

# 7.1.4 ISO 9001:2015

## Environment for the operation of processes

The organization shall determine, provide and maintain the environment necessary for the operation

of its processes and to achieve conformity of products and services.

NOTE A suitable environment can be a combination of human and physical factors, such as:

- a) social (e.g. non-discriminatory, calm, non-confrontational);
- b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective);
- c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).

Topics to Highlight but not limited to: (Use Extra Pages if required)

Name: Ryan Swaine

Held By:

## **social**

**Do you think you work in a non-discriminatory Atmosphere**

Yes

**Do you think you work in a calm Atmosphere**

Yes

**Do you think you work in a non-confrontational Atmosphere**

Yes

## **Psychological Environment**

**Can anything be done to reduce stress**

**No**

**Is anyone feeling burnout**

**Not anymore**

**Can we do anything to be emotionally protective in the current environment**

**No**

## **Physical Conditions**

**Temperature**

**Okay**

**Humidity**

**Okay**

**Light**

**I need a desk light when I am in the office, but there is one in our room that I think I can use.**

**Airflow**

**Okay**

**Hygiene, is there anyone that needs a quite word?**

**No**

**Noise Levels**

**Okay**

## **Management Approachability to Staff Issues**

**Good**

## **Management Response to Staff Concerns / Issues**

**Good**