring of factory boundary noise, workplace noise, domestic wastewater, exhaust gas emissions, etc., and regularly organizes and contacts qualified units to carry out detection and evaluation of occupational health hazard factors in occupational places. If the use of equipment increases If there are complaints from relevant parties, the frequency of monitoring will be increased appropriately.

9.1.2 顾客满意

Customer satisfaction

- 9.1.2.1 销售部应收集有关顾客对公司产品和服务和服务满意和/或不满意的信息，作为质量、环境和职业健康安全管理体系实施业绩的一种测量手段；

The sales department should collect information about customer satisfaction and/or dissatisfaction with the company's products and services as a means of measuring the implementation performance of the quality, environment and occupational health and safety management systems;

- 9.1.2.2 公司《顾客满意度测量控制程序》规定收集并分析这些信息的方法。

The company's "Customer Satisfaction Measurement Control Procedure" stipulates the methods for collecting and analyzing this information.

- 9.1.2.3 监视顾客感受的例子可包括顾客调查、顾客对交付产品或服务的反馈、顾客会晤、市场占有率分析、赞扬、担保索赔和经销商报告。

Examples of monitoring customer perceptions may include customer surveys, customer feedback on delivered products or services, customer interviews, market share analyses, compliments, warranty claims and dealer reports.

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9.1.3 分析与评价

Analysis and evaluation

9.1.3.1 品管部应确定数据分析的应用场所及应用方法，各部门应收集和分析适用数据，以确定质量、环境和职业健康安全管理体系的适用性和有效性，并规定采取的改进的措施。包括通过监视和测量活动以及其他相关来源所产生的数据。公司应分析这些数据，以获得下列信息：

The quality control department should determine the application places and application methods of data analysis. Each department should collect and analyze applicable data to determine the applicability and effectiveness of the quality, environment and occupational health and safety management system, and specify the improvements to be taken. Includes data generated through monitoring and measurement activities and other relevant sources. Companies should analyze this data to obtain the following information:

- a) 产品和服务的符合性；
Conformity of products and services;
- b) 顾客满意程度；
Customer satisfaction;
- c) 质量、环境和职业健康安全管理体系的绩效和有效性；
The performance and effectiveness of quality, environmental and occupational health and safety management systems;
- d) 策划是否得到有效实施；
Whether the plan has been effectively implemented;
- e) 针对风险和机遇所采取措施的有效性；
The effectiveness of measures taken to address risks and opportunities;
- f) 外部供方的绩效；
Performance of external providers;
- g) 质量、环境和职业健康安全管理体系改进的需求。
Needs for improvement of quality, environmental and occupational health and safety management systems.

9.1.4 合规性评价

Compliance evaluation

9.1.4.1 组织建立和实施《合规性评价控制程序》，明确合规性评价的相关要求。

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Organize the establishment and implementation of the "Compliance Evaluation Control Procedure" and clarify the relevant requirements for compliance evaluation.

9.1.4.2 管理者代表每年组织（每年至少一次，一般在年初或年末，中间间隔不超过 12 个月）对全公司生产、经营、服务活动遵守有关的环境方面的法律法规及其他要求的情况进行必要的评价。

Management representatives organize every year (at least once a year, usually at the beginning or end of the year, with an interval not exceeding 12 months) to conduct a review of the company's production, operation, and service activities in compliance with relevant environmental laws, regulations, and other requirements. Necessary evaluation.

9.1.4.3 对组织的合规性进行评价，对未合规的过程或活动采取相应的改进措施，保证管理体系的持续有效。

Evaluate the organization's compliance and take corresponding improvement measures for non-compliant processes or activities to ensure the continued effectiveness of the management system.

9.1.4.4 在召开管理评审会议时，对所应该履行的法律法规要求的承诺和应遵循的其他要求的遵守情况进行汇报，提交讨论，保持其合规情况的知识和对其合规情况的理解。

When convening a management review meeting, report on the commitments that should be fulfilled by laws and regulations and the compliance with other requirements that should be followed, submit them for discussion, and maintain knowledge and understanding of their compliance status.

9.1.4.5 组织应保留文件化信息，作为合规性评价结果的证据。

The organization shall retain documented information as evidence of compliance assessment results.

9.1.5 相关/引用文件

Related/referenced documents

《顾客满意度测量控制程序》。

"Customer Satisfaction Measurement and Control Procedures".

《环境安全监测与测量控制程序》。

"Environmental Safety Monitoring and Measurement Control Procedures".

《合规性评价控制程序》。

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9.2 内部审核

Internal audit

9.2.1 内部审核策划

Internal audit planning

9.2.1.1 管理者代表负责策划并督促实施。

The management representative is responsible for planning and supervising implementation.

9.2.1.2 办公室负责编制年度审核计划，每次审核由组长编制审核计划，经管理者代表批准后实施。

The office is responsible for preparing the annual audit plan. The team leader will prepare the audit plan for each audit and implement it after approval by the management representative.

9.2.1.3 内部质量审核每年至少一次应覆盖质量、环境和职业健康安全管理体系标准中全部过程。并基于拟审核的活动和区域的状况和重要程度以及以往审核的结果，扩大审核频次。

Internal quality audits should cover all processes in the quality, environment and occupational health and safety management system standards at least once a year. And based on the status and importance of the activities and areas to be audited and the results of previous audits, the frequency of audits will be expanded.

9.2.1.4 内审人员应经过培训和资格认可，由总经理任命，审核员不应该审核自己（自己部门）工作。

Internal auditors should be trained and qualified and appointed by the general manager. Auditors should not audit their own (own department) work.

9.2.2 内部审核的实施要求

Implementation requirements for internal audits

通过现场调查，检查文件和对现场活动的观察来寻找客观证据证明体系运行与相关要求的符合性。对审核中发现的不符合项应填写不符合项报告，并经受审部门确认。

Search for objective evidence to prove that system operation is in compliance with relevant requirements through on-site investigations, inspection of documents and observation of on-site activities. A non-conformity report should be filled in for non-conformities discovered during the audit and confirmed by the department being audited.

9.2.3 对不符合项报告，受审核部门应按《纠正与预防措施管理程序》制订纠正措施，审核组负责验证。

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For reports of non-conformities, the audited department shall formulate corrective measures in accordance with the "Corrective and Preventive Measures Management Procedures", and the audit team shall be responsible for verification.

9.2.4 每次审核结果由审核组长组织编制审核报告，报管理者代表批准，按规定发放并提交管理评审。

The audit team leader shall organize the preparation of an audit report for each audit result, submit it to the management representative for approval, issue it according to regulations and submit it to management review.

9.2.5 审核过程全部记录，由审核组移交办公室妥善保存。

All records of the audit process will be handed over to the office by the audit team for safe keeping.

9.2.6 相关/引用文件

Related/referenced documents

《内部审核控制程序》

"Internal Audit Control Procedures"

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9.3 管理评审

Management review

9.3.1 总则

General provisions

总经理每年至少召开一次管理评审会议（时间间隔不超过 12 个月）对质量、环境和职业健康安全管理体系进行评审，以确保持续的适宜性、充分性和有效性。管理评审应对质量、环境和职业健康安全方针和目标的适宜性和实现程度进行评价并审议，确定是否需要对公司质量、环境和职业健康安全管理体系进行修订或改进。

The general manager shall convene a management review meeting at least once a year (with an interval of no more than 12 months) to review the quality, environment and occupational health and safety management systems to ensure continued suitability, adequacy and effectiveness. The management review should evaluate and review the suitability and degree of achievement of the quality, environment and occupational health and safety policies and objectives, and determine whether the company's quality, environment and occupational health and safety management system needs to be revised or improved.

9.3.2 评审输入

Review input

管理评审的输入应包括目前体系运行情况和改进的需要：

The input of the management review should include the current system operation and the need for improvement:

a) 以往管理评审所采取措施的实施情况；

The implementation of measures taken in previous management reviews;

b) 与质量、环境和职业健康安全管理体系相关的内外部问题及因素的变化；

Changes in internal and external issues and factors related to quality, environment and occupational health and safety management systems;

c) 有关质量、环境和职业健康安全管理体系绩效和有效性的信息，包括下列趋势性信息：

Information on the performance and effectiveness of quality, environmental and occupational health and safety management systems, including the following trend information:

1) 顾客满意和相关方的反馈；

Customer satisfaction and feedback from relevant parties;

2) 相关方的需求和期望，包括合规义务；

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The needs and expectations of relevant parties, including compliance obligations;

3) 重要环境因素及其变化情况;

Important environmental factors and their changes;

4) 风险和机遇

Risks and opportunities

5) 质量目标和环境目标指标的的实现程度;

The degree of realization of quality goals and environmental goal indicators;

6) 过程绩效以及产品和服务的符合性;

Process performance and conformity of products and services;

7) 不合格以及纠正措施;

Nonconformity and corrective measures;

8) 监视和测量结果;

Monitoring and measurement results;

9) 其合规义务的履行情况;

Fulfillment of its compliance obligations;

10) 审核结果;

Audit results;

11) 外部供方的绩效。

Performance of external providers.

d) 资源的充分性;

Adequacy of resources;

e) 应对风险和机遇所采取措施的有效性 (见 6.1) ;

The effectiveness of measures taken to address risks and opportunities (see 6.1);

f) 来自相关方的有关信息交流, 包括抱怨;

Exchange of relevant information from relevant parties, including complaints;

g) 持续改进的机会。

Opportunities for continuous improvement.

9.3.3 评审输出

Review output

管理评审的输出应包括与以下活动有关的措施:

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The output of the management review should include actions related to:

a) 对质量、环境和职业健康安全管理体系适宜性、充分性和有效性的总体评价结论;

Overall evaluation conclusion on the suitability, adequacy and effectiveness of the quality, environmental and occupational health and safety management systems;

b) 质量、环境和职业健康安全管理体系及其过程有效性的改进方面的有关决策;

Decisions related to the improvement of the effectiveness of quality, environmental and occupational health and safety management systems and their processes;

c) 与质量、环境和职业健康安全管理体系变更的任何需求相关的决策, 包括资源;

Decisions related to any need for changes to the quality, environmental and OH&S management systems, including resources;

d) 质量目标 and 环境目标未实现时需要采取的措施;

Measures to be taken when quality objectives and environmental objectives are not achieved;

e) 以适应法律、法规的要求和顾客的需求而改进产品和服务要求的决定措施。

Decision-making measures to improve product and service requirements to meet the requirements of laws, regulations and customer needs.

f) 如需要, 改进质量、环境和职业健康安全管理体系与其他业务过程融合的机遇;

Opportunities to improve the integration of quality, environmental and occupational health and safety management systems with other business processes, if necessary;

g) 任何与组织战略方向相关的结论。

Any conclusions related to the strategic direction of the organization.

9.3.4 管理评审期间处理的事项及决议均应形成文件。管理评审记录由办公室代为保存。

Matters and resolutions handled during the management review should be documented. Management review records will be kept by the office.

9.3.5 管理者代表负责管理评审会议决定中所提纠正和预防措施的有效性跟踪, 并予以记录。具体详见《管理评审控制程序》

The management representative is responsible for tracking and recording the effectiveness of the corrective and preventive measures proposed in the decisions of the management review meeting. For details, please refer to the "Management Review Control Procedures"

9.3.6 相关/引用文件

Related/referenced documents

《管理评审控制程序》

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Title: Continuous improvement
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Chapter number: Continuous improvement

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10 持续改进

Continuous improvement

10.1 总则

General provisions

10.1.1 公司编制《改进控制程序》确定并选择改进机会，采取必要措施，满足顾客要求和增强顾客满意。

The company compiles an "Improvement Control Procedure" to identify and select improvement opportunities, and take necessary measures to meet customer requirements and enhance customer satisfaction.

10.1.2 采取改进措施，主要包括：

Take improvement measures, mainly including:

a) 改进产品和服务以满足要求并关注未来的需求和期望；

Improve products and services to meet requirements and focus on future needs and expectations;

b) 纠正、预防或减少不利影响；

Correct, prevent or reduce adverse effects;

c) 改进质量、环境和职业健康安全管理体系的绩效和有效性。

Improve the performance and effectiveness of quality, environmental and occupational health and safety management systems.

10.1.3 改进的例子可包括纠正、纠正措施、持续改进、突变、创新和重组。

Examples of improvements may include corrections, corrective actions, continual improvement, mutations, innovations and reorganizations.

10.2 不合格和纠正措施

Nonconformities and corrective actions

10.2.1 若出现不合格，包括投诉所引起的不合格，各相关部门应对不合格做出应对，采取必要的临时对策：

In the event of non-conformity, including non-conformity caused by complaints, relevant departments shall respond to the non-conformity and take necessary temporary countermeasures:

a) 采取措施予以控制和纠正；

Take measures to control and correct;

b) 处置产生的后果。包括减轻有害的环境影响；



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Consequences of disposal. Includes mitigating harmful environmental impacts;

10.2.2 通过下列活动，评价是否需要采取措施，以消除产生不合格的原因，避免其再次发生（纠正措施）或者在其他场合发生（预防措施）：

Through the following activities, evaluate whether measures need to be taken to eliminate the cause of the nonconformity and avoid its recurrence (corrective action) or its occurrence on other occasions (preventive action):

c) 评审和分析不合格；

Unsatisfactory review and analysis;

d) 确定不合格的原因；

Determine the reasons for nonconformity;

e) 举一反三，确定是否存在或可能发生类似的不合格。

Draw inferences from one example to determine whether similar non-conformities exist or may occur.

10.2.3 确定和实施所需采取的改进措施；

Determine and implement required improvement measures;

10.2.4 评审所采取的纠正措施的有效性；

Review the effectiveness of corrective actions taken;

10.2.5 需要时，更新策划期间确定的风险和机遇；需要时，变更质量、环境和职业健康安全管理体系。

When necessary, update the risks and opportunities identified during the planning period; make changes to the quality, environment and occupational health and safety management systems when necessary.

10.2.6 纠正措施应与所产生的不合格的影响（包括环境影响）的重要程度相适应。

Corrective measures should be commensurate with the importance of the resulting nonconforming effects (including environmental effects).

10.2.7 对不合格的性质以及随后所采取的措施的记录，及纠正措施的结果的记录予以保留。

Records of the nature of nonconformities and subsequent actions taken, as well as records of the results of corrective actions, are retained.

10.3 持续改进

Continuous improvement

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10.3.1 公司建立和运行《改进控制程序》，持续改进质量、环境和职业健康安全管理体系的适宜性、充分性和有效性，以提升质量绩效和环境绩效。

The company establishes and operates the "Improvement Control Procedure" and continuously improves the suitability, adequacy and effectiveness of the quality, environment and occupational health and safety management systems to improve quality performance and environmental performance.

10.3.2 公司为促进持续改进，控制以下活动确定改进目标。

In order to promote continuous improvement, the company controls the following activities to determine improvement goals.

a) 通过质量、环境和职业健康安全方针和目标的建立于实施，评价方针与目标，提出改进方向；

Through the establishment and implementation of quality, environmental and occupational health and safety policies and objectives, evaluate the policies and objectives, and propose improvement directions;

b) 通过数据分析，内外部审核不断寻求改进机会，并作出适当的改进活动安排；

Continuously seek improvement opportunities through data analysis, internal and external audits, and make appropriate arrangements for improvement activities;

c) 实施纠正和预防措施以及其他适用的措施，实现改进；

Implement corrective and preventive actions and other applicable measures to achieve improvements;

d) 考虑管理评审的分析、评价结果，以及管理评审的输出，确定是否存在持续改进的需求或机会。

Consider the analysis and evaluation results of the management review, as well as the output of the management review, to determine whether there are needs or opportunities for continuous improvement.

10.3.3 有关部门按改进目标组织策划，制定改进方案并负责实施。

Relevant departments organize planning according to improvement goals, formulate improvement plans and are responsible for implementation.

10.3.4 品管部组织有关部门对改进方案的实施结果，进行测量和验证。

The Quality Control Department organizes relevant departments to measure and verify the implementation results of the improvement plan.

10.3.5 改进方案的测量和验证结果，应提交管理评审，对其有效性进行评价。

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The measurement and verification results of the improvement plan should be submitted to management review to evaluate its effectiveness.

10.3.6 因改进措施引起的文件更改按《文件控制程序》进行。

Document changes caused by improvement measures shall be carried out in accordance with the "Document Control Procedure".

10.4 相关/引用文件

Related/cited documents

《改进控制程序》

"Improving Control Procedures"

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Appendix

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11.1 工艺流程图

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Process flow chart



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Appendix

11.1 工艺流程图

Process flow chart

