BS EN 15358:2011

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Solid recovered fuels — Quality management systems — Particular requirements for their application to the production of solid recovered fuels

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National foreword

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The UK participation in its preparation was entrusted to Technical Committee PTI/17, Solid biofuels.

A list of organizations represented on this committee can be obtained on request to its secretary.

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English Version

Solid recovered fuels - Quality management systems - Particular requirements for their application to the production of solid recovered fuels

Combustibles solides de récupération - Systèmes de management de la qualité - Impositions particulières pour leur application à la production de combustibles solides de récupération

Feste Sekundärbrennstoffe - Qualitätsmanagementsysteme - Besondere Anforderungen für die Anwendung bei der Herstellung von festen Sekundärbrennstoffen

This European Standard was approved by CEN on 22 January 2011.

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Foreword

This document (EN 15358:2011) has been prepared by Technical Committee CEN/TC 343 “Solid Recovered Fuels”, the secretariat of which is held by SFS.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2011, and conflicting national standards shall be withdrawn at the latest by September 2011.

This document supersedes CEN/TS 15358:2006.

This document differs from CEN/TS 15358:2006 only editorially.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

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Introduction

In the context of solid recovered fuels (SRF) production, the Quality Management (QM) strategy is mainly based on the fact that, by increasing knowledge about the whole production-process, it is possible to reduce the amount of sampling and testing to be carried out on the final products. This strategy is expressed by good Quality Management Procedures in the manufacturing process, including good record-keeping. In the context of SRF, Quality Management offers a route through which the confidence of customers and regulators can be established and maintained.

The goal of this European Standard is the development of a Quality Management System (QMS) for SRF production and trade that provides for continual improvement, emphasising the fulfilment of quality requirements.

This European Standard is a base for developing a QMS for a SRF supplier organization which has not earlier established a QMS. It can also be used as a supporting document for a supplier which already has a QMS established.

This European Standard, coupled with applicable customer-specific requirements and the normative references specified in Clause 2, defines the fundamental quality management system requirements for those subscribing to this European Standard. The development of a quality management system for solid recovered fuels based on this European Standard does not involve a compulsory third party certification, however this certification is recommended.

The emphasis of this European Standard is on:

1) giving wider confidence to the production and trading of SRF;

2) defining the documentation to be used for internal procedures and communicating to all parties the specifications needed to ensure the achievement of the quality objectives;

3) verifying the origin and demonstrating the properties of the input materials (i.e. non hazardous wastes).

The Quality Management Systems accords with EN ISO 9001 to cover the whole process from the point of waste reception to the point of delivery of SRF to the customer. Quality Management Systems have several important features, including the definition of:

a) the key steps in the process;

b) the person(s) who is/are responsible for each step of the process, and for the overall co-ordination of quality-management;

c) training – policies and procedures for execution;

d) procedures for production;

e) procedures for record-keeping, to provide full traceability;

f) procedures for dealing with failures, and self-improvement;

g) procedures for the development of the processing.

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To accomplish CEN Internal Regulations for the drafting of documents in this European Standard boxed text is used for the original EN ISO 9001:2008 text, while sector-specific supplemental requirements are outside the boxes.

In this standard, the word “shall” indicates a requirement while the word “should” indicates a recommendation.

Paragraphs marked “NOTE” are for guidance in understanding or clarifying the associated requirement.

Where the term “such as” is used, any suggestions given are for guidance only.

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1 Scope

This European Standard specifies requirements for the quality management system for the production and trade of solid recovered fuels from the reception of waste(s) up to the delivery of solid recovered fuels (Figure 1).

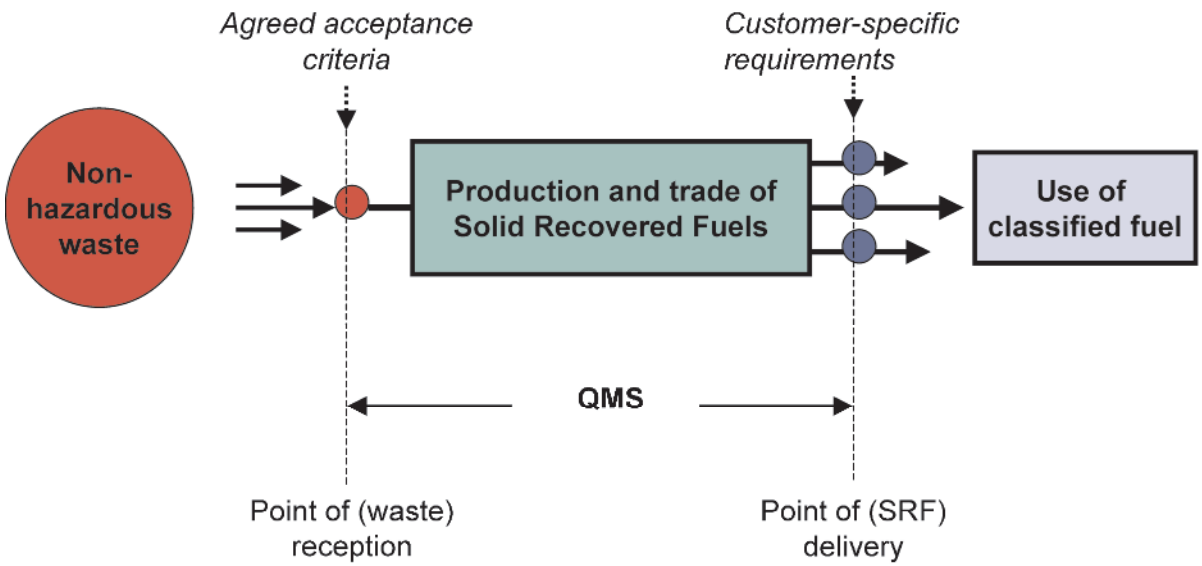

Figure 1 — Quality management systems within the solid recovered fuels chain

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 15357:2011, *Solid recovered fuels — Terminology, definitions and descriptions*

EN 15359, *Solid recovered fuels — Specifications and classes*

EN ISO 9000:2005, *Quality management systems — Fundamentals and vocabulary (ISO 9000:2005)*

EN ISO/IEC 17020, *General criteria for the operation of various types of bodies performing inspection (ISO/IEC 17020:1998)*

EN ISO/IEC 17025, *General requirements for the competence of testing and calibration laboratories (ISO/IEC 17025:2005)*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN ISO 9000:2005, EN 15357:2011 and the following apply.

3.1
product realization
production of solid recovered fuels

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4 Quality management system

4.1 General requirements

EN ISO 9001:2008, Quality management systems – Requirements

4 Quality management system

4.1 General requirements

The organization shall establish, document, implement and maintain a quality management system and continually improve its effectiveness in accordance with the requirements of this International Standard.

The organization shall

a) determine the processes needed for the quality management system and their application throughout the organization,

b) determine the sequence and interaction of these processes,

c) determine criteria and methods needed to ensure that both the operation and control of these processes are effective,

d) ensure the availability of resources and information necessary to support the operation and monitoring of these processes,

e) monitor, measure where applicable and analyse these processes, and

f) implement actions necessary to achieve planned results and continual improvement of these processes.

These processes shall be managed by the organization in accordance with the requirements of this International Standard.

Where an organization chooses to outsource any process that affects product conformity to requirements, the organization shall ensure control over such processes. The type and extent of control to be applied to these outsourced processes shall be identified within the quality management system.

NOTE 1 Processes needed for the quality management system referred to above include processes for management activities, provision of resources, product realization, measurement analysis and improvement.

NOTE 2 An “outsourced processes” is a process that the organization needs for its quality management system and which the organization chooses to have performed by an external party.

NOTE 3 Ensuring control over outsourced process does not absolve the organization of the responsibility of conformity to all customer, statutory and regulatory requirements. The type and extent of control to be applied to the outsourced process can be influenced by factors such as

a) the potential impact of the outsourced process on the organization’s capability to provide product that conforms to requirements,

b) the to which the control for the process is shared,

c) the capability of achieving the necessary control through the application of 7.4.

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4.1.1 General

The organization shall establish and maintain a programme for achieving its objectives and targets. It shall specify:

a) a designation of responsibilities to named personnel for achieving objectives and targets at each relevant function and level of the organization;

b) the means and timeframe by which they are to be achieved.

If a project relates to new developments and new or modified activities, or products or services, programme(s) shall be reviewed and amended as necessary to ensure that quality management is applied appropriately to such projects.

The organization shall establish and maintain internal procedures for defining responsibility and authority for handling and investigating non-conformity, taking action to mitigate any impacts caused and to initiate and complete corrective and preventive actions.

Any corrective or preventive action taken to eliminate the causes of actual and potential non-conformities shall be appropriate to the magnitude of the problems and commensurate with the quality impact encountered.

The organization shall implement and record any changes in the documented procedures resulting from corrective and preventive actions.

The supplier of solid recovered fuels is responsible for the conformity with the agreed specification. The quality management system shall be as comprehensive as is necessary to meet the quality objectives and shall be included in quality systems of different operators in the production chain.

The responsibility for the inputs, the partly-processed materials and/or the finished solid recovered fuels in the different parts of the production chain shall be transferred to the next operator in the chain, and eventually to the end user as soon as it has been accepted that the material correspond to the quality agreed between the parties.

4.1.2 Outsourced processes

Among the outsourced processes, the transport of input waste and of solid recovered fuels and the selection and control of laboratories for analysis should be managed according to documented procedures.

Other outsourced processes should be managed in line with in-house processes.

4.2 Documentation requirements

4.2.1 General

EN ISO 9001:2008, Quality management systems - Requirements

4.2 Documentation requirements

4.2.1 General

The quality management system documentation shall include

a) documented statements of a quality policy and quality objectives,

b) a quality manual,

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c) documented procedures and records required by this International Standard, and

d) documents, including records, determined by the organization to be necessary to ensure the effective planning, operation and control of its processes.

NOTE 1 Where the term “documented procedure” appears within this International Standard, this means that the procedure is established, documented, implemented and maintained. A single document may address the requirements for one or more procedures. A requirement for a documented procedure may be covered by more than one document.

NOTE 2 The extent of the quality management system documentation can differ from one organization to another due to

a) the size of organization and type of activities,

b) the complexity of processes and their interactions, and

c) the competence of personnel.

NOTE 3 The documentation can be in any form or type of medium.

4.2.2 Quality manual

EN ISO 9001:2008, Quality management systems - Requirements

4.2.2 Quality manual

The organization shall establish and maintain a quality manual that includes

a) the scope of the quality management system, including details of and justification for any exclusions,

b) the documented procedures established for the quality management system, or reference to them, and

c) a description of the interaction between the processes of the quality management system.

The quality manual is a document prepared by the organization that systematically defines procedures needed to implement a quality management system for a solid recovered fuels supply chain.

The quality manual is a tool to demonstrate to all parties (producers, customers, authorities, other interested organizations, etc.) how the requirements are fulfilled.

4.2.3 Control of documents

EN ISO 9001:2008, Quality management systems - Requirements

4.2.3 Control of documents

Documents required by the quality management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements given in 4.2.4.

A documented procedure shall be established to define the controls needed

a) to approve documents for adequacy prior to issue,

b) to review and update as necessary and re-approve documents,

c) to ensure that changes and the current revision status of documents are identified,

d) to ensure that relevant versions of applicable documents are available at points of use,

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e) to ensure that documents remain legible and readily identifiable,

f) to ensure that documents of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution controlled, and

g) to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

4.2.4 Control of records

EN ISO 9001:2008, Quality management systems - Requirements

4.2.4 Control of records

Records established to provide evidence of conformity to requirements and of the effective operation of the quality management system shall be controlled.

The organization shall establish a document procedure to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

Records shall remain legible, readily identifiable and retrievable.

5 Management responsibility

5.1 Management commitment

EN ISO 9001:2008, Quality management systems – Requirements

5 Management responsibility

5.1 Management commitment

Top management shall provide evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by

a) communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements,

b) establishing the quality policy,

c) ensuring that quality objectives are established,

d) conducting management reviews, and

e) ensuring the availability of resources.

5.2 Customer focus

EN ISO 9001:2008, Quality management systems – Requirements

5.2 Customer focus

Top management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction (see 7.2.1 and 8.2.1).

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5.3 Quality policy

EN ISO 9001:2008, Quality management systems - Requirements

5.3 Quality policy

Top management shall ensure that the quality policy

a) is appropriate to the purpose of the organization,

b) includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system,

c) provides a framework for establishing and reviewing quality objectives,

d) is communicated and understood within the organization, and

e) is reviewed for continuing suitability.

The organization's quality policy shall be available to the public.

5.4 Planning

5.4.1 Quality objectives

EN ISO 9001:2008, Quality management systems - Requirements

5.4 Planning

5.4.1 Quality objectives

Top management shall ensure that quality objectives, including those needed to meet requirements for product [see 7.1 a)] are established at relevant functions and levels within the organization. The quality objectives shall be measurable and consistent with the quality policy.

5.4.1.1 General

The organization shall establish and maintain the procedure(s) to identify the aspects of its activities, products or services that it can control and over which it can be expected to have an influence, so as to determine those which have or can have significant impacts on the quality.

The organization shall ensure that the aspects related to these significant impacts are considered in setting its quality objectives. This includes the use of the format for declaration of conformity with EN 15359.

The organization shall keep this information up-to-date.

5.4.1.2 Legal and other requirements

The organization shall establish and maintain a procedure to identify and provide to appropriate persons access to all the quality control or quality assurance related requirements (legislative regulatory or others), that are applicable to its activities, products or services.

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