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جامعة دمشق
كلية العلوم
قسم العلوم البيئية

الفصل الأول
أنظمة الجودة البيئية باللغة الانكليزية
المدة ساعتين
الدرجة 100

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سلم التصحيح

1. Define clearly the following terms: EMS, organizational learning, gap analysis, integrated management systems, environmental footprint of an organization, internal environmental audit, corrective and preventative actions, environmental audit checklist **(21 degrees)**

EMS: EMS is a framework or set of guidelines that helps your business reach specific environmental goals. The system provides continuous review, evaluation and improvement checkpoints to ensure an organization achieves its goals. An EMS is tailored to each company, helping you define your objectives and get to work. EMS is basically voluntary and not defined by law (3 درجات).

Organizational learning: It is one of elements of integrated management systems. It is the process of creating, retaining, and transferring knowledge within an organization. (درجتين).

A gap analysis: A gap analysis is a procedure that determines the "gap" between a process, system, or organization's desired and present states. Types of Gap Analysis: Strategic Gap Analysis, Financial/Profit Gap Analysis, Skill Gap Analysis, Compliance Gap Analysis, Product Development Gap Analysis, Market Gap Analysis. A gap analysis helps businesses stay competitive by comparing their current practices with industry standards, and best practices and provides valuable insights into customer needs and expectations (3 درجات).

Integrated management systems: integrates all of an organization's systems and processes into one complete framework, enabling an organization to work as a single unit with unified objectives. There is no certification for an IMS, but there are various guidelines in place for different management systems that organizations must take into account when building an IMS. It can include quality management system, environmental management system, safety management system, energy management system, food safety management system, information security management system (3 درجات).

Environmental footprint of an organization: Environmental footprint of an organization, unlike a carbon or energy footprint, is a multi-indicator measure of products/services/organizations impacts. An OEF study is intended to provide a measure of the potential environmental pressures related to the provision of products/services by the organization (درجتين).

Internal environmental audit: It is your own check against your business activities to make sure that they align with the documented processes of your EMS. It should be formal, impartial, objective, and organized in accordance with your documented internal audit procedure. Internal audits are not surprise visits. They are conducted according to a published schedule. Each division, region, contract or site to be audited will receive notification of the time, date and scope of the internal audit. Internal audit frequencies depend upon the importance of the service or contract being audited (3 درجات).

Corrective and preventative actions: Corrective Action - Action taken to correct a known non-compliance/non-conformance in organization (درجة 1) . Preventive Action – Action taken to bring awareness and to prevent a potential non-conformance in organization (درجة 1).

Environmental Audit Checklist: to assist Consultants in checking compliance with legal requirements and company procedures .An ISO 14001 checklist is used to audit your Environmental Management System (EMS) for compliance with ISO 14001:2015. This ISO 14001 checklist ensures that the current EMS meets all the required ISO standards. (3 درجات)

2. Explain in detail the documentation in the environmental management system and what it includes? (**14 degrees**)

Records/documents must be stored and maintained in such a way that they are readily retrievable and protected against damage, deterioration or loss (درجة 1), clear, up-to-date (درجة 1) ,identifiable (i.e., clearly marked), dated, stored neatly and logically, and kept for a specified period of time (درجة 1), developed, reviewed, revised, and approved only by authorized personnel (درجة 1),

Some instances for which ISO 14001 specifies 'documented' procedures are: compliance with legislation and regulations (درجتين), environmental policy (درجتين), roles, responsibilities, and authority for the EMS (درجتين), management review (درجتين), monitoring and measurement of operations that have actual or potentially significant environmental impacts (درجتين).

3. What 5 tips that organizations can use when implementing the PDCA cycle? (**10 degrees**)

Some practical tips that organizations can use when implementing the PDCA cycle. ▪**Tip 1:** Define the problem or opportunity for improvement (درجتين) ▪**Tip 2:** Involve employees in the planning stage (درجتين) ▪**Tip 3:** Set clear objectives and metrics for success (درجتين) ▪**Tip 4:** Implement changes in small steps (درجتين) ▪**Tip 5:** Monitor and adjust as necessary (درجتين).

4. What are components of EMS? (**9 degrees**)
   ▪ Core processes: The core processes include an overview of what they are and their outputs. You'll also identify environmental impacts and aspects. (3 درجات)
   ▪ Key supporting processes: This component covers awareness of legal environmental management requirements, employee competence, communication, infrastructure for EMS, and monitoring and evaluating EMS performance. (3 درجات)
   ▪ Management system supporting operations: You will engage in document control, internal auditing and record maintenance (3 درجات)

5. What does an environmental emergency plan aim to? (**12 degrees**)

An emergency plan aims to: ▪define the types of accident and environmental impacts (درجتين), ▪define preventive measures (درجتين), provide contact information to key personnel (درجتين), ▪identify the location of appropriate technical data and emergency equipment (درجتين), ▪ highlight any special instructions or actions (درجتين), ▪identify and provide names of people drilled in first aid (درجتين).

6. What does the environmental policy include? Why is it a key element in EMS? Why does "communication" play an important role in implementing environmental policy? (18 degrees)

Environmental policy it includes: A commitment to protect the environment (preferably through the use of pollution prevention) (درجتين), a commitment to comply with existing legislation (درجتين), a commitment to communicate the policy to all employees (درجتين), a framework for setting and reviewing environmental goals (درجتين), an identification of the person responsible for implementing and updating the policy (درجتين), a commitment to continuous improvement (درجتين).

It is a key element in EMS because it establishes the principles of action for an organization (1 درجة) and sets the level of environmental responsibility (1 درجة) and performance required of the organization (درجة 1).

Communication" plays an important role in implementing environmental policy: To communicate it to all employees, and make policy available to the Company's clients and public alike (3 درجات).

7. Translate the following texts clearly and correctly: (16 degrees)

- Making an effective plan usually takes time, so, understand strengths of your organization. Include teams to discuss the matter and come up with a good plan. Your plan should answer what you are going to do, why, and how and it should be acceptable to everyone.

عادةً ما يستغرق وضع خطة فعالة وقتاً لذا عليك فهم نقاط القوة في مؤسستك. قم بتضمين فرق لمناقشة الأمر والتوصل إلى خطة جيدة. يجب أن تجيب خطتك على ما ستفعله، ولماذا، وكيف، ويجب أن تكون مقبولة للجميع. (7 درجات)

- Emergency response drilling – ISO 14001 requires emergency plans to be tested when practical. A schedule of drills covering the various kinds of foreseeable emergencies and locations should be drawn up and implemented. The effectiveness of each drill should be assessed and procedures amended if necessary, or more training done to bring performance in line with requirements.

التدريب للاستجابة لحالات الطوارئ - تتطلب ISO 14001 اختبار خطط الطوارئ عندما تكون عملية. وينبغي وضع وتنفيذ جدول زمني للتدريبات يغطي مختلف أنواع حالات الطوارئ المتوقعة والمواقع. وينبغي تقييم فعالية كل تدريب وتعديل الإجراءات إذا لزم الأمر، أو إجراء المزيد من التدريب لجعل الأداء يتماشى مع المتطلبات. (9 درجات).