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BSI ISO Revision Seminar 2015



General Awareness / Emergency Evacuation 16/11/15 Kempinski Marza Malaz

- We are expecting no alarms or fire drills
- In case of any emergency please evacuate to the exit doors to your left
- Turn right and use the stairs to exit the hotel
- DO NOT USE THE LIFTS
- Muster points are located at the front of the hotel



Opening Remarks

" It is not the strongest of the species that survives, nor the most intelligent that survives, it is the one that is most adaptable to change".

Charles Darwin...

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Opening of Seminar Mr. Ajay Sharma Her Majesty's Ambassador to Qatar.



- Mr Ajay Sharma has been appointed Her Majesty's Ambassador to the State of Qatar.
- Mr Sharma will take up his appointment during November 2015.



British Embassy
Doha





ISO Revision Launch Event

ISO 9001: 2015

Colin A Rushmere
EMEA Regional Cluster
Business Partner



By Royal Charter





Colin A Rushmere
EMEA Regional Cluster
Business Partner

Colin joined BSI in January 1991 as a Controller being responsible for handling applications and arranging assessment audits.

In 1992 he became a Team Leader Manager ensuring consistent delivery of assessments in line with BSI procedures and protocols. He became External Resource Manager for BSI in April 2012 responsible for 100+ external resource assessors in terms of contractual requirements, delivery performance and accreditation compliance.

Colin became EMEA Regional Cluster Business Partner January 2015 and he is responsible for supporting all Non-UK countries within the EMEA Region by training assessors and External resource assessors in 9001 and 14001 and their transition. He has delivered many 9001 assessments to the oil and gas industry within the UK, Middle East and the Far East and recently 14001 assessments. He has and continues to deliver many ISO 9001 & ISO 14001 Assessment Audits. Colin has worked in the past at South African Bureau of Standards (SABS) & Fisons Fertilizers.

Today he will be speaking about the key changes to ISO 9001 and what to expect.



Areas to be covered

- Revision Overview
- Annex SL
- Key changes and themes
- ISO 9001 clauses in more detail
- Processes
- Recap of changes
- Benefits





Revision Overview

The background, the changes and the opportunity



Changes in standards over the decades

Product Specification Standards

- Beginning in 1901, initial Standards focused on **product specifications** to harmonize and facilitate commerce and reduce duplication
 - Railroad gauges
 - Steel specifications
 - Construction standards
 - Agricultural commodities
 - Consumer and electrical products
 - Personal safety equipment
 - Medical devices
- Product Specification Standards remain relevant today driving **interoperability** and **innovation** in areas such as smart cities and regenerative medicine (e.g. stem cells)



Product Specification Standards

Founded
1901

Business Process Standards

- The next generation of standards focused on **business processes** to ensure consistent quality output
- BSI shaped the original standards for:
 - Quality Management (ISO 9001)
 - Information Security (ISO/IEC 27001)
 - Environment Management (ISO 14001)
 - Health & Safety (OHSAS 18001)
 - IT Services Management (ISO/IEC 20000-1)
 - Business Continuity (ISO 22301)
 - Sustainable Events (ISO 20121)



Business Process Standards

1950

Business Potential Standards

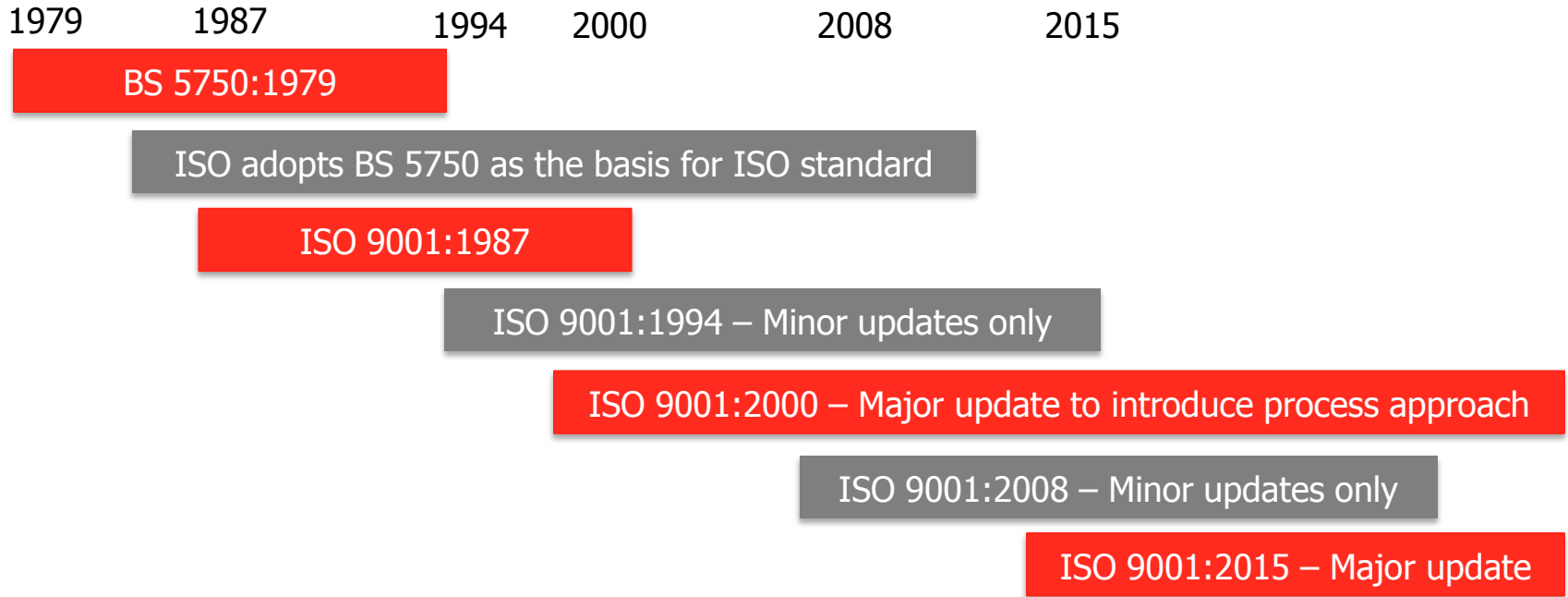
- BSI's new generation of Standards are centred around **people behaviour and values** to help organizations reach their full potential and **protect their corporate reputation**
- Key standards include:
 - Anti-Bribery
 - Corporate Social Responsibility
 - Collaborative Business Relationships



Business Potential Standards

2000

ISO 9001: Evolution





Understanding the changes since 2000

All standards reviewed regularly

- To maintain relevance in marketplace and into the future

Changes in the way we do business

- Increasing market competitiveness and price sensitivity globally
- Recession led restructuring
- Better understanding of risk prevention
- Greater focus on corporate reputation and governance
- Address changes in the way we do business



Annex SL

The new high level structure



What is Annex SL – the new high level structure

Why

- Different structures, terminology to standards made it difficult and integrate
- Confusion and difficulties when implementing multiple systems
- Ensures that all management systems will have the same look and feel and be easier to integrate

What

A new common ISO framework has been developed for use across all management system standards

- Common text and numbering schemes
 - Core definitions
- Additional requirements for specific disciplines



Why was it developed and what are the benefits?

Benefits

- Provides an overall management system framework, common terms and definitions
- Will save time during implementation
- Will make it easier to integrate more than one management system
- Reduce conflicts, duplication and misunderstandings



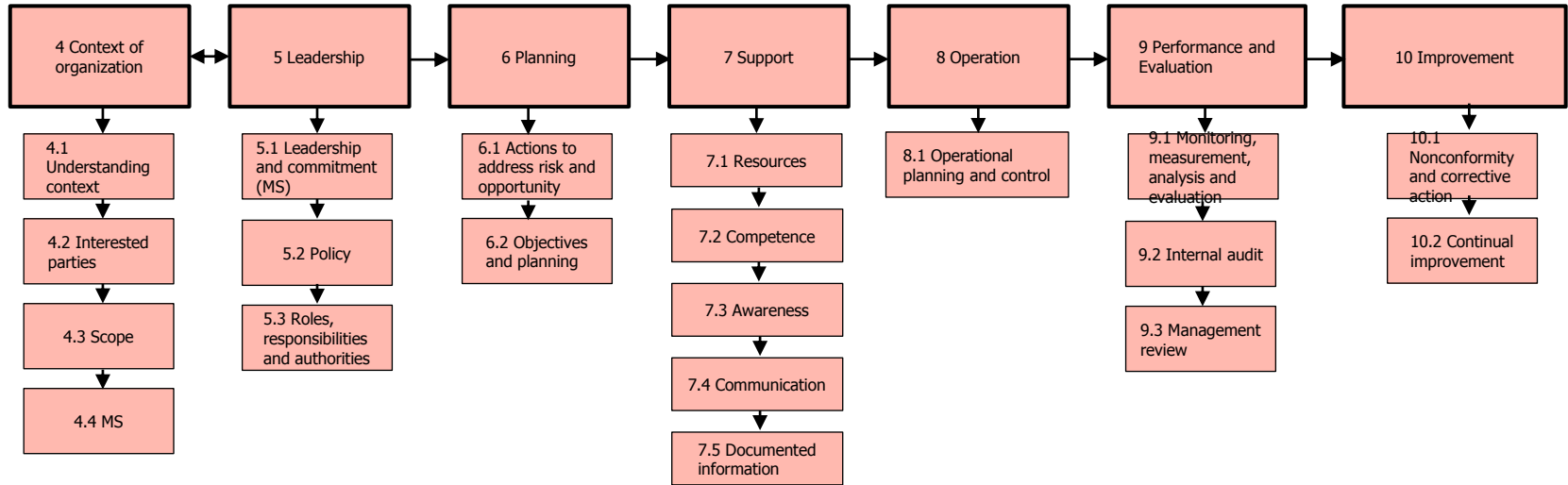


Numbering scheme by clause

- 1 Scope
- 2 Normative references
- 3 Terms and definitions
- 4 Context of the organization
- 5 Leadership

- 6 Planning
- 7 Support
- 8 Operation
- 9 Performance evaluation
- 10 Improvement

HLS Structure





Key changes and themes



So, what's new?

Leadership

- Greater emphasis for senior managers to be involved in the management system

Risk

- 'Risk-based' thinking incorporated into requirements

Context of Organization

- Relevant needs of interested parties is emphasized

Quality Importance

- Quality management is now integrated and aligned with the strategic direction of the organization

Process Approach

- Adoption of a process approach

Documented Information

- More flexible approach



Key theme – Leadership

- Ensures the management system and objectives are aligned with the strategic direction of the organization
- It is understood throughout the organization
- The management system is integrated into business processes
- Resources are made available
- Take accountability of the effectiveness of the management system
- The importance of an effective management system is communicated across the organization
- Ensures that continual improvement and innovation are promoted





Key theme – Risk

- Ensures risk is considered throughout the process approach
- Makes proactive planning part of strategic planning
- Helps to identify new opportunities
- Can help prevent or reduce undesired effects
- Promotes continual improvement of products and services
- Leads to an enterprise wide approach to risk management





Key theme – Context of the organization

- Ensures internal and external issues are considered
- Identifies 'interested parties' and ensures their needs are taken into account
- Ensures the QMS is designed and adapted for a specific organization
- Provides understanding on what an organization does, who for and how
- Makes the management system more robust and effective





Key theme – Quality importance

- Quality management and continual improvement now at the heart of an organization
- Ensure that organizations align strategic direction with their QMS
- Helps meet present and identify future customer needs
- Improves operational performance – cutting errors and improving profit
- Helps you become a more consistent competitor in the marketplace





Key theme – Process approach

- Integrates and aligns processes to achieve their desired outcomes
- Focuses effort on process effectiveness and efficiency
- Gain trust from customers and other stakeholders about the consistent performance of the organization
- Demonstrates transparency of operations within the organization
- Lower costs and shorter cycle times through effective resourcing
- Deliver improved, consistent and predictable results
- Provide opportunities for focused and prioritized improvement initiatives





Key theme – Documented information

- Ensures alignment with other management system standards
- Replaces the word “documented record” or “record” from the old standard
- Recognizes changes in technology and the differing media now used to record and monitor information.
- Requirements are detailed throughout the standard
- Provides a more flexible approach
- Increases confidence





ISO 9001:2015

The clauses in more detail



The first 3 clauses

- **Clause 1 – Scope**

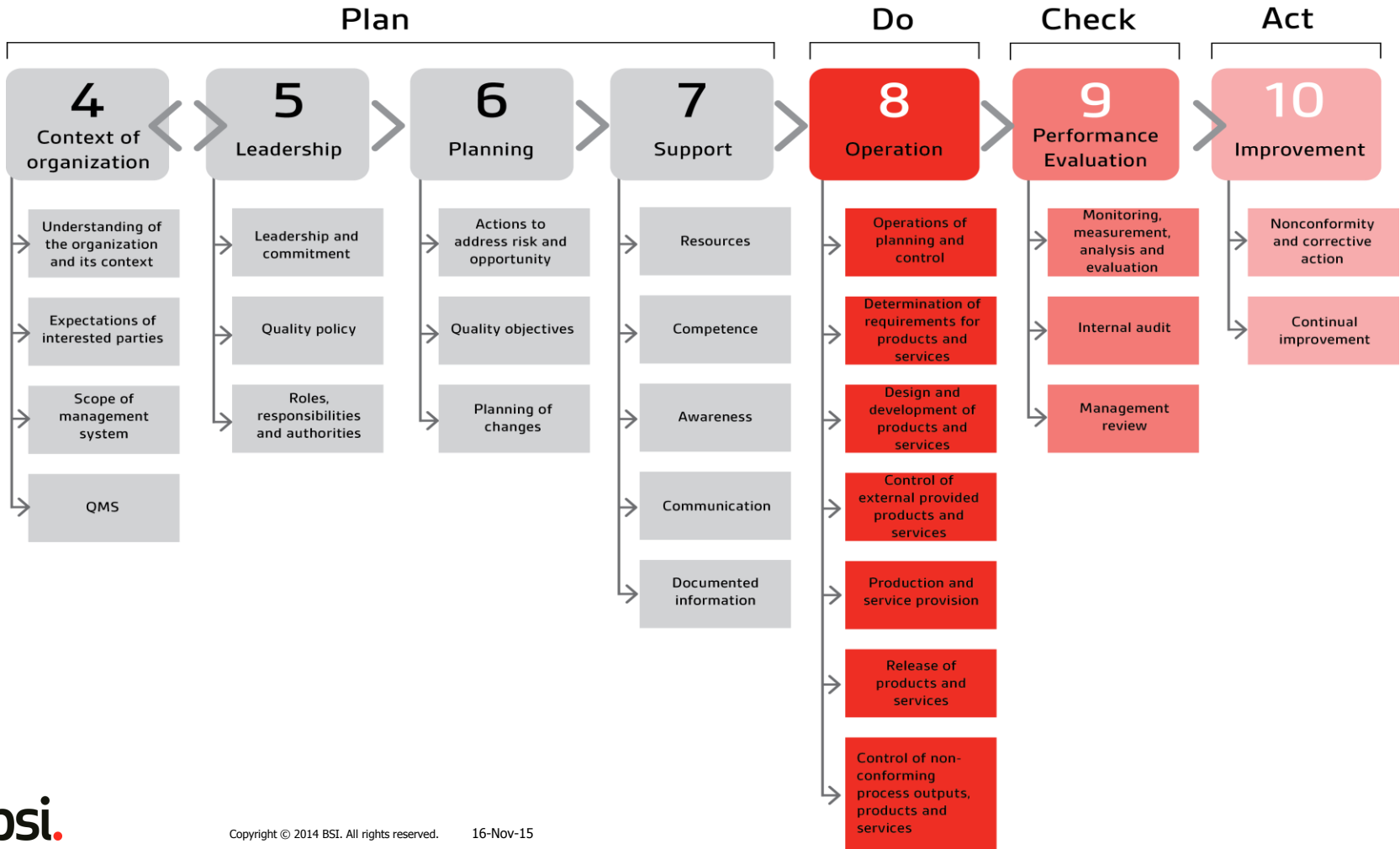
- details the scope ISO 9001:2015

- **Clause 2 – Normative references**

- ISO 9000:2015 – Quality management systems – fundamentals and vocabulary is referenced

- **Clause 3 – Terms and definitions**

- all terms and definitions are in ISO 9000:2015





Clause 4 – Context of the organization

- **4.1 – Understanding the organization and its context**
 - The environment in which you operate and the factors that affect it
- **4.2 – Understanding the needs and expectations of interested parties**
 - Internal and external e.g. shareholders, customers etc
- **4.3 – Determining the scope of the QMS**
 - Needs to be available as documented information
- **4.4 – QMS and its processes**
 - Determine, implement, maintain and continually improve the QMS



Clause 5 – Leadership

- **5.1 – Leadership and commitment**

- Accountability, make resources available, achieves intended results and has customer in mind

- **5.2 – Policy**

- Need to communicate and develop the QMS

- **5.3 – Organizational roles, responsibilities and authorities**

- Roles & responsibilities assigned, communicated & understood



The Role of Leadership and Top Management





Leadership and Top Management

ISO 9000 Terms and Definitions

2.3.2 Leadership

2.3.2.1 Statement

Leaders at all levels establish unity of purpose and direction and create conditions in which people are engaged in achieving the organization's quality objectives.

3.1.1

top management

person or group of people who directs and controls an *organization* ([3.2.1](#)) at the highest level



Top Management

ISO 9000 Terms and Definitions

“person or group of people who direct and control an organization at the highest level”

- Note 1: Top management has the power to delegate authority and provide resources within the organization
- Note 2: If the scope of the management system covers only part of an organization, then top management refers to those who direct and control that part of the organization.



ISO 9001 Requirements

Top management are required to demonstrate leadership and commitment with respect to the quality management system.

- Accountability
- Quality policy and quality objectives
- Integration of the quality management system
- Promoting awareness of the process approach
- Ensuring resources are available
- Communicating the importance
- Ensuring results are achieved
- Engaging, directing and supporting
- Promoting improvement
- Supporting other managers



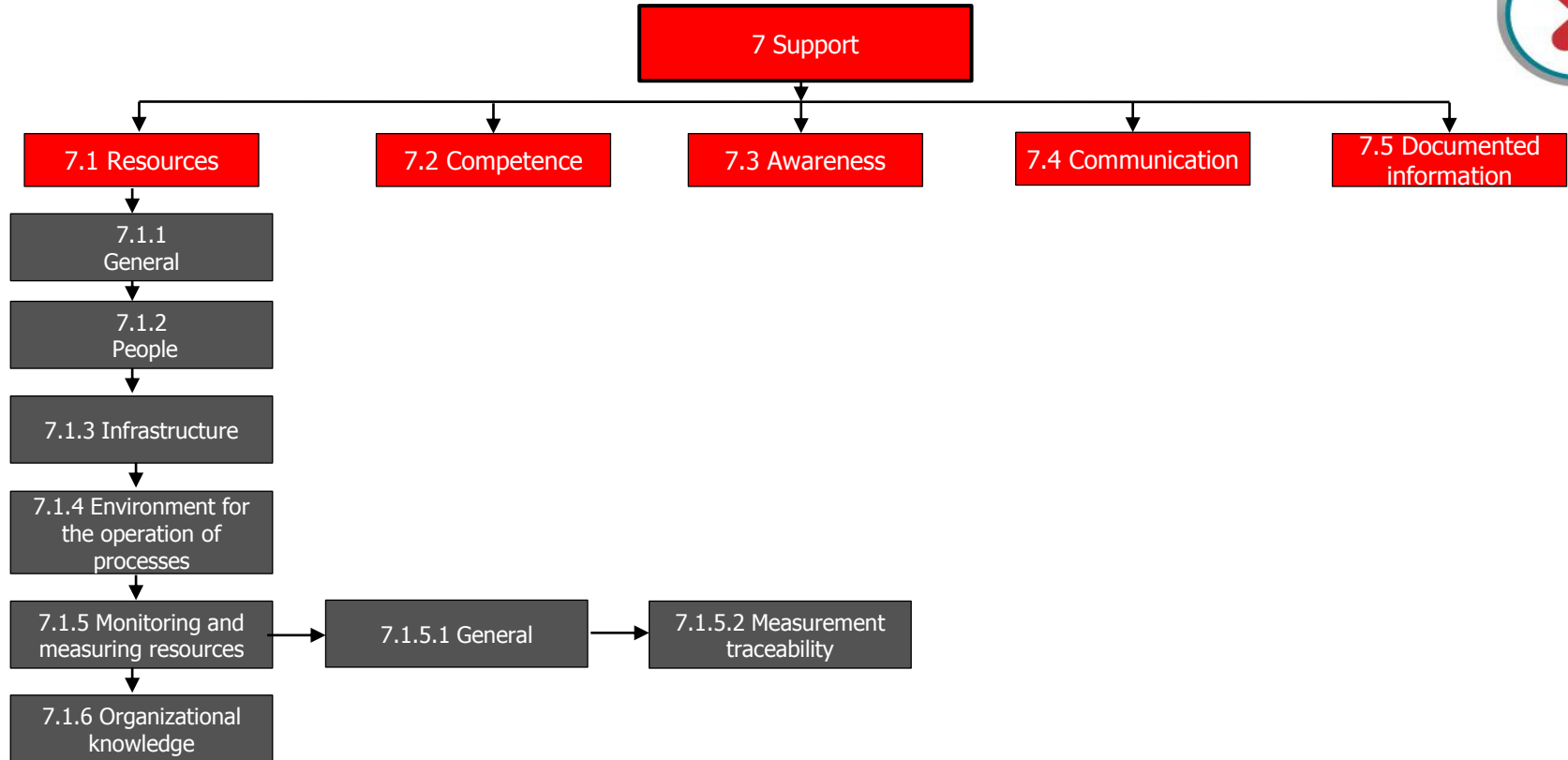


Clause 6: Planning

- **6.1 – Actions to address risks and opportunities**
 - Achieve intended results and achieve continual improvement
- **6.2 – Quality objectives & planning to achieve them**
 - Establish what will be monitored, reported and what resource is required
- **6.3 – Planning of changes**
 - To be done in a planned and systematic manner



Clause 7: Support





Clause 7: Support

• 7.1 – Resources

- Determine and provide the necessary resources including people, infrastructure, operational processes, and knowledge

• 7.2 – Competence

- Identify and maintain competence

• 7.3 – Awareness

- Make objectives known, and ensure awareness of QMS

• 7.4 – Communication

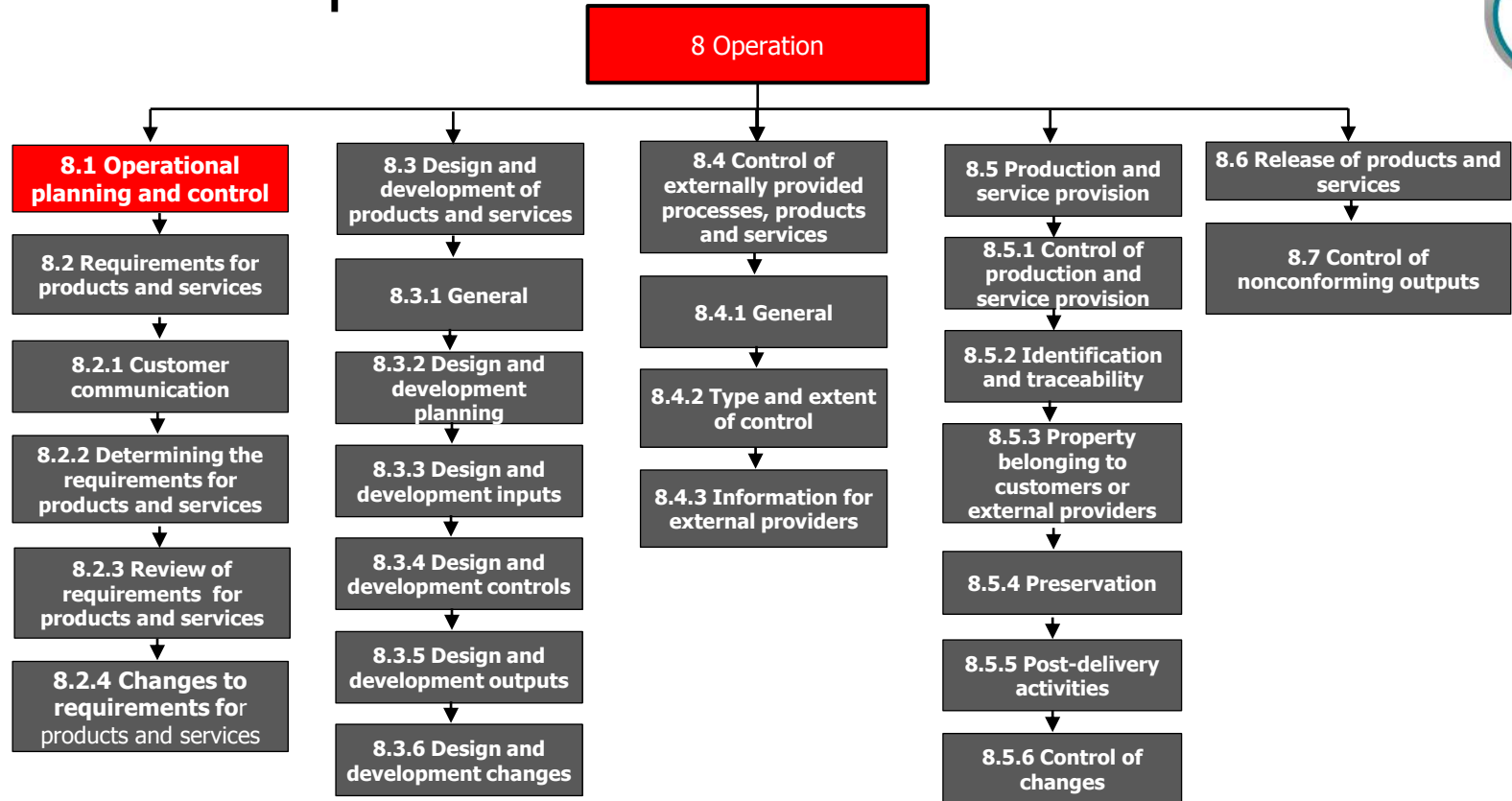
- What, when, how, who, and to whom

• 7.5 – Documented information

- Reflects variety of sources and need to back up information



Clause 8 – Operation





Clause 8 – Operation

- **8.1 – Operational planning and control**
 - Plan, implement and control processes
- **8.2 – Requirements for products and services**
 - Communication, product and services requirements, reviews and changes
- **8.3 – Design and development of products and services**
 - Design and development planning, inputs, controls, outputs and changes
- **8.4 – Control of externally provided processes, products and services**
 - Controls for external processes, extent of control and information
- **8.5 – Product and service provision**
 - Implement production and service provision, identification and traceability, preservation and post-delivery activities
- **8.6 – Release of products and services**
 - Planned arrangements to verify product and service requirements met
- **8.7 – Control of nonconforming outputs**
 - Prevent unintended use or delivery of nonconforming products



Clause 9 – Performance evaluation

- **9.1 – Monitoring, measurement, analysis and evaluation**
 - What needs to be monitored and measured, how and when
- **9.2 – Internal audit**
 - To establish whether the QMS conforms to requirements and is effectively implemented and maintained
- **9.3 – Management review**
 - Top management must regularly review the QMS



Clause 10 – Improvement

- **10.1 – General**

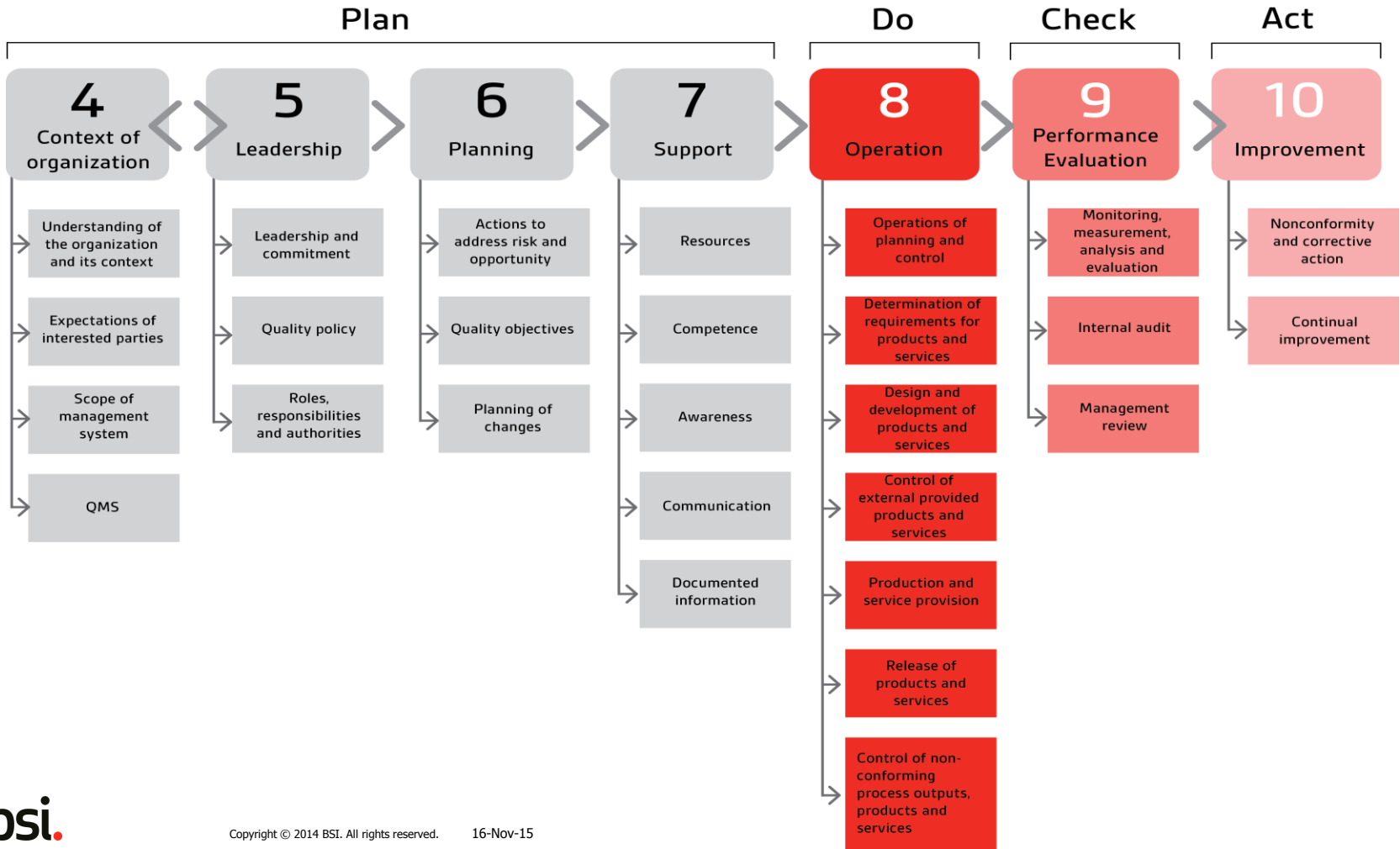
- Determine, select and implement opportunities for improvement

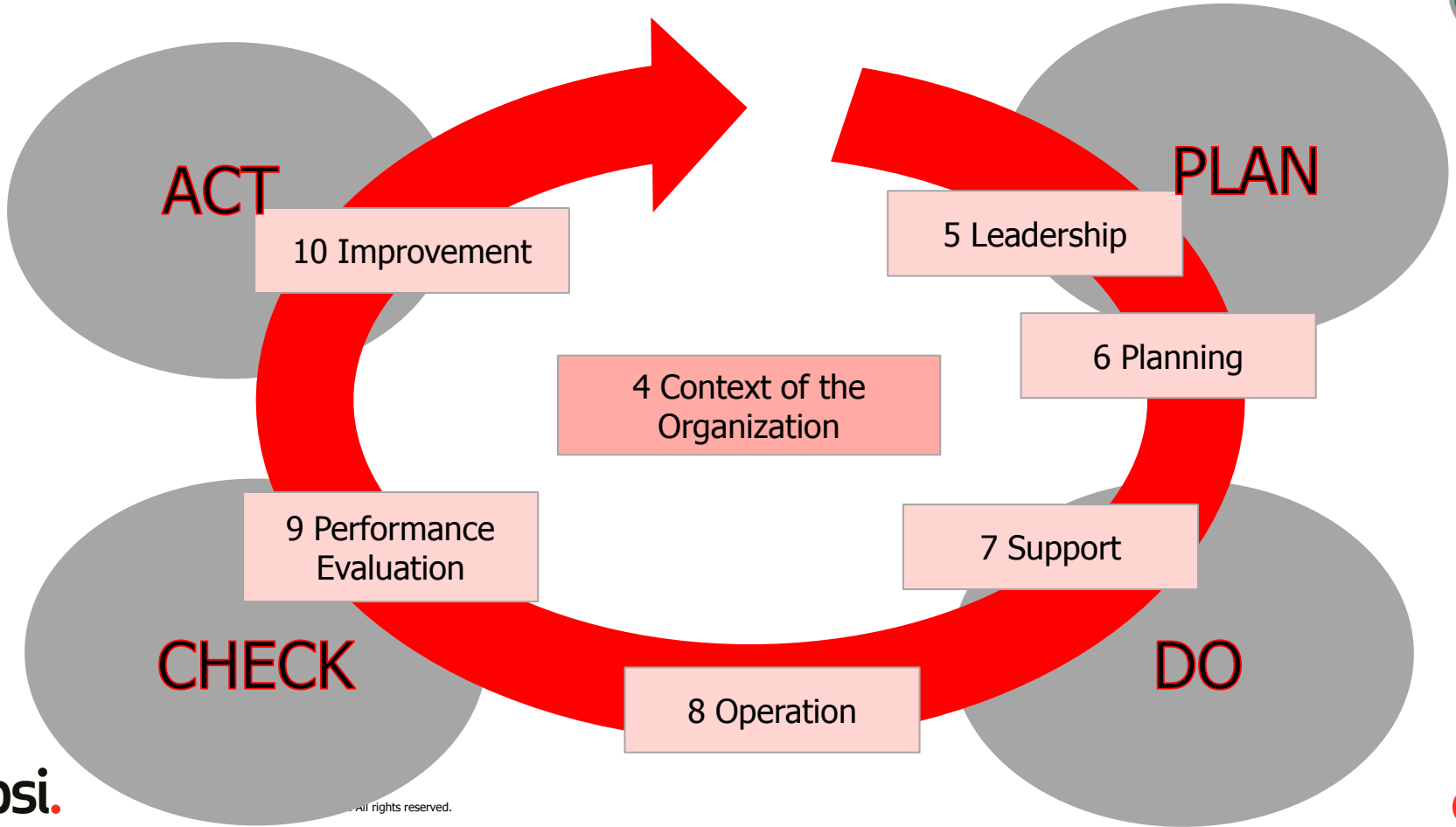
- **10.2 – Nonconformity and corrective action**

- To react, take action to control, correct and deal with nonconformities

- **10.3 – Continual improvement**

- Continually improve the suitability, adequacy and effectiveness of the QMS





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ISO Revisions

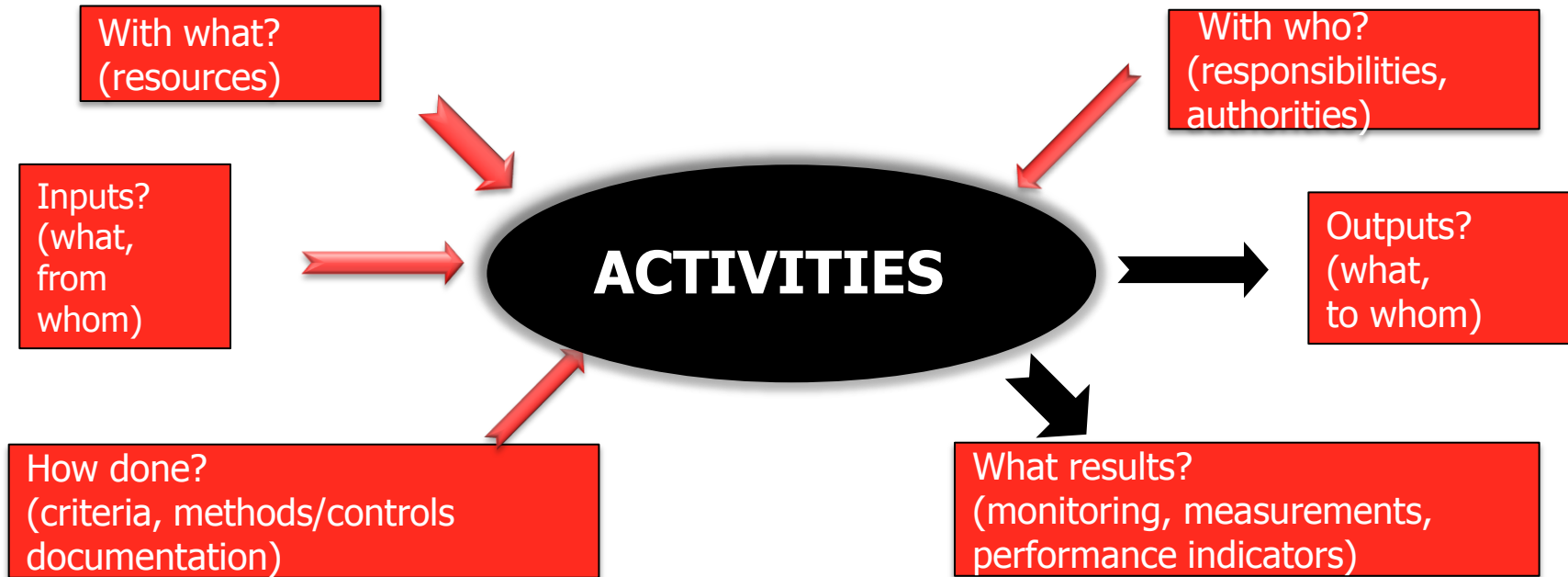


Process



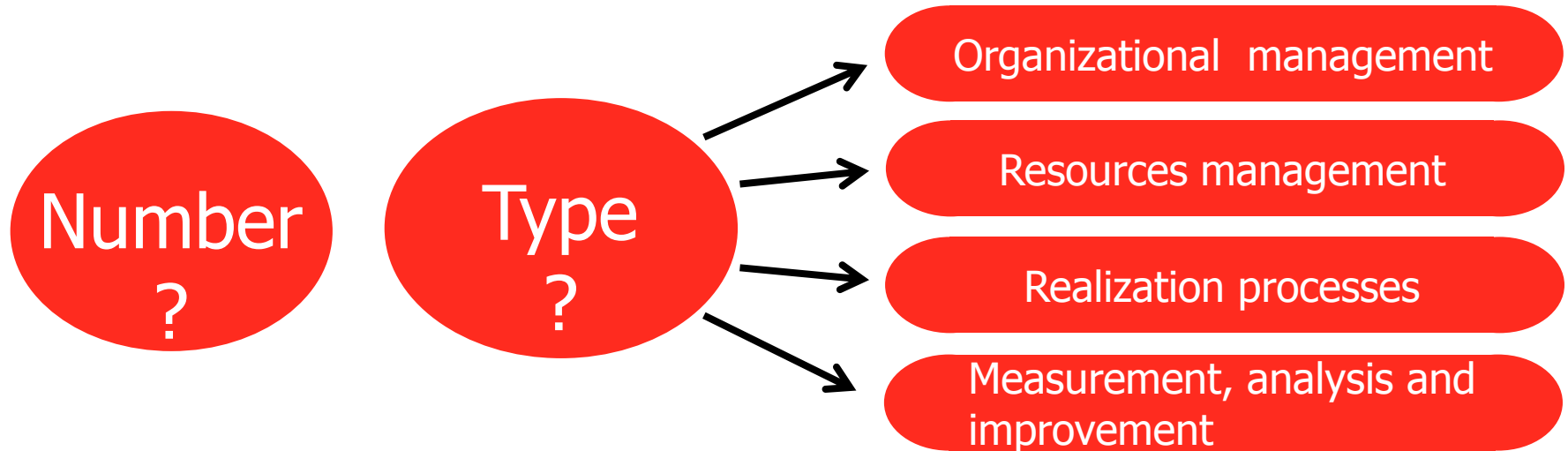
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Process:

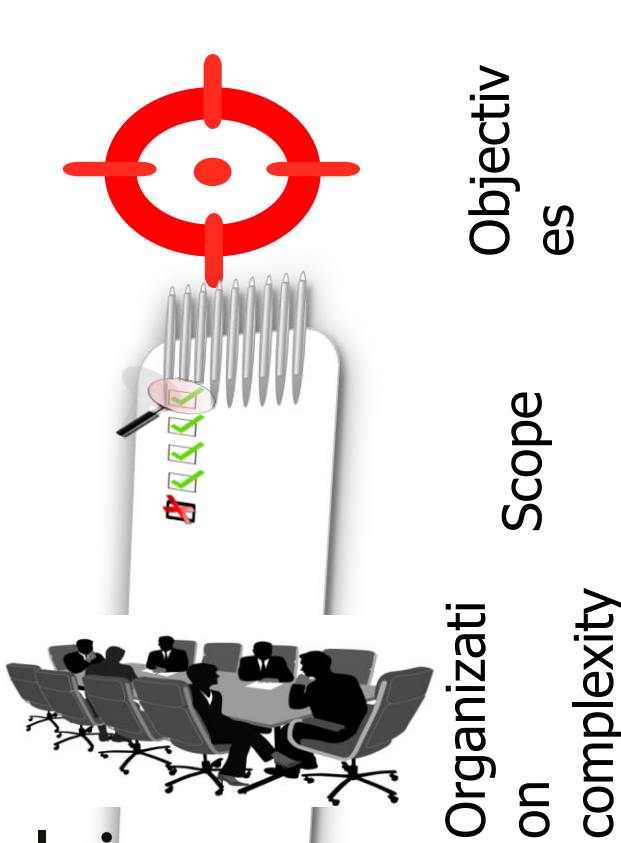




Typical types of processes that can be identified



Aligned processes

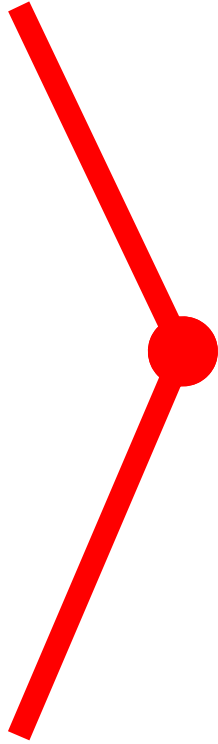
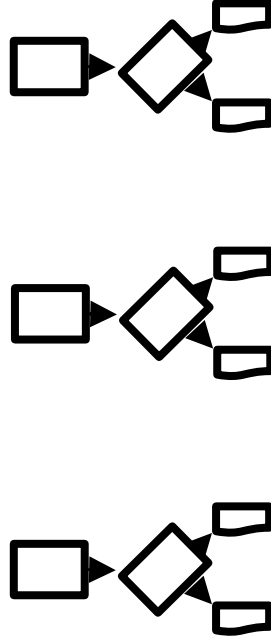


Objectives

Scope

Organization complexity

PROCESSES ALIGNED



Add value



Reviewed and Accessed



Continually improved



Process mapping



Description of a process map



Why map a process?

IDENTIFY THE STATE OF A PROCESS

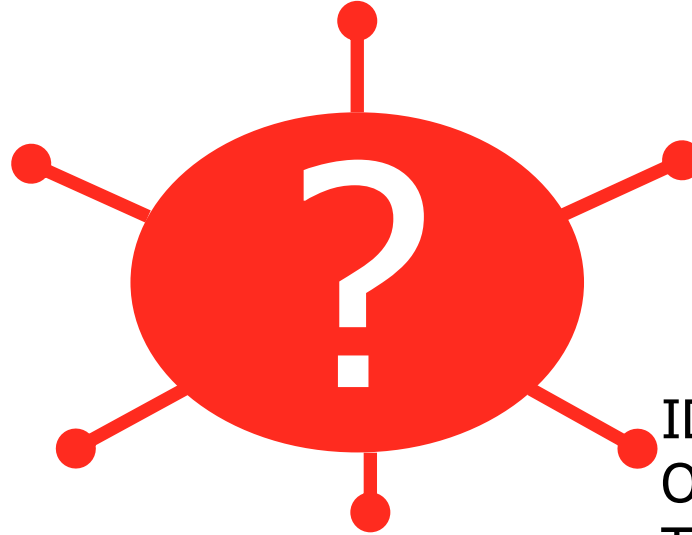
DESCRIBE AND
COMMUNICATE

IDENTIFY WHERE
TO MONITOR/
MEASURE

VERIFY WHAT
REALLY HAPPENS

IDENTIFY
OPPORTUNITIES
TO IMPROVE

PROMOTE CONSISTENCY



Process mapping guidelines

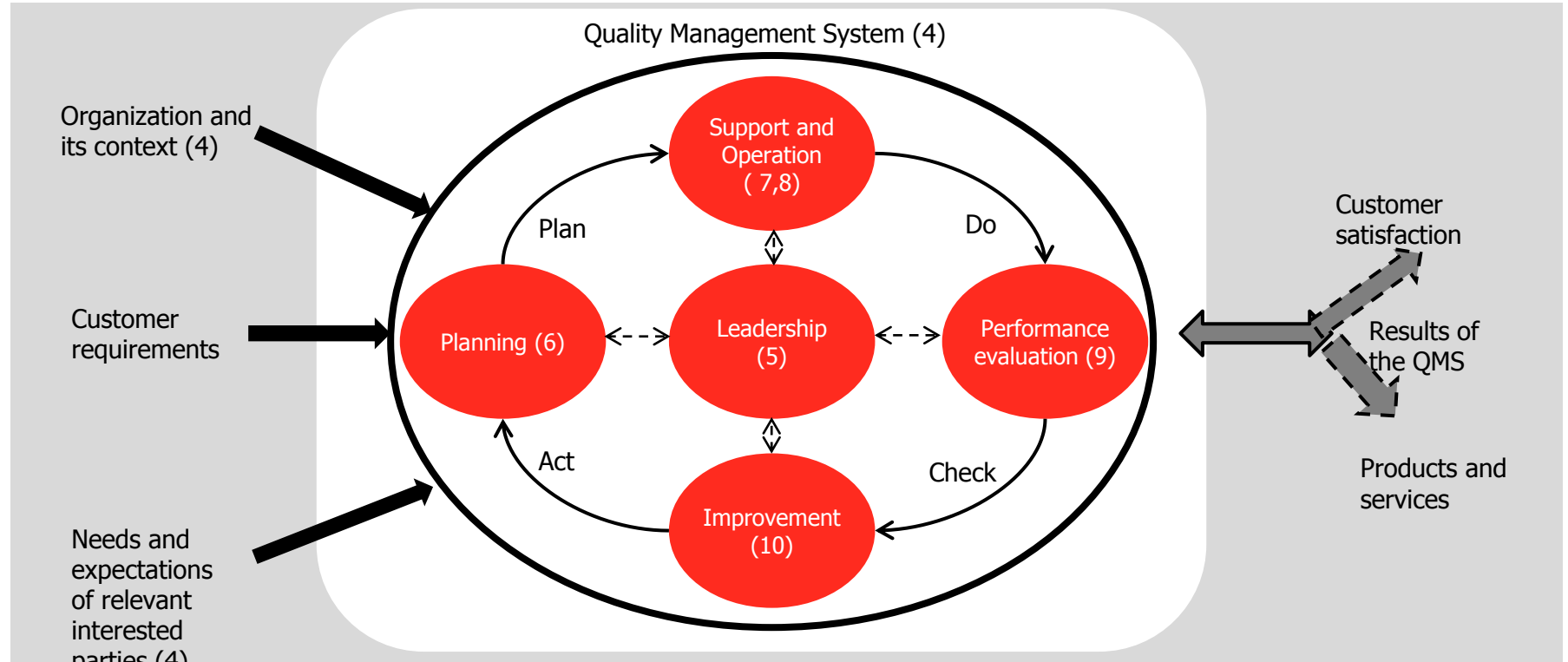
- **Name the process**
 - **Clarify the start and the stop boundaries of the process**
 - **Create a high level (SIPOC) map**
-
- **'Walk' the process following the actual path of data or goods and material**
 - **Talk to the people who actually work in the process**
 - **Add supplementary information where needed**
 - **Verify the map until consensus is reached between all parties**
 - **Mark the process map with identified improvement opportunities ('Future State')**
 - **Review scope of project and need for further mapping**

Define

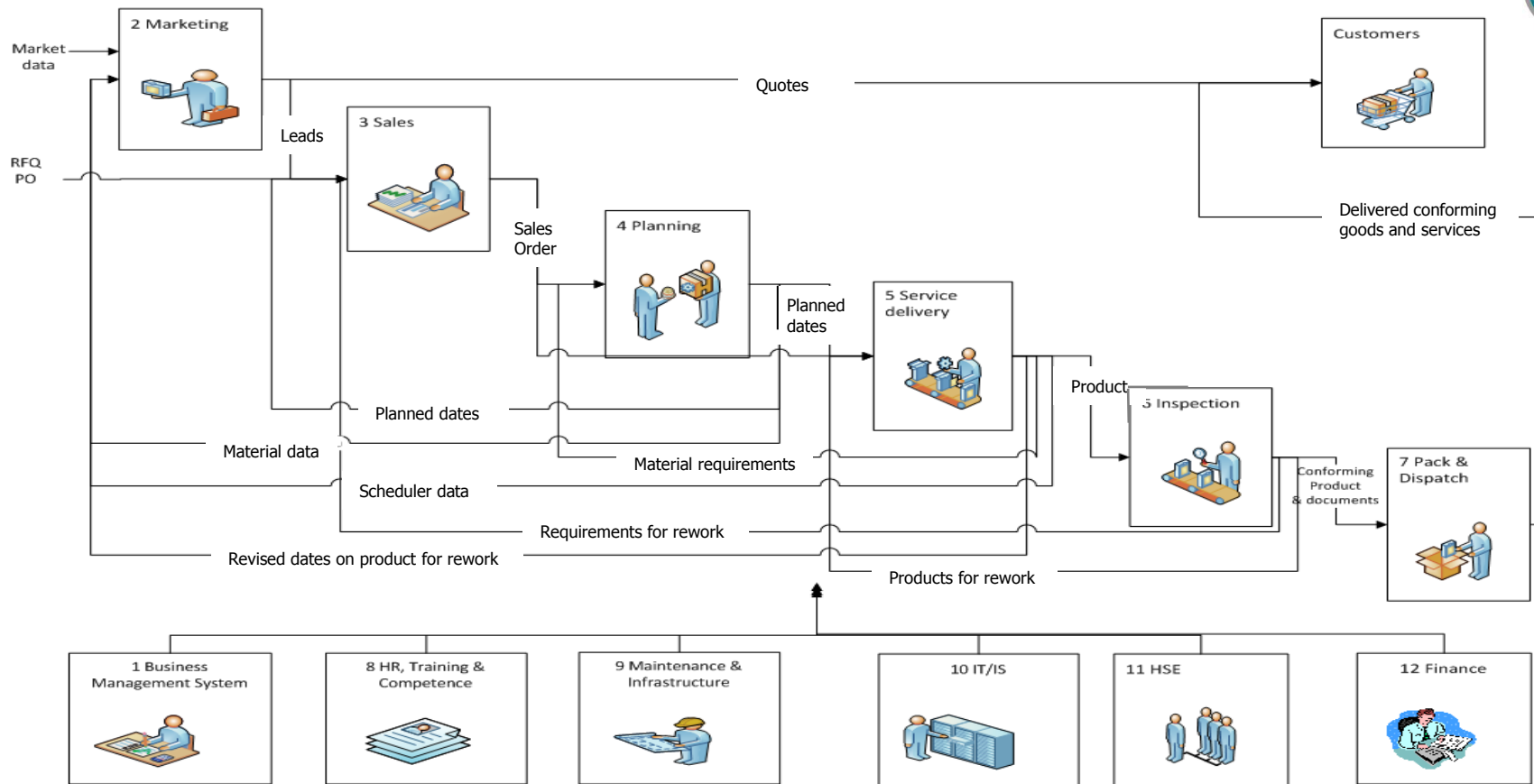
Analyse



Representation of the structure of this International Standard in the PDCA cycle



Process approach mapping example



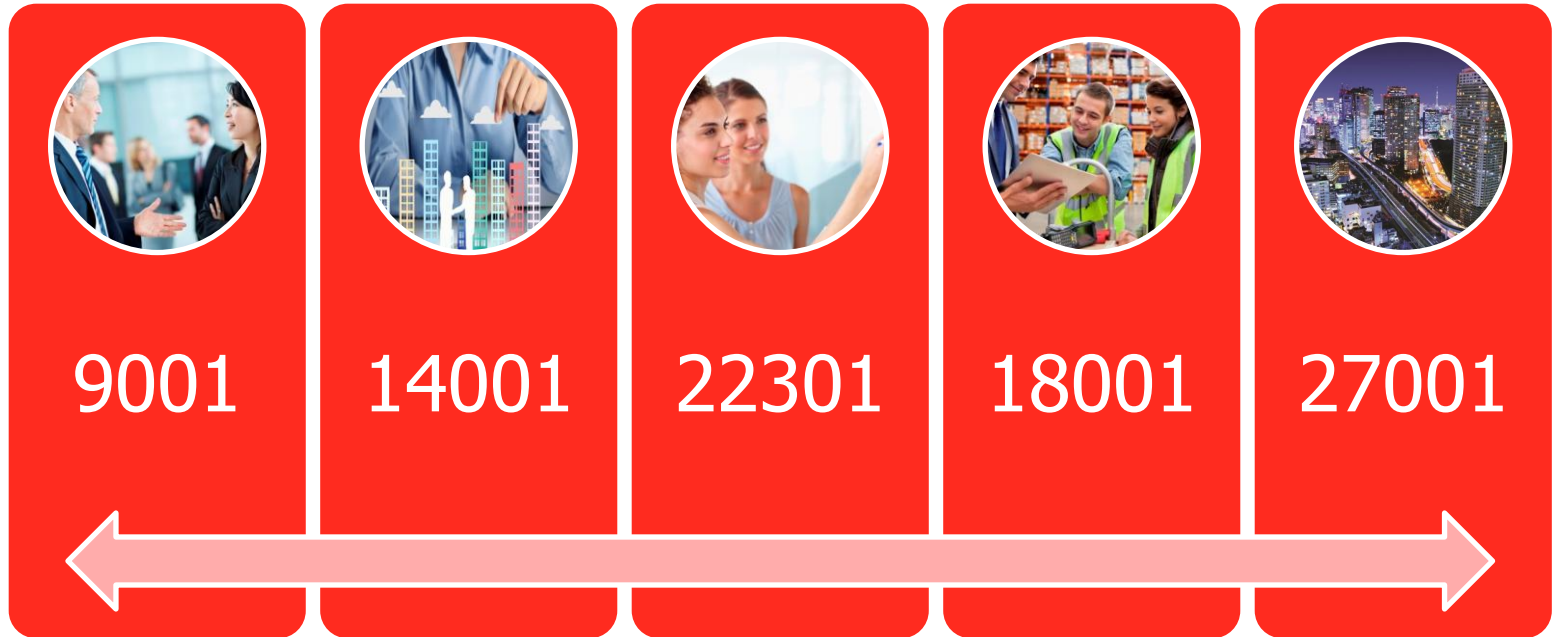
Aligned vs Integrated systems



Aligned vs Integrated



Aligned vs Integrated



Summary - Key changes:



- Determining the organizational context (HLS)
- Greater emphasis on processes
- Greater alignment with strategic direction (HLS)
- Integration of the QMS into organization's business processes (HLS)
- Determining risks/opportunities within the context (HLS)
- Change management
- Knowledge management
- Communication expanded (HLS)
- Explicit performance evaluation requirements (HLS)
- Improvement expanded (HLS)



Benefits of ISO 9001:2015

- **Bring quality into the heart of your business**
 - Quality management will be integrated and aligned with our business strategies which will improve performance and drive real value
- **Introduction of risk & opportunity management**
 - Will help identify and manage risk more effectively and opportunities that contribute to bottom line improvements
- **An integrated approach**
 - It will be easier to implement more than one management system providing a more holistic view leading to cost savings
- **Leadership**
 - Greater involvement by our leadership team will ensure that we'll all be motivated towards the organizations goals and objectives



ISO Revision Launch Event

Coffee Break back in 15 minutes



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BSI ISO Revision Seminar 2015



BSI ISO Revision Seminar 2015





ISO Revision Launch Event

ISO 14001: 2015

Stanley Wright
Environmentalist



By Royal Charter





Stan Wright –
Environmental Expert

Stan is currently a Freelance Certification Auditor and Trainer. He is IRCA approved lead auditor and trainer, as well as IEMA approved LAC Trainer carrying out activities as contracted throughout the world, including:

- ISO 9000 , 14001, 27001 , 22301 and EN 18001 registered training
- ISO 9000 ,14001 , 27001 .22301 and EN 18001 independent certification
- Risk Assessment Training
- Management training
- Business improvement

Colin has worked in the past in Saudi Arabia as General Manager for AOQC-Moody International. Between 1989 – 1995 he worked with SGS Inspection Services Saudi Arabia Ltd. as the Industrial Division Manager.

Today Stan will be discussing the fundamental changes for ISO 14001 and how it is going to impact your business.

Background to the requirements of environmental compliance

- An overall umbrella called **sustainable development**
- Three pillars of sustainability: Environment, Society, Economy
- A Coordinated way to meet the needs of present generations without compromising future generations to meet their own needs
- Society inflicting increasing pressure on organisations related to :
 - inefficient use of resources , Creation of pollution, loss of bio-diversity
- Implementation of a systematic approach via an EMS to contribute to the environmental pillar of sustainability

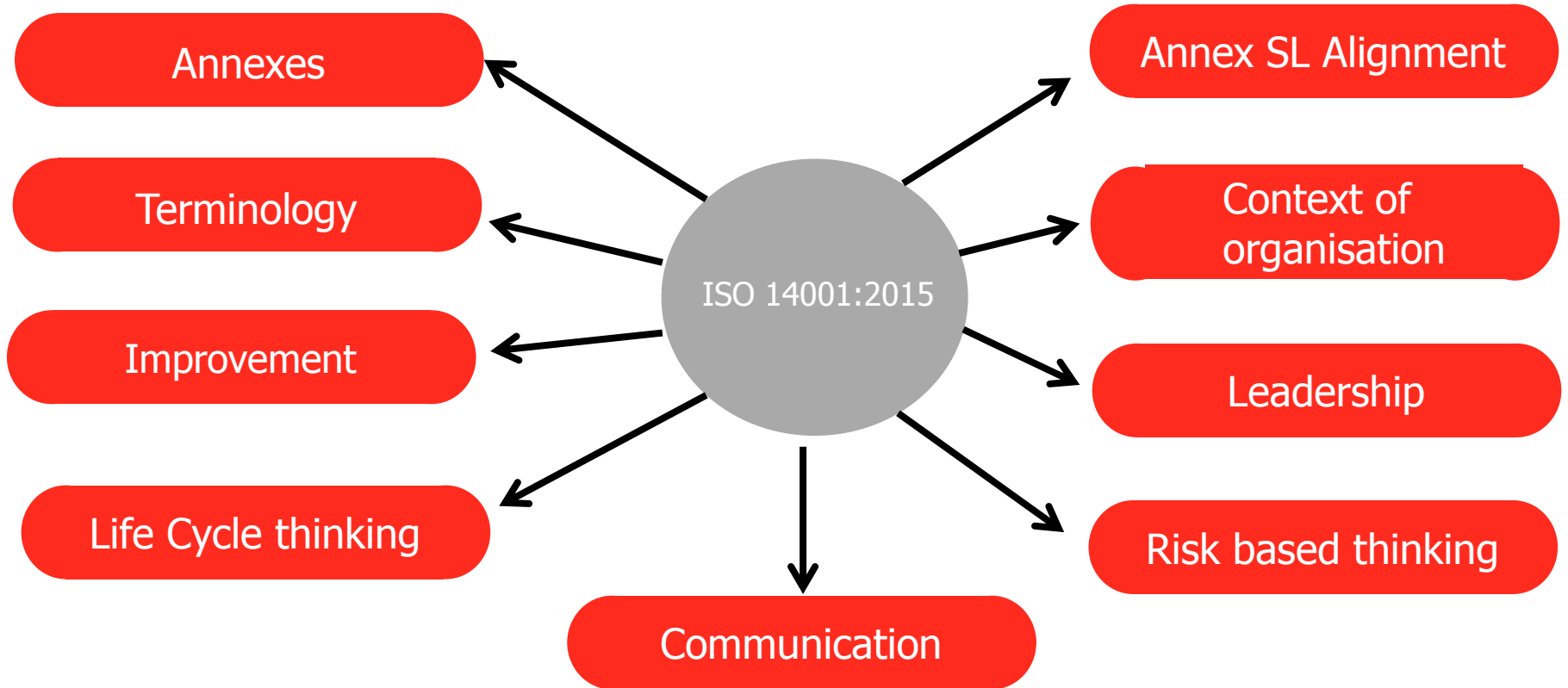
Background to the requirements of environmental compliance

- Key success factor:
- People : Commitment from all levels can realise benefits from opportunities and mitigate impact from threats
- Top management are key to achieving these benefits
- PDCA cycle for continual improvement

Annex SL, Appendix 2

Purpose

Key Changes



Key Changes

- Annexe SL alignment: to ensure all future ISO system standards will share a common format
- **CONTEXT OF ORGANISATION:** identify any key internal and external factors that may impact the ability of the EMS to deliver its intended outcome
- **LEADERSHIP:** Top management required to demonstrate that they engage in key EMS activities be actively involved in its operation and be accountable for its results.

Key Changes

- **RISK BASED THINKING:** Organisation must evidence that have determined, considered and where deemed necessary, taken action to address any risks and opportunities that may impact (positively or negatively) their EMS's ability to achieve its intended outcomes. (Preventive action reference has gone)
- **COMMUNICATION:** Organisation needs to ensure that it has communicated with interested parties consistent with information generated within the EMS (as it is!)

Key Changes

- **LIFE CYCLE THINKING:** Organisation to ensure that products are designed in an environmentally friendly manner, environmental requirement of product to be determined and advised to supplier and client
-
- **IMPROVEMENT:** EMS improvement and environmental performance improvement now seen as separate activities

Key Changes

- Terminology: Terms and definitions made common where practicable via annexes SL, and environmental specific in 14001:2015
- ANNEXES: ISO 14001:2015
 - A: Guidance on the use of the standard:
 - B: Correspondence between ISO 14001:2004 and ISO 14001:2015
- DOCUMENTED INFORMATION : Documents and records replaced by documented information which has to be maintained / retained
- CLARITY: Wording of standard revised to make requirements easier to understand and aid its translation

Key improvements:

- Enhanced focus on environmental performance improvement
- Make top management have a better understanding of the organisations environmental issues, and make them integrate this as a business process rather than an afterthought
- A need to make commitments to sustainable development and social responsibility (ISO 26000)
- Transparency and accountability in environmental management issues and performance
- Communicate the approach to and mechanism of meeting compliance obligations in ISO 14001 (eg: in the Annex)

Key improvements:

- Addressing the concept of demonstrating knowledge and understanding of the organisation's compliance status
- Provide clearer guidance in Annex A to avoid misinterpretation of the requirements
- take account of micro, small and medium-sized enterprise (SMEs) needs-eg: it is not just a Standard for large companies, helps smaller companies embrace the revised Standard

A large teal arc graphic that starts from the left edge of the slide and curves downwards towards the right edge, framing the central text.

Explain what is meant by a risk approach

Risk

- **Risk is effect of uncertainty on objectives (of EMS and EMS Management)**
- *Positive or negative deviation (from planning)*
- *if the Effect produced can be potentially negative-Threat*
- *If the threat produced can be potentially positive - Opportunity*

- *Likelihood x consequence (Probability x Severity)*

- **Uncertainty can be caused by**
- internal factors and influences (in or out of control)
- external factors and influences (in or out of control)

A risk approach

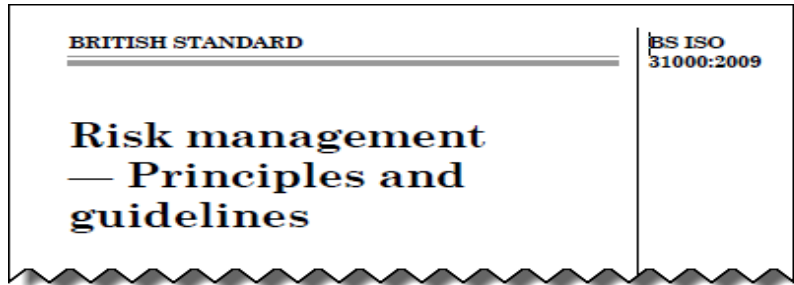
Issues, interested parties and their requirements

Issues, interested parties, requirements relevant to the organization's purpose, and intended outcome(s) of its management system

Risk Based Thinking

- **RISK MANAGEMENT PROCESS** : Systematic application of management policies, procedures and practices for risk:
 - COMMUNICATION (external and internal)
 - CONTEXT
 - IDENTIFICATION
 - ANALYSIS
 - EVALUATION
 - TREATMENT
 - MONITORING AND REVIEW

ISO Standards for Risk Management, Environmental and the HLS

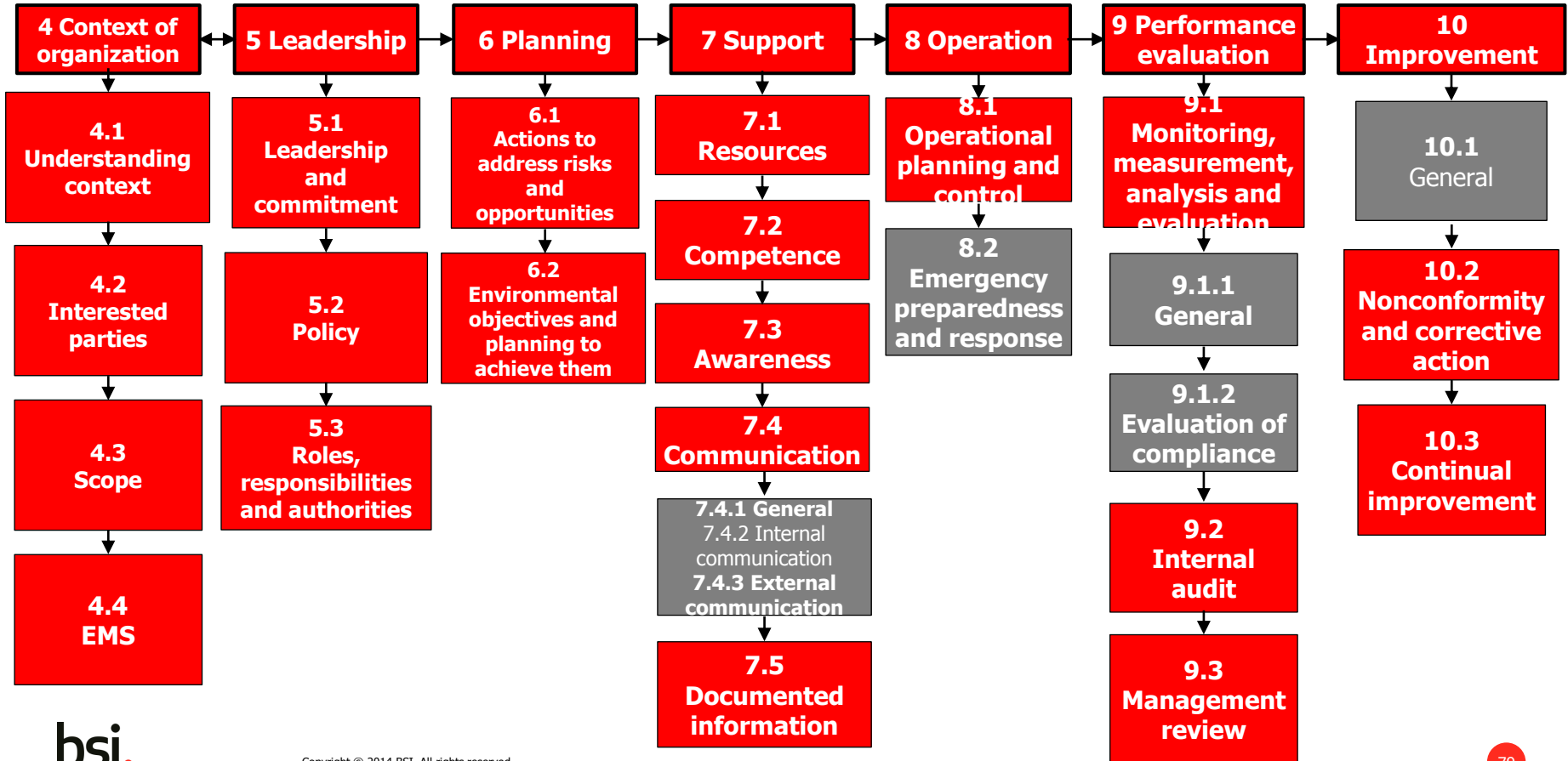


A large teal arc graphic that starts from the left edge of the slide and curves downwards towards the right edge, framing the main content.

Recognize principles, framework and process in risk management

Apply understanding to the requirements of ISO 14001:2015

HLS and additional "EMS" Structure



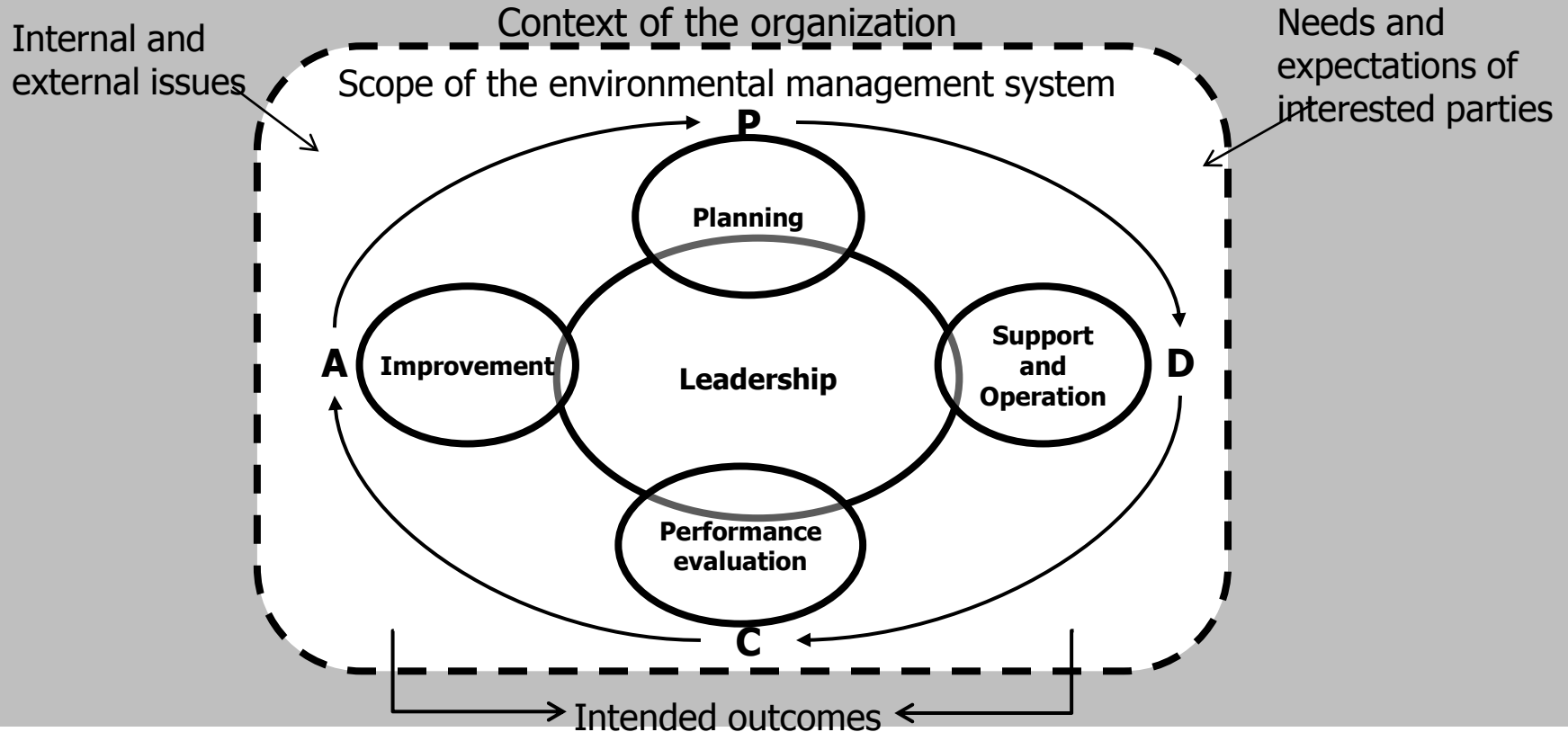
Annex SL, Appendix 2

Use

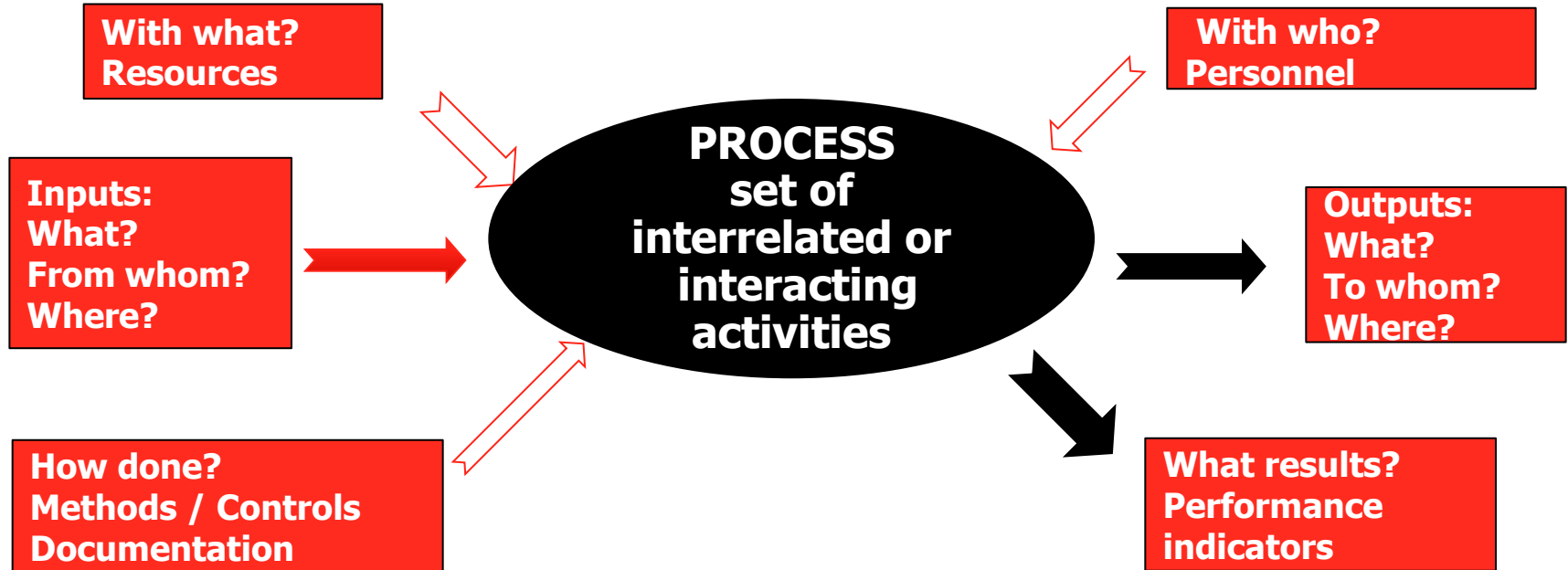
The most important event since ISO 9001?



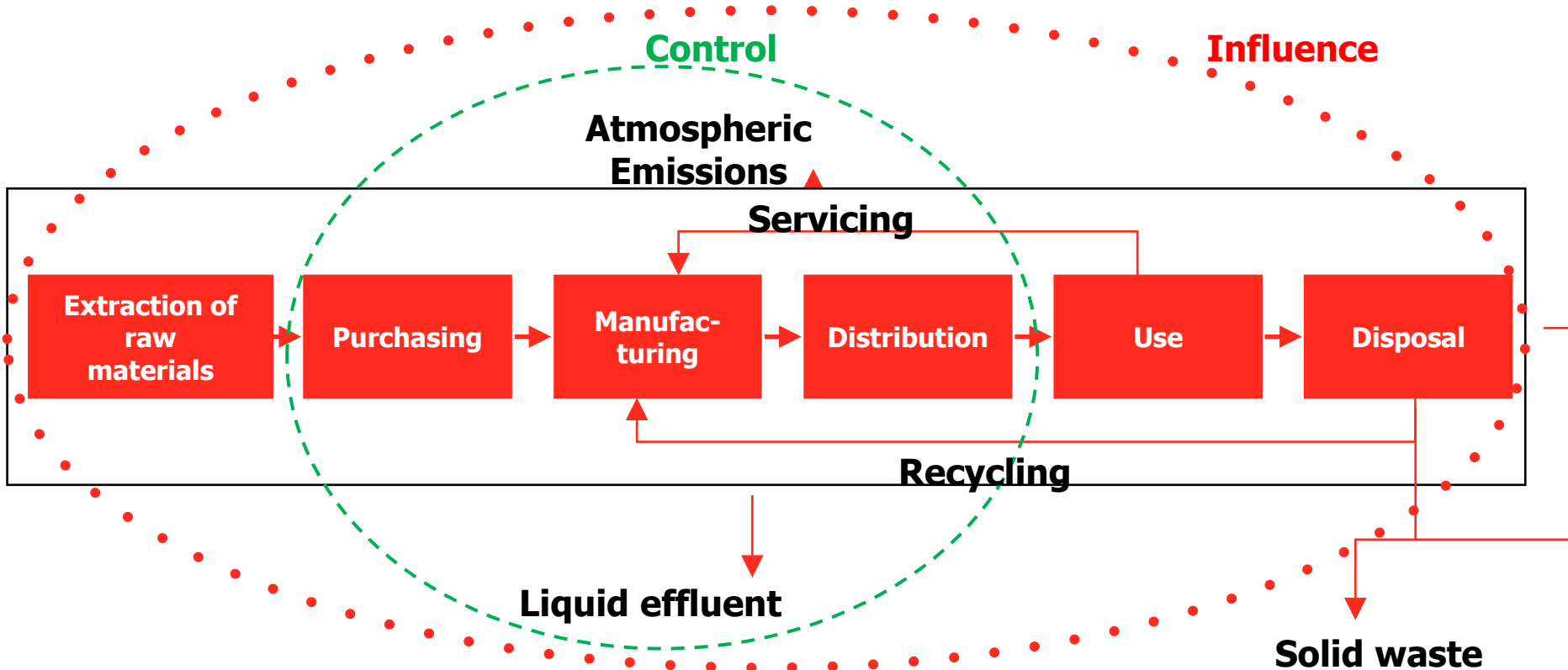
Key EMS concept (3): PDCA and 14001:2015



Key EMS concept (1): Process

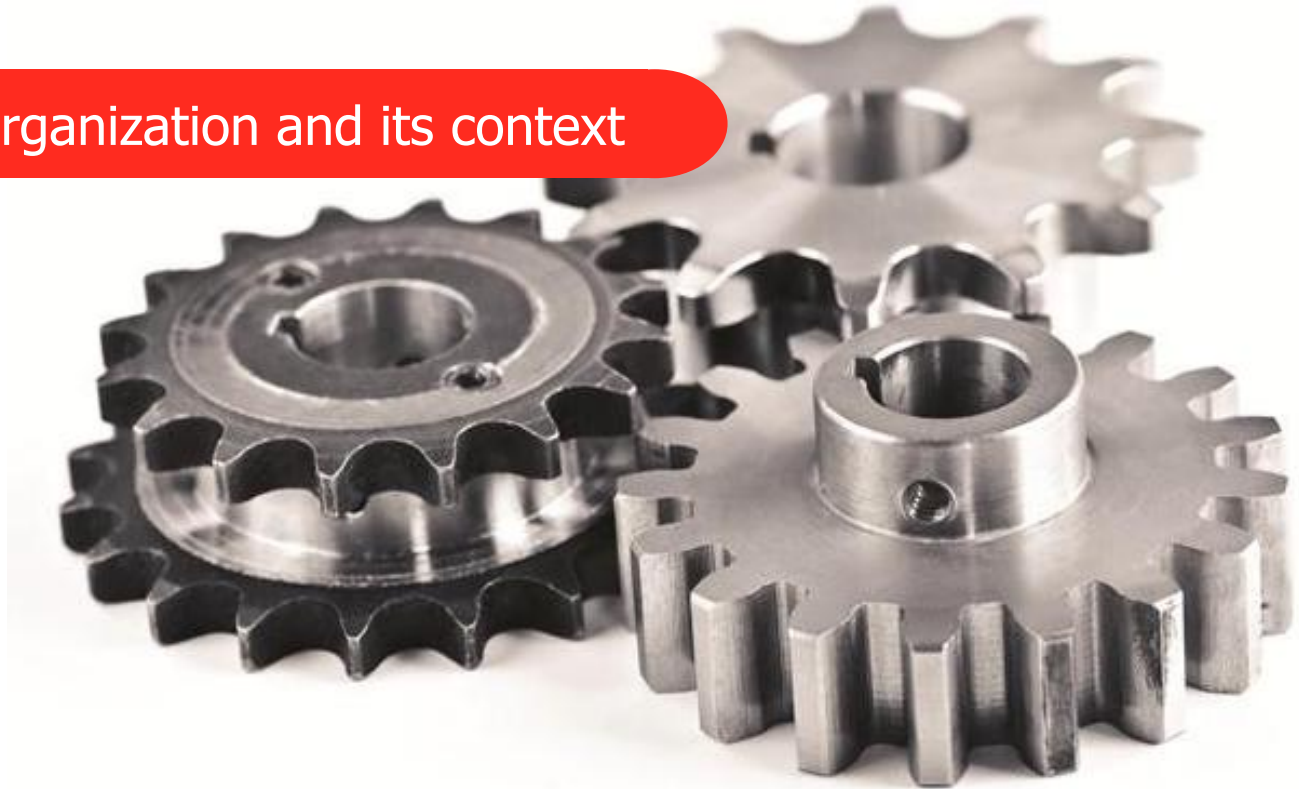


Key concept (4): Life cycle



4. Context of the Organization

4.1 Understanding the organization and its context



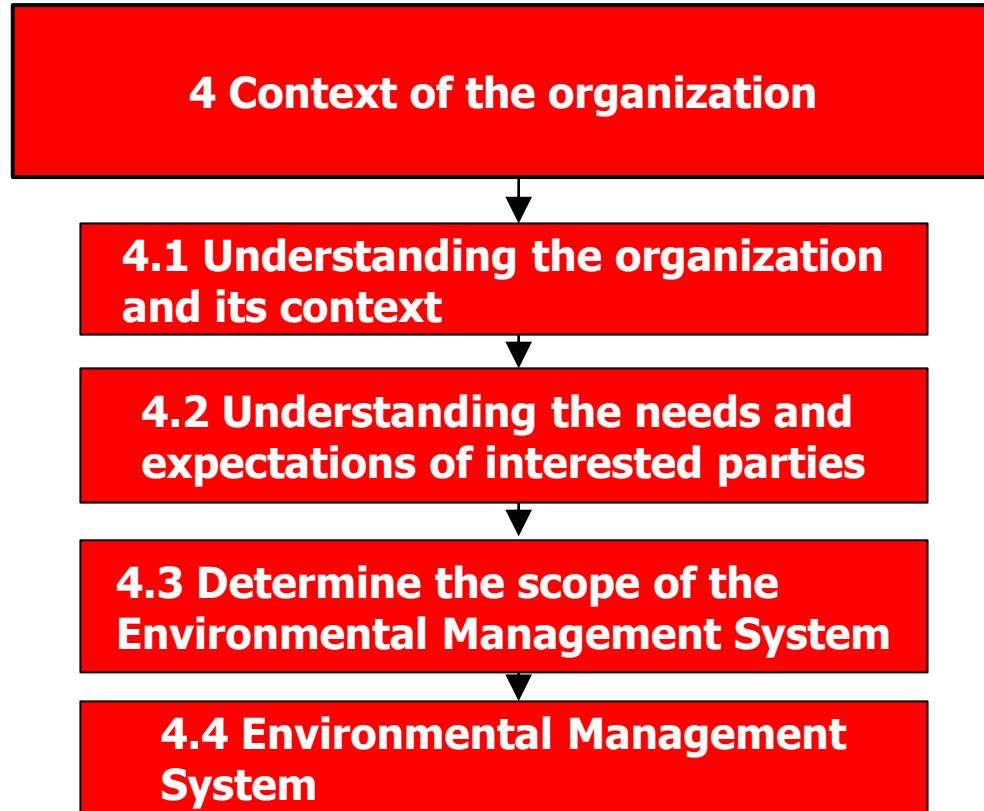
Context of the Organization

4.2 Understanding the needs and expectations of interested parties

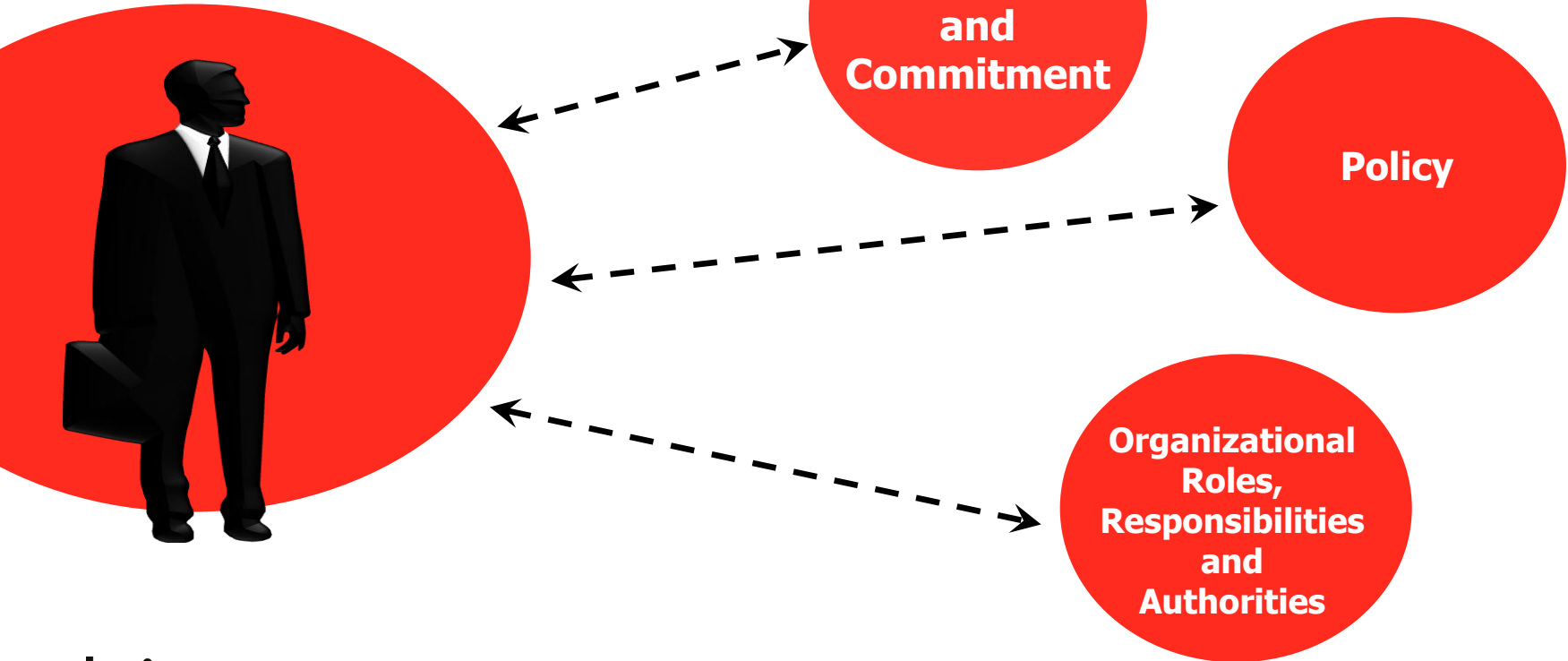
4.3 Determining the Scope of the management system



ISO 14001:2015 – Clause 4



5 Leadership



Scope of an EMS

- **Consider when defining scope :**
- Boundaries (Internal and external issues)
- Relevant requirements of interested parties
- Organisational : Activities, products functions and services
- Authority and ability to exercise control and influence
- Three pillars of sustainability

6 Planning

6.1 Actions to address risks and opportunities

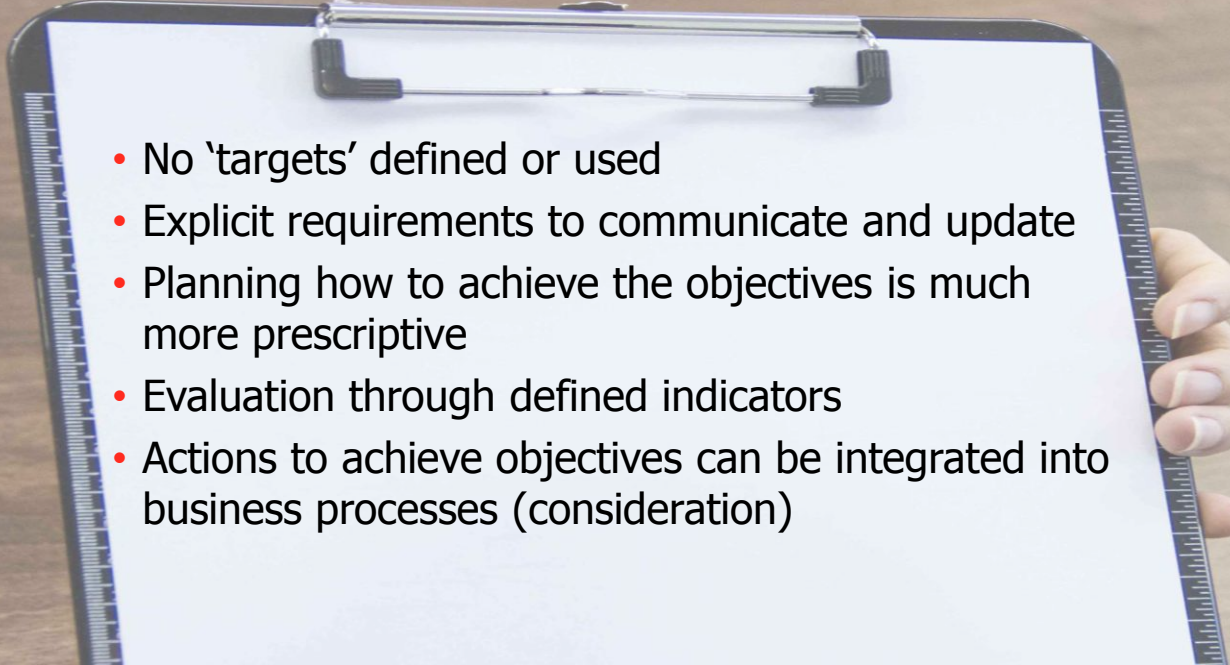
6.2 Objectives and plans to achieve them



ISO14001:2015 - Clause 6



Clause 6.2 (Objectives and planning) evidence of EMS focus to note

- 
- No 'targets' defined or used
 - Explicit requirements to communicate and update
 - Planning how to achieve the objectives is much more prescriptive
 - Evaluation through defined indicators
 - Actions to achieve objectives can be integrated into business processes (consideration)

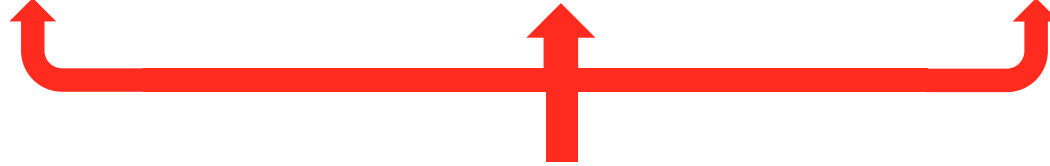
Key EMS concept (2): Aspects and Impacts

There are two key generic characteristics in ISO 14001 clause 6.1.2

ACTIVITIES

PRODUCTS

SERVICES



Which **ASPECTS** of these....



....lead to.....



....which **IMPACTS** on this?



7 Support

7.1 Resources

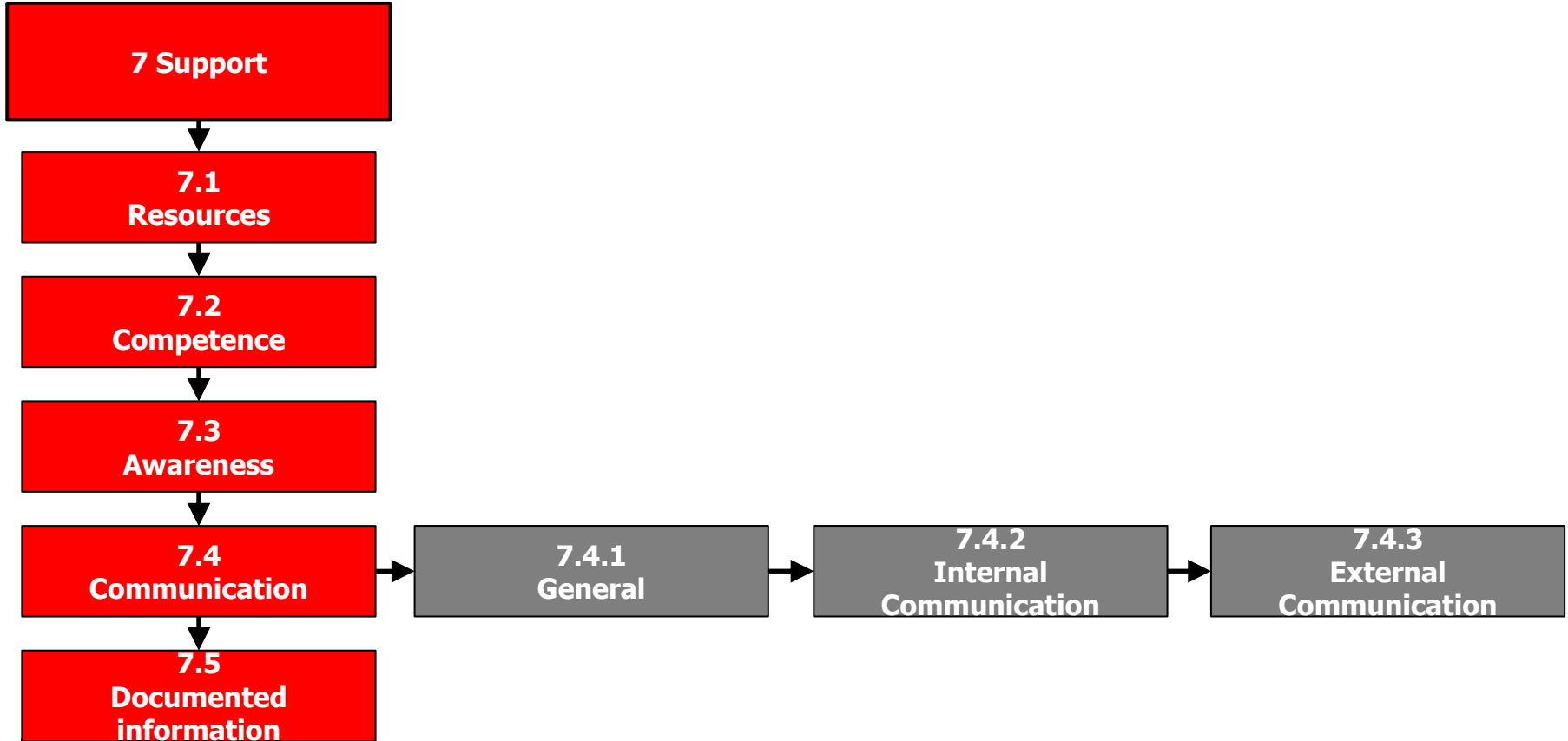
7.2 Competence

7.3 Awareness

7.4 Communication



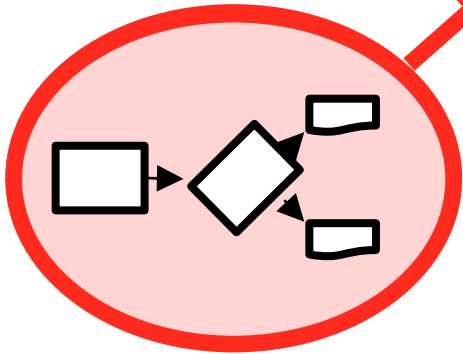
ISO 14001:2015 – Clause 7



7 Support



7.5 Documented information



Clause 7 evidence of EMS focus to note

- In addition to Annex SL and/or ISO 14001:2004:
 - Competence – now measured against compliance obligations and training needs now determined against environmental aspects (not just significant aspects)
 - Communication is a process that is planned, implemented and documented as appropriate, taking into account:
 - Compliance obligations
 - That the information communicated is consistent with that produced by the EMS and is reliable
 - Responding to relevant communications must be documented
 - Internal communications now have to enable any person doing work under the organization's control to contribute to continual improvement
 - External communications have to be in line with compliance obligations and the organization's own communications process

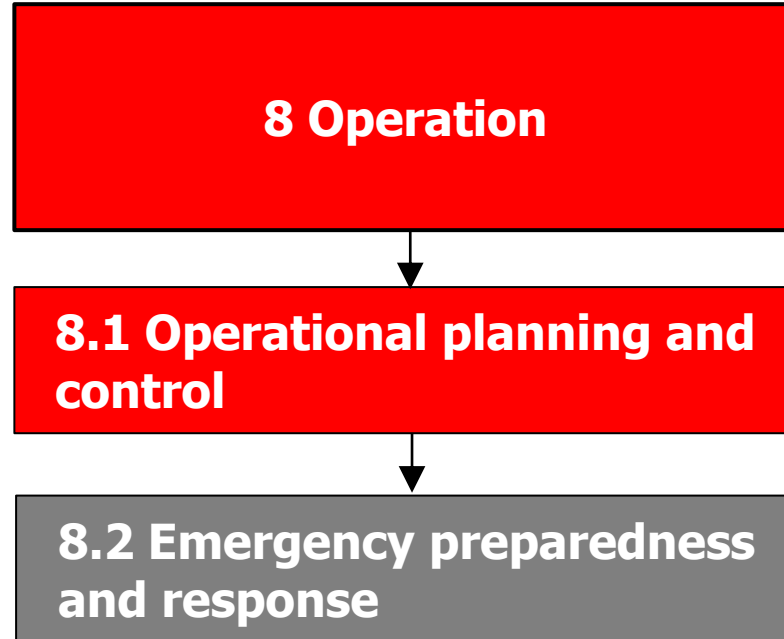


8 Operation

8.1 Operational planning and control

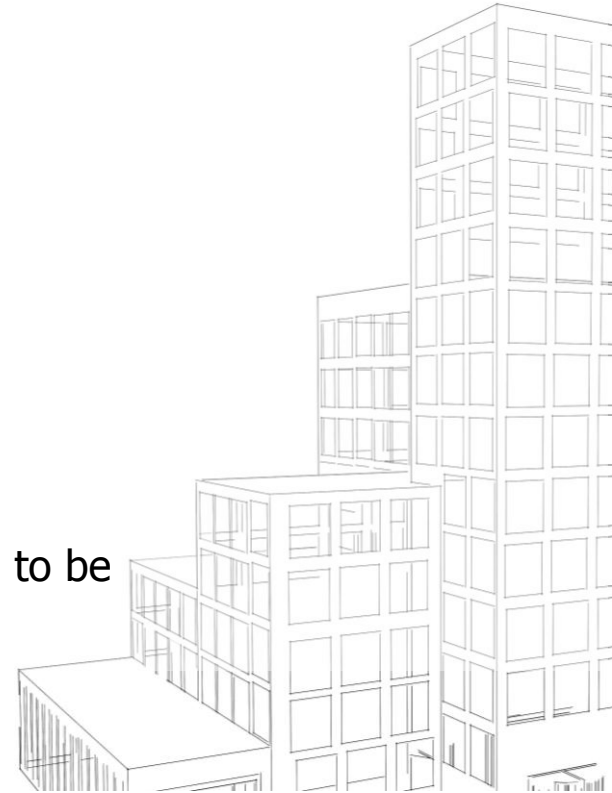


ISO 14001:2015 – Clause 8



Clause 8 evidence of EMS focus to note (1)

- Explicit requirements for:
 - Establishing criteria for the processes
 - Implementing control of processes
- 8.1 Controls can:
 - Include procedures (documented or otherwise)
 - Be implemented following a hierarchy
- Control planned changes, review unintended changes
- Outsourcing – wider remit than ‘relating to aspects of goods and services used by the organization’
 - Define within EMS the ‘type and degree of control or influence to be applied’



9 Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation



Performance Evaluation

9.2 Internal Audit

9.3 Management Review

ISO 14001:2015 – Clause 9



Clause 9 evidence of EMS focus to note (1)

- **9.1 Monitoring, measurement, analysis and evaluation**
- 9.1.1 Determine:
 - what needs M and M
 - Methods for M and M, analysis and evaluation
 - Timing for monitoring and measurement
 - Explicit requirement to analyse and evaluate
 - Timing and criteria of performance evaluation (using indicators)
- Requirement to evaluate both environmental performance and effectiveness of the EMS
- Communication linked to compliance obligations

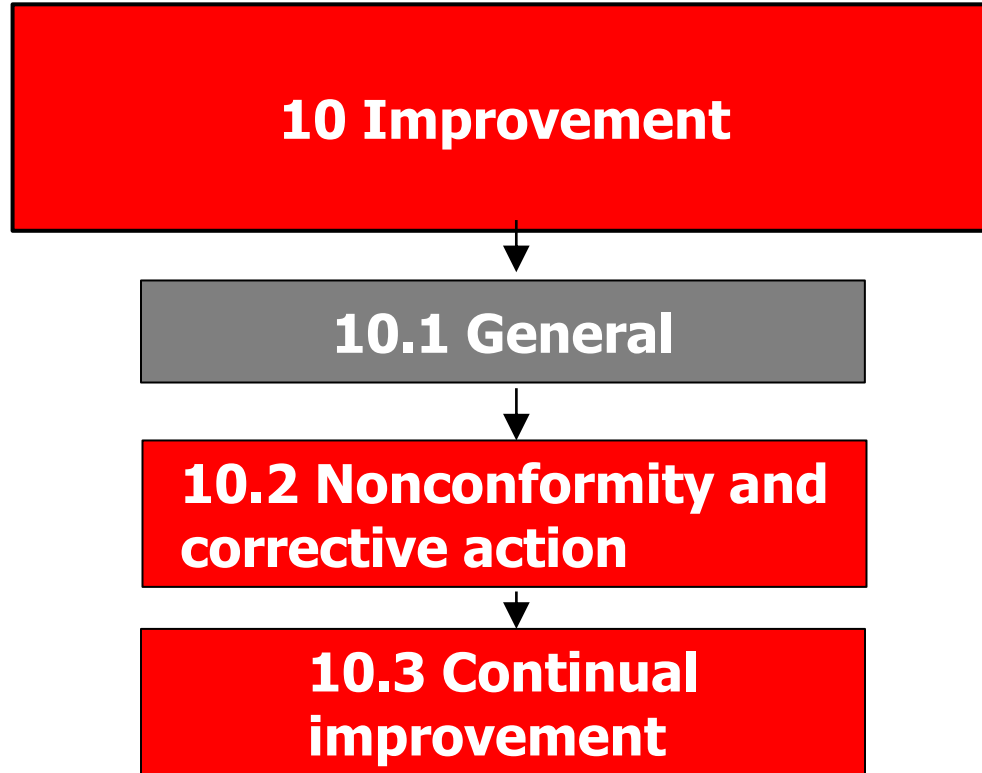


Clause 10: Improvement

10.1 Nonconformity and corrective action

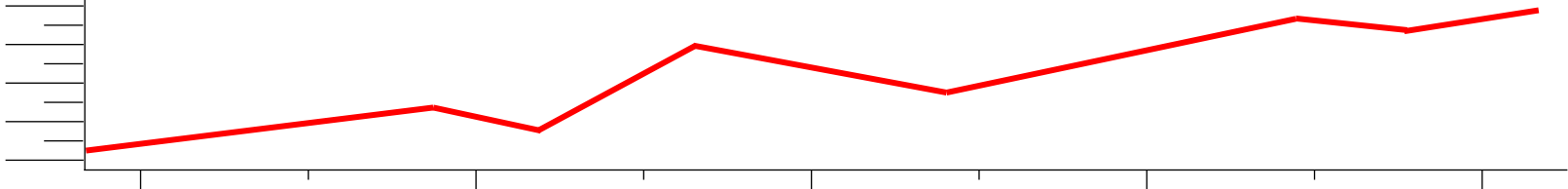
10.2 Continual improvement

ISO 14001:2015 – Clause 10

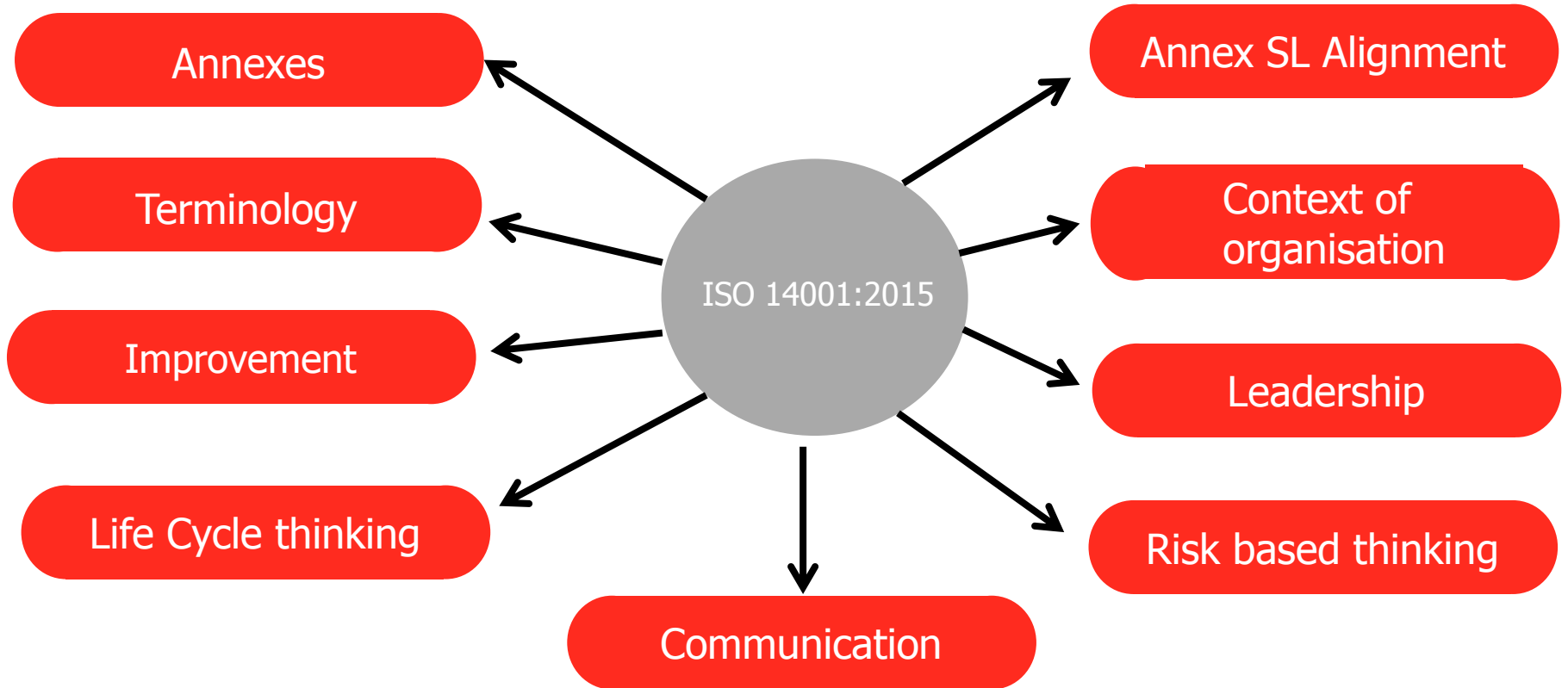


Clause 10 evidence of EMS focus to note

- This clause is not specifically about continual improvement, but improvement!
- **10.1 Nonconformity and corrective action**
 - Due to risk focus throughout the preceding clauses, preventive action not specifically mentioned (now in 6.)
 - Response needs to also consider the occurrence of the nonconformity elsewhere (CA across the organization)
- **10.2 Continual improvement**
 - Requirement originally referenced in 4.1/4.6 and in definition (3.2), but aspects of the definition are now included in the requirements, i.e. specifically 'to enhance environmental performance'



Key Changes



Summary - Key Changes

1. Context of the organization must be understood:
 - a. Increasing awareness of its relationship with the environment
 - b. Increased emphasis on interested parties
2. Greater integration with strategic direction and business processes
3. EMS planning enhanced:
 - a. Risks and opportunities
 - b. Preventive action replaced by risk
4. Demonstrable EMS leadership from Top Management
5. Processes more explicit
6. Life cycle perspective
7. Common term: 'Documented Information'

ISO 14001:201X Certification Transition Timeline



And finally.....



- Thank you for participating and have a safe journey home...

bsi.

...making excellence a habit.™

ISO Revision Launch Event Transition Roadmap

Omar Rashid

General Manager - British
Standards Institution - Qatar



By Royal Charter

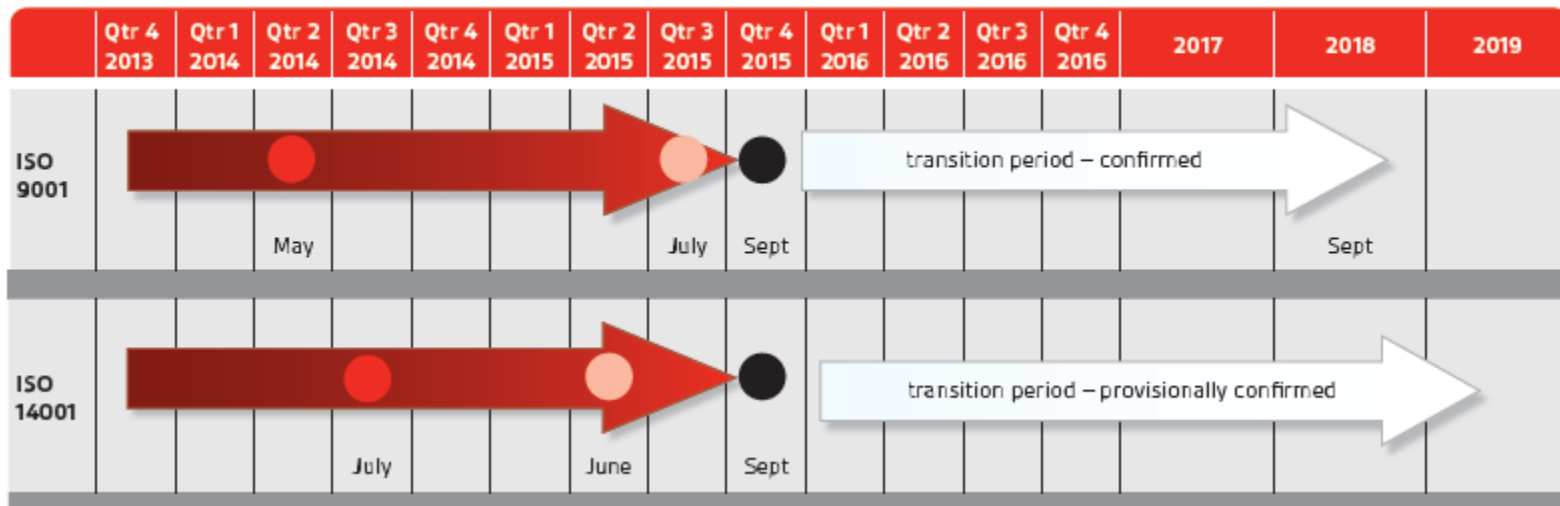


Transition is an Opportunity to...

- Take a completely fresh look at your QMS/EMS
- Highlight the key changes as opportunity for improvements
- Review effectiveness of current management systems and controls
- Understand the differences in more detail, and refresh your knowledge
- Implement new requirements on leadership, risk and context of organization
- Enhance your documentation to reflect new structure (as necessary)



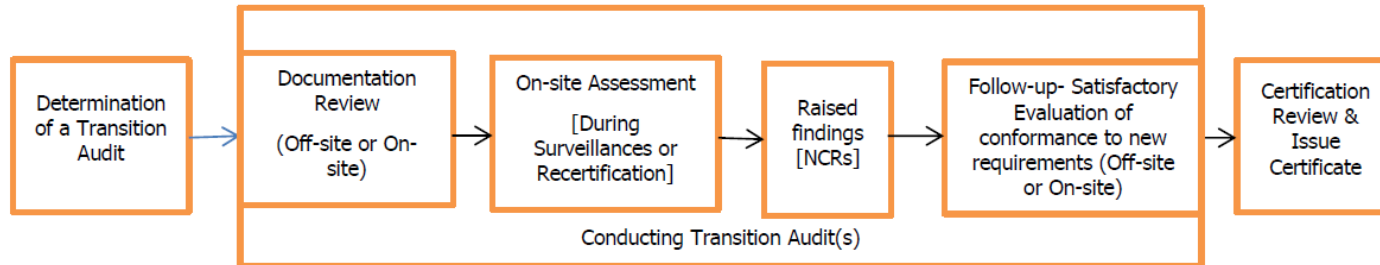
Transition Timelines



Transition Process

1. A readiness review audit is scheduled and executed (One day or more depending on organizations size and complexity) This can be on site or off site
2. As an output of the readiness review audit, the auditor will determine the duration for the upgrade audit, based on the organizations size and complexity

The upgrade audit can be executed as a stand alone audit, as part of a surveillance visit or as part of recertification



Transition Journey

1 Talk to your BSI Client Manager

- Discuss your challenges and timelines
- Review the latest videos and whitepapers

Attend a BSI Training Course

- ## 2
- Understand the new requirements faster and in greater detail

Communicate with your organization

- ## 3
- Talk to your leadership team about the new requirements
 - Communicate the revision to your wider organization to gain buy in
 - Send regular updates on progress

4 Set up an Internal Project Team

- Conduct a self assessment against your current system
- Create an implementation plan and monitor progress
- Take a fresh look at your QMS/EMS
- Implement the new requirements on leadership, risk and context of the organization
- Change your documentation

5 Gap Analysis/Transition Assessment

- BSI can conduct a GAP analysis to help you establish your current status
- Transition assessments to the new standard

Helping our clients through the transition

- The new standards provides a great opportunity for your organization to review your existing management systems and ensure they are integrated into the strategic priorities of your organization.
- Throughout the 3 years transition, BSI will actively work with you to understand your approach to the transition and monitor your progress.
- We will be supporting you through the transition period with a range of supporting material and services including:
 - *Transition training*
 - *Guidance whitepapers*
 - *Webinars*

Gap Assessment

What is a gap assessment?

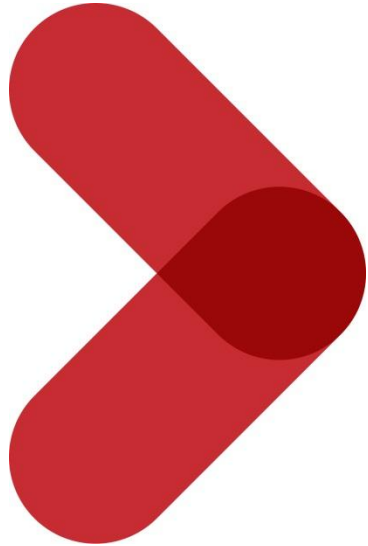
Why would you need a gap assessment?

When is the best time to have a gap assessment?

What are the benefits of a gap assessment?



BSI – Supporting your transition process



Client
events

Business improvement software

Training

Requirements
mapping

Customer
service
support

Pre-
assessments

Client managers

Transition
guidance

Online tools

BSI – Supporting your transition process - Training

- For delegates who attended ISO 9001:2008 or ISO 14001:2004 version courses (Lead auditors)
 - Two days Lead Auditor transition course
 - Lead Auditor training course 5 days
- For delegates who are new to the standard
 - Introduction / requirement training course 1 – 2 days
 - Implementation training course 2 days
 - Internal Auditor training course 2 days
 - Lead Auditor training course 5 days

What course do I need?

Course	I'm a Senior Manager	I just want to know what has changed	I'm involved in the transition process	I'm an Internal Auditor	I'm a Lead Auditor
Senior Management Briefing	●				
Transition		●			
Implementing Changes			●		
Auditor/Lead Auditor Transition				●	●
Deep Dive			●	●	●

● Required

● Recommended

Thank you

Thank you all for attending
BSI's ISO Launch Event

And now our Award Ceremony shall begin....



BSI ISO Revision Seminar 2015 Awards



Thank you

Thank you all for attending
BSI's ISO Launch Event

