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Latest News on Standard Revisions

ISO 9001

The Quality Management System Standard ISO 9001 is now at its last stages of the revision process. Member countries have two months to vote on the latest draft (FDIS) before the 9th September. Publication of the standard itself is scheduled for the end of September 2015.

A vote on the earlier DIS draft was approved by 90% of members but also received over 3000 comments and suggestions for improvement. Nigel Croft, Chair of the ISO sub-committee revising the standard said that: “Compared to the DIS, changes are relatively minor. The most extensive ones have been to the Introduction and figures, which have been greatly simplified, with some of the explanatory text being moved to an informative Annex. The terms and definitions have now been removed from the standard and added to ISO 9000. Other than a general ‘tidying-up’ of the overall text, and greater consistency in the use of specific terms, there have been a number of small technical changes. For example, top management must now promote the use of risk-based thinking in addition to a process approach. We have also added explanations about the process environment applied to service organisations, and greater requirements for production and service activities to prevent human error.”

Nigel Croft recommends that we think of the new version as an opportunity to improve the Quality Management System, rather than a new set of requirements that have to be met.

If you haven’t yet had a chance to look at the proposed revision, the main changes are:

- Less emphasis on documentation – documentation requirements have been

reduced with more emphasis being placed on other elements of management systems

- Risk based thinking – there are requirements to consider risk and opportunities throughout the standard
- More explicit requirements for the process approach to quality management – much more specific requirements to demonstrate how that is applied
- Enhanced requirements for ‘leadership’ from top management. Leadership has to be actively demonstrated
- A new high level clause structure and changes in terminology
- Expanded requirements for quality objectives
- Expanded requirements for care of property belonging to suppliers

For further information, please visit www.iso.org.

ISO 45001

The new Occupational Health and Safety Management System Standard aims to help organisations improve the health and safety of their employees, through reducing risks and creating better working conditions. The draft has taken a positive step forward as it recently achieved 75% approval by members involved in its development. The next step is to review the comments and prepare the draft for public voting later this year.

Publication of the standard is expected in October 2016.

ISO 14001

The FDIS is now anticipated on 2nd July 2015, with the standard itself due for publication in late 2015.

The key new areas covered in the standard are:

- Strengthened relationship between environmental performance and the strategic direction of an organisation
- Greater level of detail on environmental objectives which now have to reflect changed planning process
- Integration of the EMS into your organisation's business processes
- Enhanced leadership requirements and increased communication requirements
- Increased focus on subjects such as transparency and accountability in environmental management issues and performance.

Most of the certification bodies are preparing a range of update materials and options for training. Please discuss this with your own certification body. There is also now some material that you may find helpful. Annex SL and the draft standards now have less emphasis on procedures and more on processes. You need to appreciate and understand the difference between procedures and processes and there is a BSI Whitepaper to help you. You can download the Whitepaper at <http://www.bsigroup.com/LocalFiles/en-IN/Resources/Whitepaper-Difference-between-a-procedures-and-a-process-approach-in-the-new-ISO-standards-418-KB.pdf>

Standard for Fighting Bribery – ISO 37001

To help organisations put in place methods to fight bribery, the ISO is working on an anti-bribery management system standard ISO 37001. The standard specifies anti-bribery measures and includes guidance for their implementation. The issues covered include:

- Adoption and communication of an anti-bribery policy
- Gaining commitment from senior management
- Roles and responsibilities for anti-bribery management
- Training
- Risk assessments and due diligence
- Implementation of vetting of personnel
- Control of gifts, donations and other benefits

- Anti-bribery commitment from business associates
- Financial controls to reduce bribery risks
- Implementation of procurement, commercial and other non-financial controls
- Confidential reporting procedures
- Processes for investigation and dealing with bribery

According to Neill Stansbury, Chair of the committee developing the standard, "ISO 37001 will help an organisation comply with international anti-bribery good practice and legal requirements, it will also reassure the organisation's owners, management, employees and business associates that the organisation is following ethical business practices and reducing risks of financial loss and prosecution. It will therefore, ultimately, provide a competitive advantage to organisations." There is a briefing note from ISO available from http://www.iso.org/iso/37001_briefing_note.pdf ISO 37001 is expected to be finalised by the end of 2016.

Risk Management System Standard ISO 31000:2009

Although we are all focused on the revisions to ISO 9001 and ISO 14001; it is policy for ISO standards to be revised every five years or so. The revision for ISO 31000 on risk management has recently been launched. Feedback has indicated a need to provide greater clarity in some areas. There was also a need expressed by risk practitioners, especially in the G20 economies, for a high level document that reflects the way risk is managed in multinational organisations and national governments, as well as how risk management should be incorporated into the governance and management systems of organisations. The target publication date is end 2017. For further information, please visit www.iso.org

Energy Management for SMEs – ISO 50001

The ISO 50001 Energy Management System standard has been seen as mainly relevant to large organisations. However, there is now some advice for SMEs that aims to help them

achieve some energy saving opportunities. The ISO have released a handbook "ISO 50001 – A practical guide for SMEs". Its author Liam McLaughlin has said, "With pressures on to remain competitive and reduce costs, SMEs – like most companies – are looking for ways to become leaner and meaner with their energy use. Here's the thing. SMEs may think that energy management and energy efficiency are for big businesses with lots of extra resources/money to invest, as well as the technical know-how to reduce energy cost. This, however, is not the case. In reality, few organisations "naturally" have the necessary technical expertise in that area. What's more, it is often easier for SMEs to implement these principles than larger organisations. This is because a small business usually has fewer layers of management, and therefore less bureaucracy, making it simpler and faster to make changes and improvements."

The handbook can be purchased from your ISO member and through the ISO Store – see www.iso.org

New Standard for Auditors and Certification Bodies – ISO 17021-1-2015

Certification bodies that use the new version *ISO 17021-1:2015 Conformity assessment – Requirements for bodies providing audit and certification of management systems, Part 1 Requirements*, will be able to ensure competent audit teams, with adequate resources, following a consistent process and reporting audit results in a consistent manner. ISO 17021-1-2015 replaces the 2011 version and has been updated to focus on how certification services are delivered by a certification body. The aims of the changes are to:

- Bolster the effectiveness of operational and organisational control by certification bodies of remote offices, regardless of their organisational structure
- Enhance an additional risk management approach
- Define audit time and audit duration, and then focus requirements for justification on audit duration, which is the time from the opening to the closing meeting

The ISO and the International Accreditation Forum (IAF) – the association of national accreditation bodies – have agreed on a two year transition period for certification bodies to bring their operations and processes in line with the requirements of the new standard. A joint ISO-IAF Information Document giving details is available from http://www.iaf.nu/upFiles/IAFID11_ISO170211_TransitionPublicationVersion06032015.pdf

Traceability of Wood Products

There is a growing demand from consumers for reliable evidence of the source of wood used in products. The ISO are developing a standard – *ISO 38001 – Chain of custody of wood and wood-based products – requirements*; that covers the traceability of wood products. Dr Jorge Cajazeira, chair of the committee developing the standard said, "ISO 38001 will not only demonstrate that the raw material originates from well-managed forests, but that the final product can also be tracked through its various stages of production, this can go towards encouraging the use of traceable wood and even preventing illegally sourced wood from getting into the supply chain." The new standard is expected to be published in May 2017.

Cloud Standards

The ISO have released a new part to their *PD ISO/IEC TR 20000-9:2015 Information technology – Service management – Part 9: Guidance on the application of ISO/IEC 20000-1 to cloud services*. This provides guidance on the use of ISO/IEC 20000-1 for service providers delivering cloud services. It applies to different categories of cloud service, including:

- a) Infrastructure as a service
- b) Platform as a service
- c) Software as a service

It also applies to public, private, community, and hybrid cloud deployment models.

This standard can be used as guidance for a cloud service provider in designing, managing, or improving an SMS to support cloud services. For further information please visit www.iso.org