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Management System Updates

In previous newsletters we have looked at the forthcoming revisions to the ISO 9001 and ISO 14001 standards as well as the introduction of a new ISO Standard, ISO 45001 that will replace the OHSAS 18001 standard for occupational health and safety management systems. There has been progress in all these revisions.

ISO 9001

Many of the Certification Bodies and also the Chartered Quality Institute (CQI) are running education campaigns and road shows to inform users about the ISO 9001 changes. If you have missed them so far you can still watch a Webinar from BSI at <https://bsiedge.bsi-global.com/iso-9001-2015-understanding-the-revision/>

If you are interested in the reasons for the change and the process of making a revision you can watch a video where Nigel Croft, Chair of the ISO subcommittee responsible for ISO 9001 talks about how the revision is progressing, what's new and what's next. The video is on http://www.youtube.com/watch?v=BrP94_oqRSY.

Topics that he covers are:

- Why ISO is revising ISO 9001?
- What the revision process involves?
- Who can participate in the process?
- What are the biggest changes so far (Draft International Stage)?
- What the changes mean for users?
- What are the next big steps?
- When will users have to conform to the 2015 revision?

The schedule for ISO 9001

- Draft International Standard – Current
- Publication Date – end 2015

ISO 14001

Feedback from users on improvements they would like to see to the environmental management system standard have asked for a clearer focus on reducing and controlling pollution, on developing strategies for efficient use of resources and reducing waste, as well as identifying and evaluating the environmental aspects related to the life cycle of products and services. These users found the standard to be very good at driving them to meet legal requirements and improving the environmental performance of their organisation. It also helped them improve their public image.

The feedback also identified that ISO 14004, which is aimed at helping organisations understand and implement an environmental management system, was not widely used and perhaps people were unaware of this resource. This is also being revised and needs to have a higher profile.

The schedule for ISO 14001

- Committee Draft – now available for purchase
- Publication Date – end 2015

If you are interested in the full feedback results from the survey, it can be found at: http://www.iso.org/iso/home/standards_development/list_of_iso_technical_committees/tc207sc1home/iso14001-continual-improvement-survey-2013.htm

If you are looking to improve your knowledge in environmental matters, consider a distance learning course to gain a NEBOSH

Certificate in Environmental Management. For details on this course/qualification, please visit <http://www.qmt.co.uk/distance-learning/nebosh-environmental-certificate>

ISO 45001

The schedule for ISO 45001 is:

- Committee Draft Q2 2014
- Draft International Standard (DIS) Q4 2014
- Final Draft International Standard (FDIS) 2015
- Publication Date Q4 2016

BSI have also written a White Paper that explains why it is changing to become ISO 45001 and the benefits it will bring to organisations

<http://www.bsigroup.co.uk/LocalFiles/en-GB/iso-45001/Resources/BSI-ISO45001-Revision-Whitepaper-EN-UK.pdf>

Similarly, if you feel you need to improve your knowledge of Health and Safety matters, consider a distance learning course to gain a NEBOSH Certification in Occupational H&S. For further information, please visit <http://www.qmt.co.uk/distance-learning/nebosh-general-certificate>

ISO 22000

ISO 22000 food safety management standard was published in 2005 and ISO are also planning a revision of this standard to reflect the changes in the market place. The revision process will start in September 2014.

ISO Strategic Plan 2016-2020

The revisions to the standards described above are part of the current ISO Strategic Plan that was defined in 2011. The ISO are currently in consultation on their strategic plan for 2016-2020. The new strategy will set the direction for the ISO as a whole including all its members, the Central Secretariat and the technical committees.

If you want to find out more and have your say contact <http://www.bsigroup.com/en-GB/about-bsi/uk-national-standards-body/Consultation-on-ISO-strategic-plan-2016-2020/>

World Quality Day

This year's World Quality Day is 13th November, and although this is many months away it is never too early to start planning on how you can celebrate the day.

The aim of World Quality Day is to promote awareness of quality and you could use the day to launch some new initiatives in your organisation.

The CQI theme for this year's World Quality Day is "Building a Quality World Together". They are focussing in the impact that quality professionals can make to an organisation and how everyone can contribute to building a quality world. It is an opportunity to demonstrate how quality management can protect reputations, save money and drive innovations within organisations.

To support activities that you plan to hold in your organisation, the CQI have posters and support documents available at <http://www.thecqi.org/Community/World-Quality-Day/Get-involved/>

Crisis Management

There is a now a British Standard *BS 11200:2014 Crisis management - Guidance and good practice*, which aims to help organisations develop an embedded crisis management capability. According to BSI, the standard should help you:

- Understand the context and challenges of crisis management
- Develop crisis management planning and training
- Recognize the complexities facing a crisis team in action
- Communicate successfully during a crisis.

If you would like further information or wish to buy the standard please visit www.bsi-global.com

Protect against Procurement Fraud

Procurement Fraud is a common economic crime worldwide and can lead to financial loss as well as damaging the trust of investors, customers and suppliers.

BSI have released a new guide, BS 10501:2014 *Guide to Implementing Procurement Fraud Controls* that aims to help organisations put the right measures in place. According to BSI, the standard offers guidance that helps the organisation to:

- Identify the risk of procurement fraud
- Mitigate procurement fraud
- Actively manage related risks
- Detect, report and respond to allegations or suspicions
- Monitor, review and implement control measures

For further information and to buy the Guide, please visit www.bsi-global.org

ISO 9001 in Local Government

ISO 9001 is suitable for use in all sectors and now it should be easier for it to be implemented in local government as ISO have released BS ISO 18091: *Quality Management Systems – Guidelines for the Application of ISO 9001:2008 in Local Government*. It aims to interpret the language of ISO 9001 into the language of local government.

Using ISO 9001 in local government should deliver the same benefits as using ISO 9001 does in other sectors. It should help control the various operations that take place in local government through the setting of objectives and cascading these down to the front line. Clear controls and measurements are put in place, information flow is improved and the processes are integrated to ensure that service delivery is improved and customers are satisfied.

According to ISO, the standard aims to:

- Empower citizens and governments together
- Ensure not only effectiveness but legitimacy

- Provide a common language and understanding between politicians and technicians, and enable comparability across countries and other local governments
- Serve the local population by making politically viable those things that are technically indispensable
- Create a useful tool for the UN millennium goals and objectives for a sustainable world and smart cities
- Produce reliability – essential for society

As Carlos Gadsden, Convenor of committee that developed the standard, says: “ISO 18091 constitutes an excellent tool for local governments to reassure citizens that their needs and expectations are fully understood and met on a consistent basis and in a timely manner.” By strengthening integrity in local governance, we can build stronger regional and national governments and support international efforts. For further information please visit www.iso.org

Keep Your Records Safe

All organisations keep records – training records, inspection records, financial records etc. etc. Risk management programmes identify high risk areas and make sure that those risks are mitigated and they are supported with the retention of records. These records could be vital to support a legal case or define a financial position. There are various standards that help organisations with their record's management and now there is another standard ISO TR 18128:2014 *Risk assessment for records processes and systems*. This provides organisations with a comprehensive and systematic method for assessing the risks related to record processes and systems.

The Technical Report follows the structure of ISO 31000:2009 which covers the ground rules for managing risk; and has a checklist to help records management professionals understand the document. It aims to help them identify, analyse and evaluate the risks that need to be included in the organisation's risk management programme. Although it is the responsibility of senior management to identify its record keeping requirements, once



these decisions have been taken it is the responsibility of the records professional to make sure that these records are kept. This report should help records professionals in this activity.

For further information please visit www.iso.org

On-Line Training

One of the impacts of the credit crunch has been that organisations have had to cut back on regular training. But with the introduction of on-line learning, the training costs have dramatically been reduced, plus giving the same benefits and sometimes more. The benefits of on-line learning include:

- Lower costs
- Faster delivery time
- More effective learning
- Lower environmental impact

There is no denying that it is more cost effective to deliver an on-line training course than a class-room based training, plus on-line learning has a faster delivery cycle time than traditional class-room based training. Specific studies from Fletcher (1999), Kulik (1994), Willett, Yamashita & Anderson (1983) all confirm that learners learn more using computer-based instructions than they do through traditional class-room based methods. <http://www.kineo.com/resources/new-to-elearning/the-benefits-of-elearning>. And finally, on-line learning is an effective way for organisations to reduce their carbon footprint. No travelling is involved and course material is available on-line saving trees for printing course material.

Quality Management and Training Ltd. (QM&T) offer a number of on-line training courses such as:

- ISO 9001:2008 Internal Auditor Training – 6 hrs
- ISO 9001:2008 Benefit and QMS Requirements – 6 hrs
- ISO 9001:2008 Management Overview – 2 hrs
- ISO 27001 Lead Auditor training – 18 hrs.
- ISO 22000:2005 Overview of Food Safety Management System – 9 hrs

- ISO 14001:2004 - Overview and Implementation – 6 hrs
- ISO 14001:2004 – Environmental Management System Certified Auditor – 6 hrs
- OHSAS 18001:2007 – Introduction – 1 hr
- OHSAS 18001 – Certified Auditor – 8 hrs

To find out more about QM&T's on-line courses, please visit www.qmt.co.uk or follow this link

<https://secure2.360training.com/vu3/index.cfm?event=vertChosen&cld=2901&verticalId=97&requesttimeout=200>