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By Royal Charter

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BSI ISO Revision Seminar 2014

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Opening Remarks

"We believe Standards are the DNA of Civilization – Without our ability to design and accept standards we could never have developed into such a complex society.

Standards drive learning…
Standards make comparison possible…
Standards Fuel Creativity…
Standards are the code in which human collaboration and discovery is written."

By Royal Charter

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General Awareness / Emergency Evacuation 11/11/14 Four Seasons Hotel Doha

- We are expecting no alarms or fire drills
- Incase 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

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Approaching Change
ISO Revisions Seminar

Kerry Garratt
BSI Global Deployment Manager

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Who is BSI?

BSI, a Royal Charter Company

- **Leading Global Standards Creation Body:** British, European, ISO, Public, Private
- **The UK National Standards Body:** The source of British Standards
- **Experienced**: The world's first National Standards Body established in 1901 and a founding member of ISO
- **Thought Leaders**: Shaped the world's most adopted standards, incl. ISO 9001, ISO 14001, OHSAS 18001
- **Specialist Focus** on Standards Creation, Training and Certification
- **Global Network**: 73,000 clients in 150 countries worldwide including governments, global brands and SME's
- **Trusted**: We're a Royal Charter Company, reinvesting profits back into our business to improve our clients' experience

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BSI people make the difference for our clients

Global network of over 4,000 people supported by 10,000 industry experts

- Over 100 years experience across almost every sector
- Global specialization focused on standards, training, certification and GRC
- Industry specialized assessors constantly trained on new standards and processes
- Tutors skilled in transferring knowledge to your employees
- Our Credo "Making Excellence a Habit" keeps BSI client focused
- Valued and appreciated by our clients - our BSI assessors score 9.25/10 in our Global Client Satisfaction Index

Industry Sector Expertise + Core Competency in Standards + Rigorous Training = Trusted Worldwide

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Over 100 years facilitating trade and improving business

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)

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 18000)
  - IT Services Management (ISO/IEC 20000-1)
  - Business Continuity (ISO 22301)
  - Sustainable Events (ISO 20121)

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

Product Specification Standards

Business Process Standards

Business Potential Standards

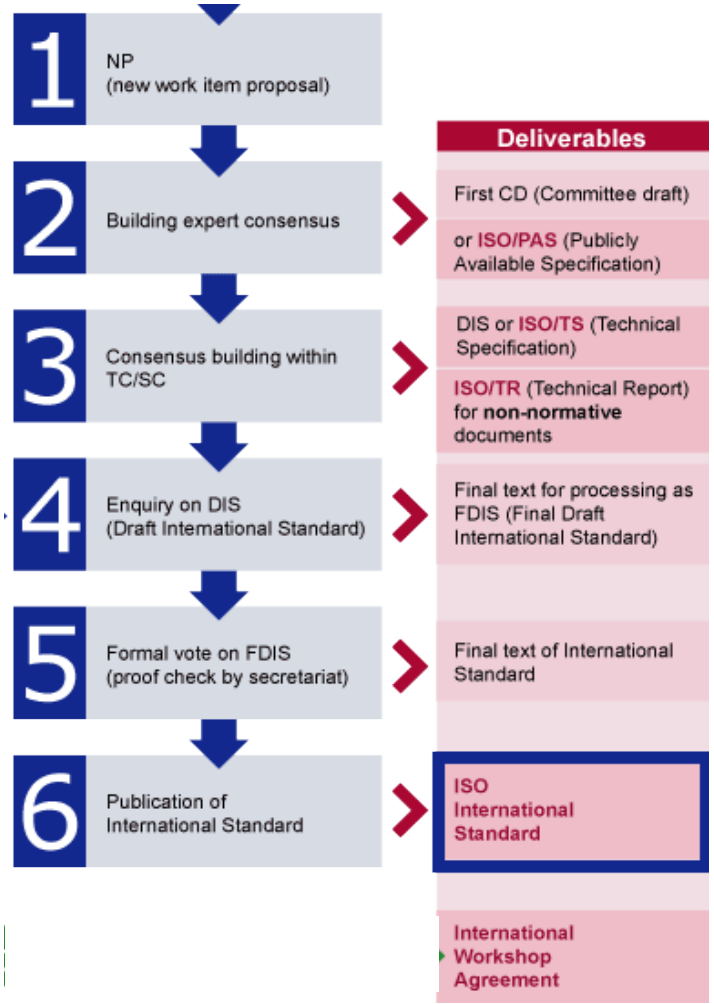
Founded 1901

1950

2000

The ISO standard development process

'the result of international, expert consensus'



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A changing world since 2000

1) Increasing market competitiveness and price sensitivity
   - nationally
   - internationally

2) Recession led restructuring
   - complex
   - leaner with less resources
   - cost conscious

3) Better understanding of risk prevention

4) Greater focus on corporate reputation and governance

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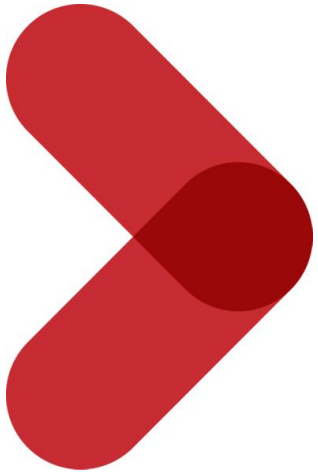
So, what's new?



Three key areas of change;

- The emphasis on leadership
- A consistent approach across management systems
- The focus on risk prevention

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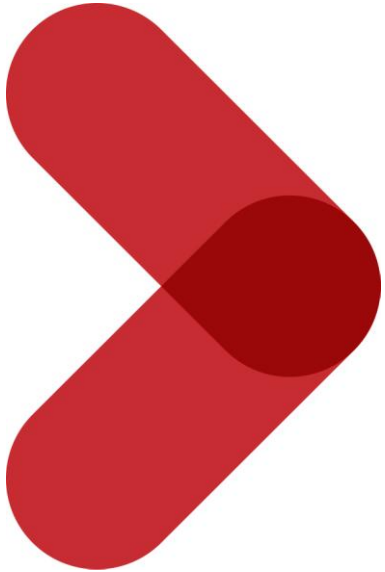
ISO 9001:2015 Revision Overview

The background, the changes and introduction of the new high level structure



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Areas to be covered

- The development process
- Key perspectives
- What was considered
- Strategic changes to date
- High level structure and numbering scheme
- Main changes
- Supporting resources
- ISO 9001:2015 Timeline
- Other information

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The standards development process

- There are different stages involved with the development of the international standard
  - Working Draft (‘**WD**’)
  - Committee Draft (‘**CD**’)
  - Draft International Standard (‘**DIS**’)
  - Final Draft International Standard (‘**FDIS**’)
  - International Standard
    - Published after approval of the FDIS
    - Subject to a ‘systematic review’ every 5 years

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Key perspectives

Why the need for change?

- Maintain relevance to organizations generally
- Integrate with other management systems: eg ISO 9001, ISO14001, OSHAS18001 etc
- Provide an integrated approach to organizational management
- Provide a consistent foundation for the next 10 years: stability
- Reflect the increasingly complex environments in which organizations operate
- Ensure the standard reflects the needs of all potential user groups
- Enhance an organization's ability to satisfy it's customers and other stakeholders

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What was considered

- Results from an extensive web-based user survey
- The increasing diversity of standards users
- Developments in knowledge and technologies
- Broader user interest

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Strategic changes to date

- Emphasis on formalisation of risk management: assessment & control
- Increased emphasis on a holistic approach to management systems management.
- Increase flexibility on the creation and use of documentation

Relevant needs of Interested parties are the new focus

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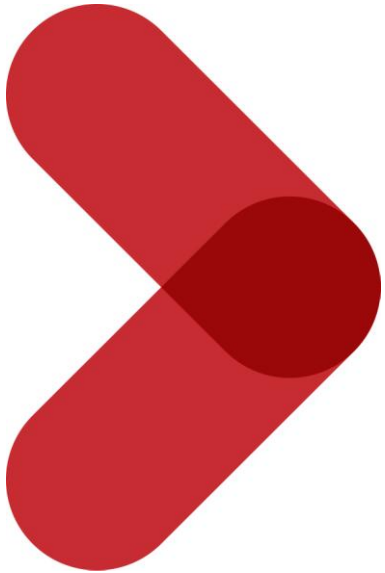
The New High Level Structure - Annex SL



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The new High Level Structure – Annex SL

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

- Common text and numbering schemes
- Core definitions
- Broader user interest

Organizations implementing an integrated system (e.g. QMS, EMS, ISMS etc.) should achieve improved benefits.

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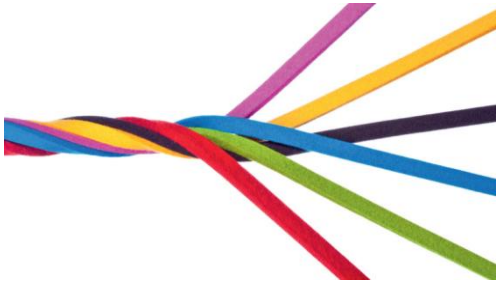
What is the new High Level Structure (Annex SL)?

- The High Level Structure (HLS) was developed as a guide for shaping management systems standards
- HLS provides a generic framework for management systems
- It allows additional requirements for specific disciplines



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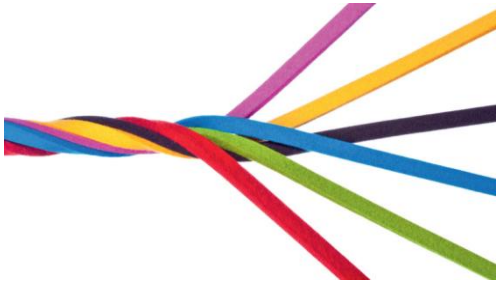
Why was it developed?

- Existing management systems standards come in many different shapes and structures
- Standards are not aligned making it difficult to interface and integrate
- There was confusion and difficulties when implementing
- Ensures that all management systems will have the same look and feel and be easier to integrate



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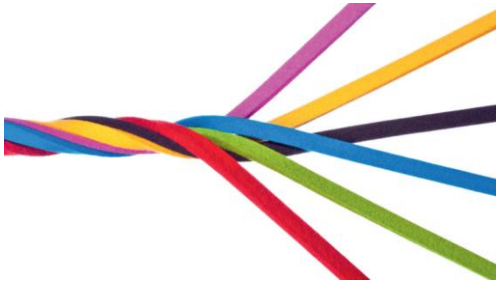
What benefits will it bring?

- It will provide 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 mis-understanding



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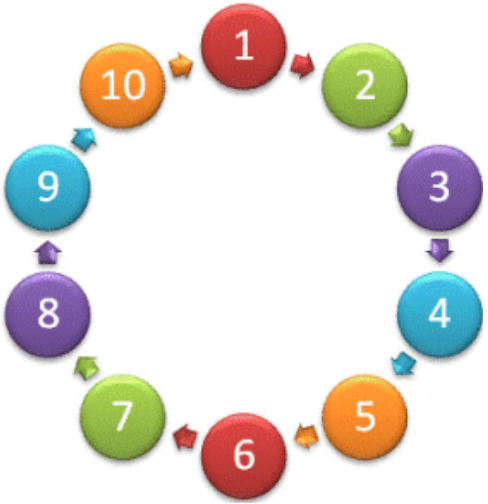
Numbering scheme



1) Scope

2) Normative references

3) Terms & definitions

4) Context of the organization

- **Understanding the organization and it's context**
- **Understanding the needs and expectations of interested parties**
- **Determining the scope of the MS**
- **Management systems and it's processes**

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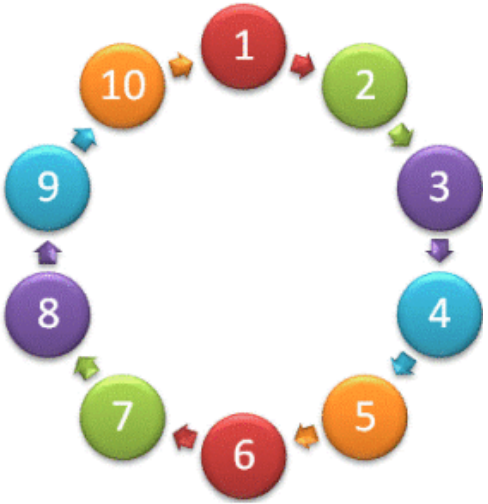
5) Leadership
- Leadership and commitment
- Policy
- Organizational roles and responsibilities

6) Planning for the MS
- Actions to address risks and opportunities
- Objectives and planning to achieve them

7) Support
- Resources
- Competence
- Awareness
- Communication
- Documented information



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8) Operation

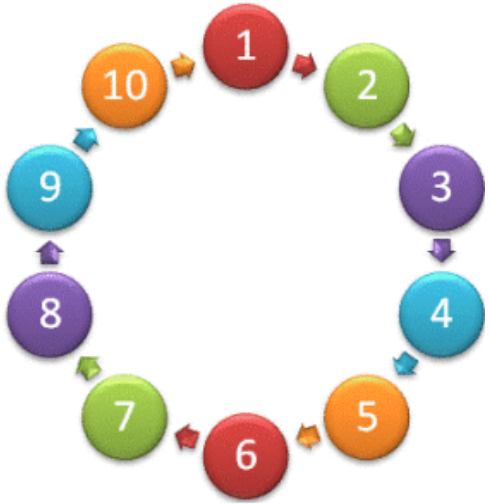
- Operational planning and control

9) Performance evaluation

- Monitoring, measurement, analysis & evaluation
- Internal audit
- Management review

10) Improvement

- Non-conformity and corrective action
- Continual improvement



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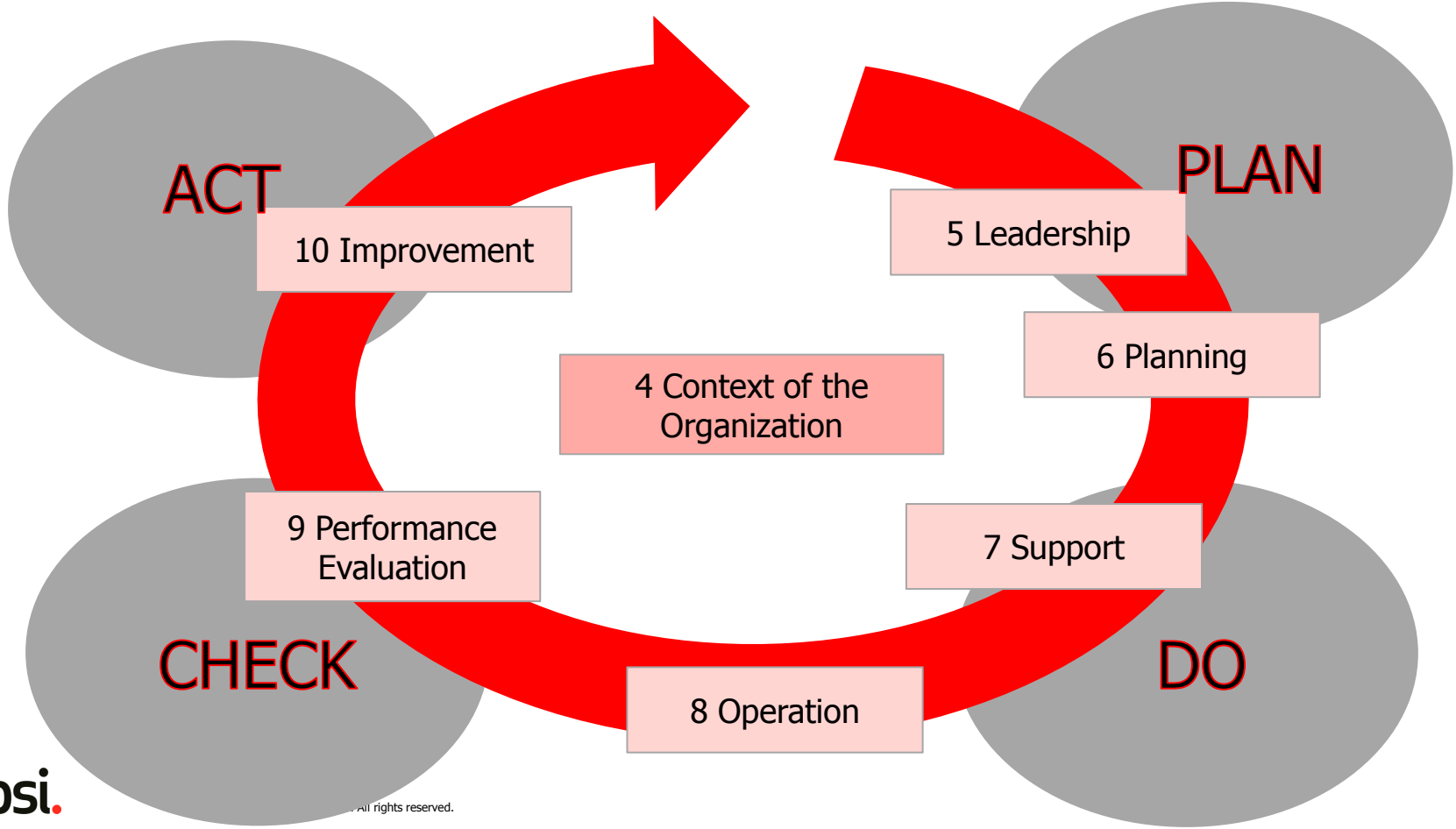
Identical Core Text



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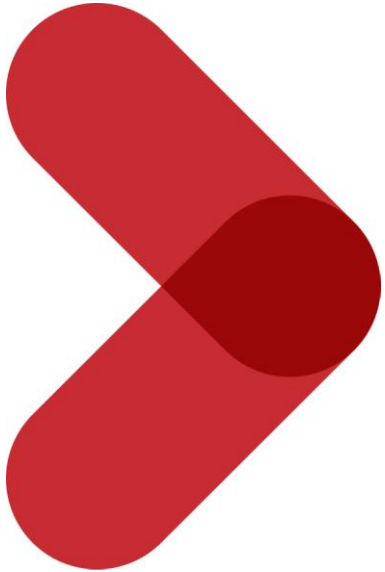
The Main Changes to ISO 9001 - DIS May 2014



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So what are the main changes to be aware of?

- Use of the High Level Structure (HLS)
- More generic and compatible with service industries
- Fewer prescriptive requirements
- Changes to key terms and definitions
- Context of the organization

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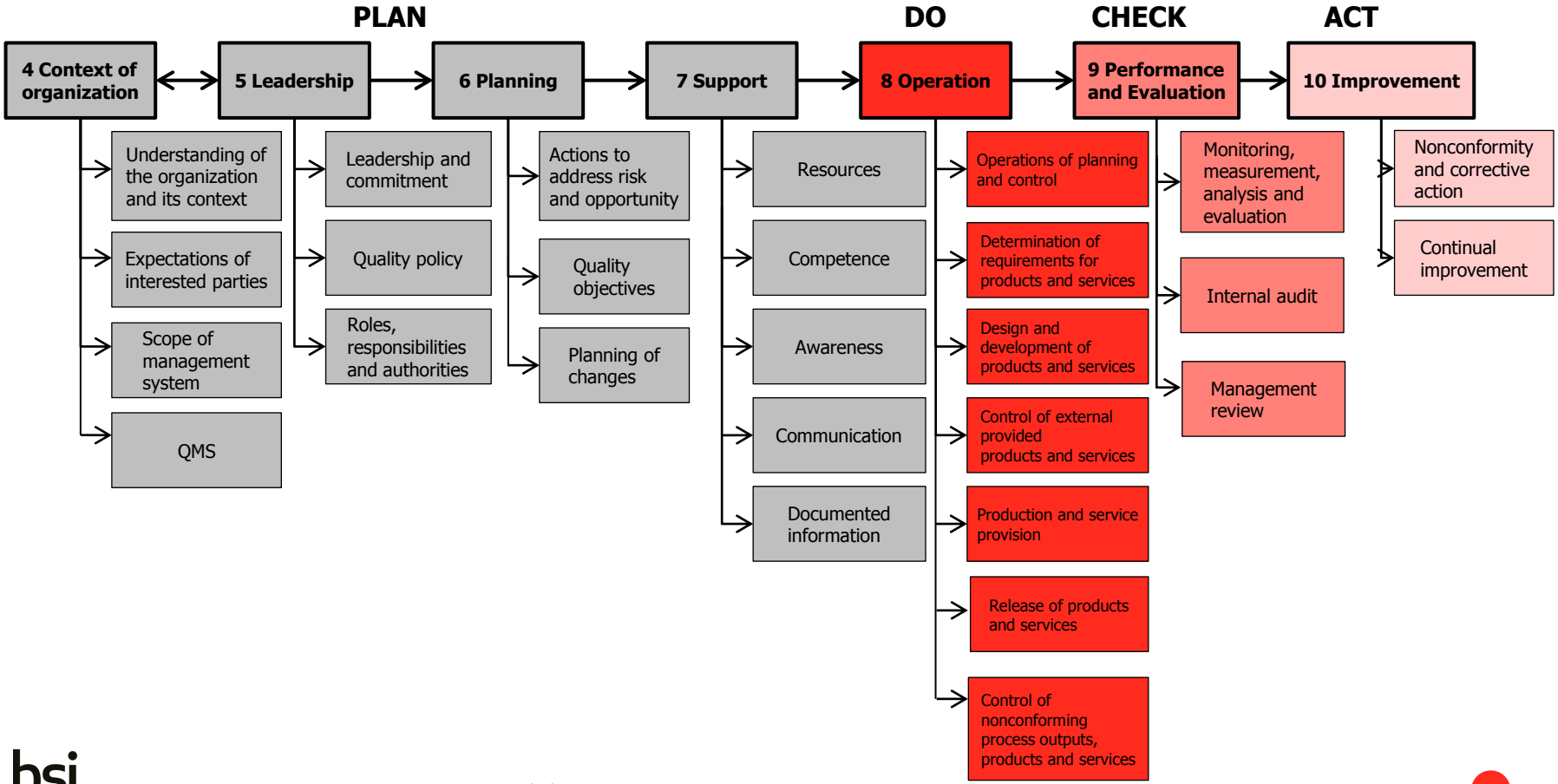
Structure



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Context of the Organization

- Consider what the external and internal issues are for your organization.
- Clause 4.1 states: "The organization shall determine external and internal issues, that are relevant to its purpose and its strategic direction and that effect its ability to achieve the intended result(s) of its QMS".

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Leadership

- Accountability of its effectiveness (QMS)
- Compatibility of policy & objectives with strategic direction and context
- Application of Policy
- Integration of the QMS into organization's business processes
- Promoting awareness of the process approach
- Engaging, directing and supporting persons to contribute…..
- Promote continual improvement
- Supporting management to demonstrate their leadership

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Planning

6.1 Actions to address risks and opportunities

Determine the risks and opportunities that need to be addressed, specifically to –

a) give assurance that the quality management system can achieve its intended result(s);

b) prevent, or reduce, undesired effects;

c) achieve continual improvement.

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Support

- People
- Monitoring and measurement resources
- Explicit reference to organizational knowledge management
- Awareness requirement new
- External communications now a requirement
- Documented information. No mandatory requirements.

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Operation

- Design and development is now more general and may include service design.
- Externally provided products and services
- Release of products and services now part of operational controls
- Non-conforming processes, outputs and product and services.

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Performance Evaluation

- New structure and requirements for monitoring and measurement
- Internal audit to take into account quality objectives, customer feedback and changes to the system when planning audits.
- Management review to take into consideration:
  - strategic direction of the organization
  - external and internal issues
  - effectiveness of action re risk and opportunities

.

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Improvement

- Implementing necessary actions to meet customer requirements and enhance customer satisfaction
- Improving processes to prevent nonconformities
- Improving products and services to meet known and predicted requirements
- Improving quality management system results

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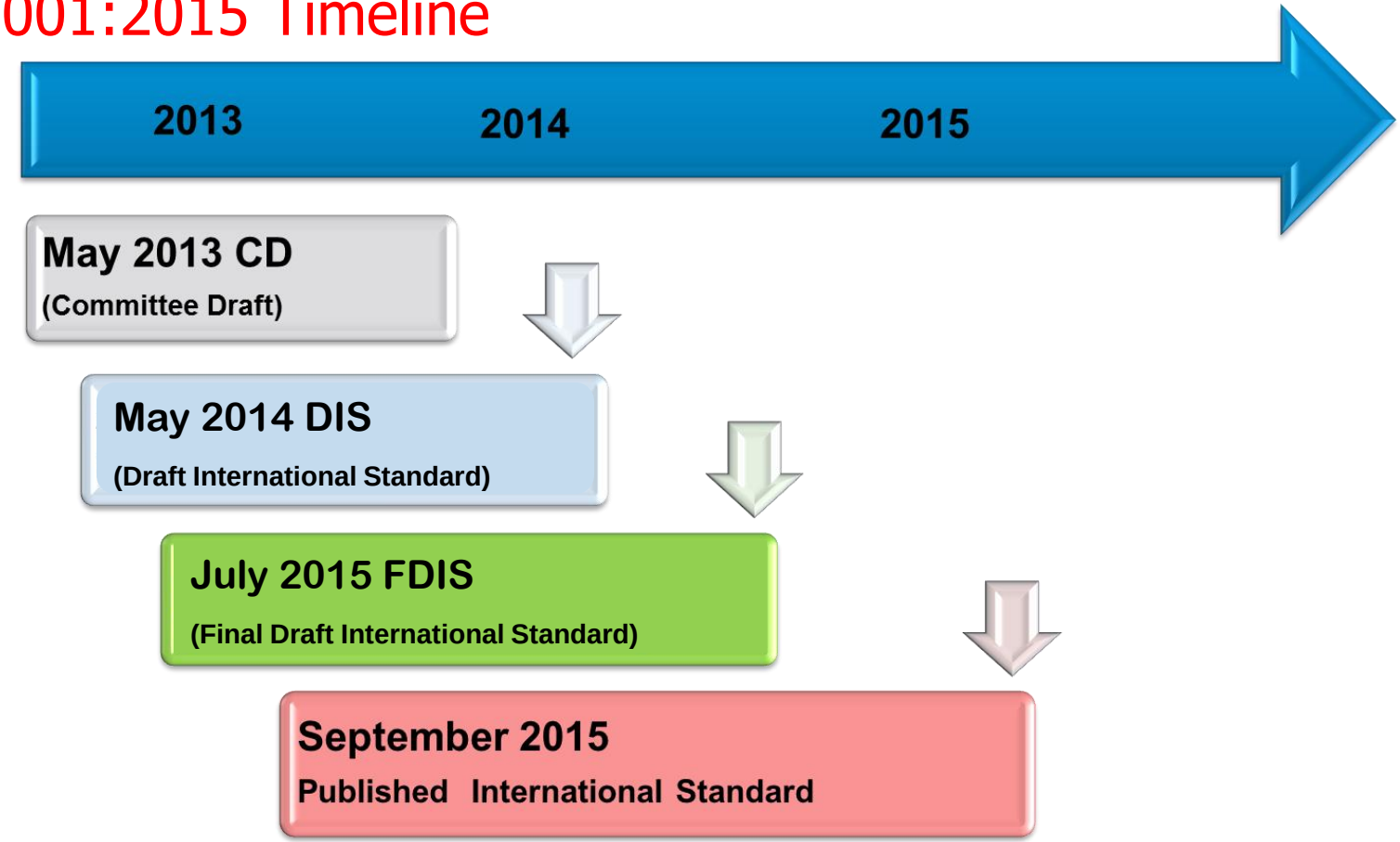
ISO 9001:2015 Timeline



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Other important information

Impact on other standards that are part of the family, expect changes to:

- Industry specific standards
- Supporting documents

Expect further news updates as this process evolves

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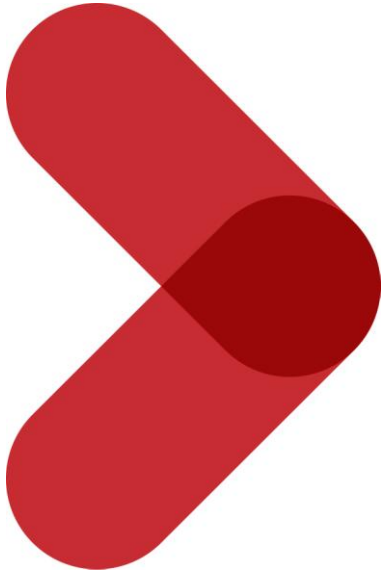
ISO 14001:2015 Revision
Overview



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What is ISO 14001?

- The world's first environmental management systems standard was published by BSI in 1992 – BS 7750
- In 1993 ISO set up a new technical committee to develop an international standard using BS 7750 as a basis.
- ISO 14001 was first published in 1996 and went through a revision in 2004 when minor changes were made
- In 2011 the 2nd periodic review of ISO 14001 commences
- Worldwide there are approximately 267,000 companies certified against ISO 14001*

  (* ISO Survey 2012)

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Why the need for change?

- All standards are reviewed periodically
- There is a organizational requirement for a common format across all standards for ease of implementation and management
- In 2011 the ISO Technical Committee agreed that ISO 14001 should be revised
- The revision must also ensure the maintenance and improvement of the basic principles of ISO 14001:2004 as well as the retention and improvement of its existing requirements

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ISO Future Challenges of EMS & ISO 14001 Survey

11 key themes were considered

- EMS as part of sustainability and social responsibility
- EMS and (improvement of) environmental performance
- EMS and compliance with legal and other external requirements
- EMS and overall (strategic) business management
- EMS and conformity assessment
- EMS and the uptake in small organizations
- EMS and environmental impacts in the value/supply chain
- EMS and engaging stakeholders
- EMS and parallel or sub systems (GHG, energy)
- EMS and external communication (including product information)
- Positioning of EMS in (inter)national policy agendas

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Key Recommendations

- All themes are important for the future relevance of ISO 14001
- When considering new requirements in a revised version of ISO 14001, it should be remembered
  - ISO 14001 is a tool to improve environmental management
  - It needs to reflect 'best in class' levels but not dissuade or exclude entry level organizations from adopting this standard.
- An organization should retain the responsibility to align its ISO 14001 processes with its environmental and business priorities
- There needs to be a clear overview of the relationships between all standards in the ISO 14000 series for the benefits of companies
- The ISO committee should provide briefing notes/fact sheets on e.g.:
  - How to apply ISO 14001 for GHG management
  - How to apply ISO 14001 to address SR
  - How to apply ISO 14001 to managing the supply chain

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What are the proposed changes?

- The standard will been written in accordance with Annex SL, the new high level structure which will be common across all management systems providing:
  - Core text
  - Common terms
  - Core definitions

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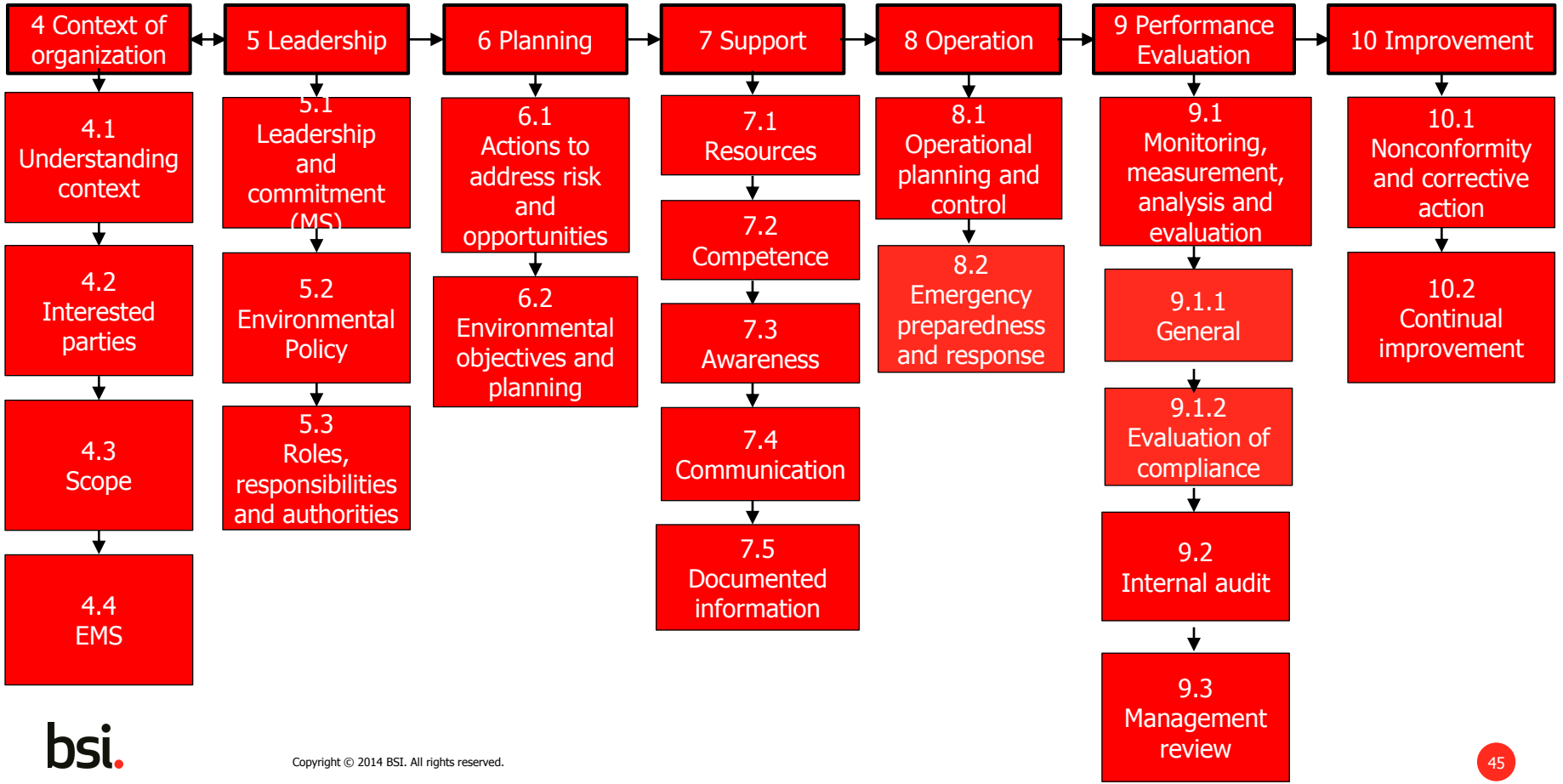
DIS ISO 14001



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Common Terms and Core Definitions

Differences to ISO 14001:2004 (some!)	Was not defined in 14001:2004 (some!)
Organization	Documented information
Interested party	Compliance obligation
Environmental management system	Environmental condition
Corrective action	Process
Continual improvement	Top management
	Life cycle
	Risk

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ISO 14001: 2015 – Key Envisaged Changes (at this time)

Clause 1	Scope	
Clause 2	Normative references	
Clause 3	Terms and definitions	
Clause 4	Context of the organization	Essentially a new requirement to understand the needs and expectations of interested parties
Clause 5	Leadership	Enhanced requirements
Clause 6	Planning	Significant change Enhanced requirements
Clause 7	Support	Enhanced requirement New requirement
Clause 8	Operations	New requirement Enhanced requirement Simplified requirement Enhanced requirement
Clause 9	Performance evaluation	New requirement
Clause 10	Improvement	More structured approach

ISO 14001 Timeline

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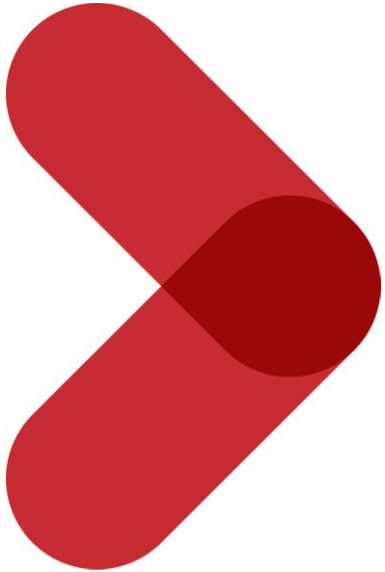
BS OHSAS 18001 and ISO 45001



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What is BS OHSAS 18001?

- The OHSAS 18000 Series was published in 1999 by the OHSAS Project Group
- By 2005, over 16,000 organizations in more than 80 countries were using the framework
- In the UK in 2007, OHSAS was adopted as a British Standard
- In October 2013 a project committee, ISO PC 283, met in London to create the first working draft of
- ISO 45001

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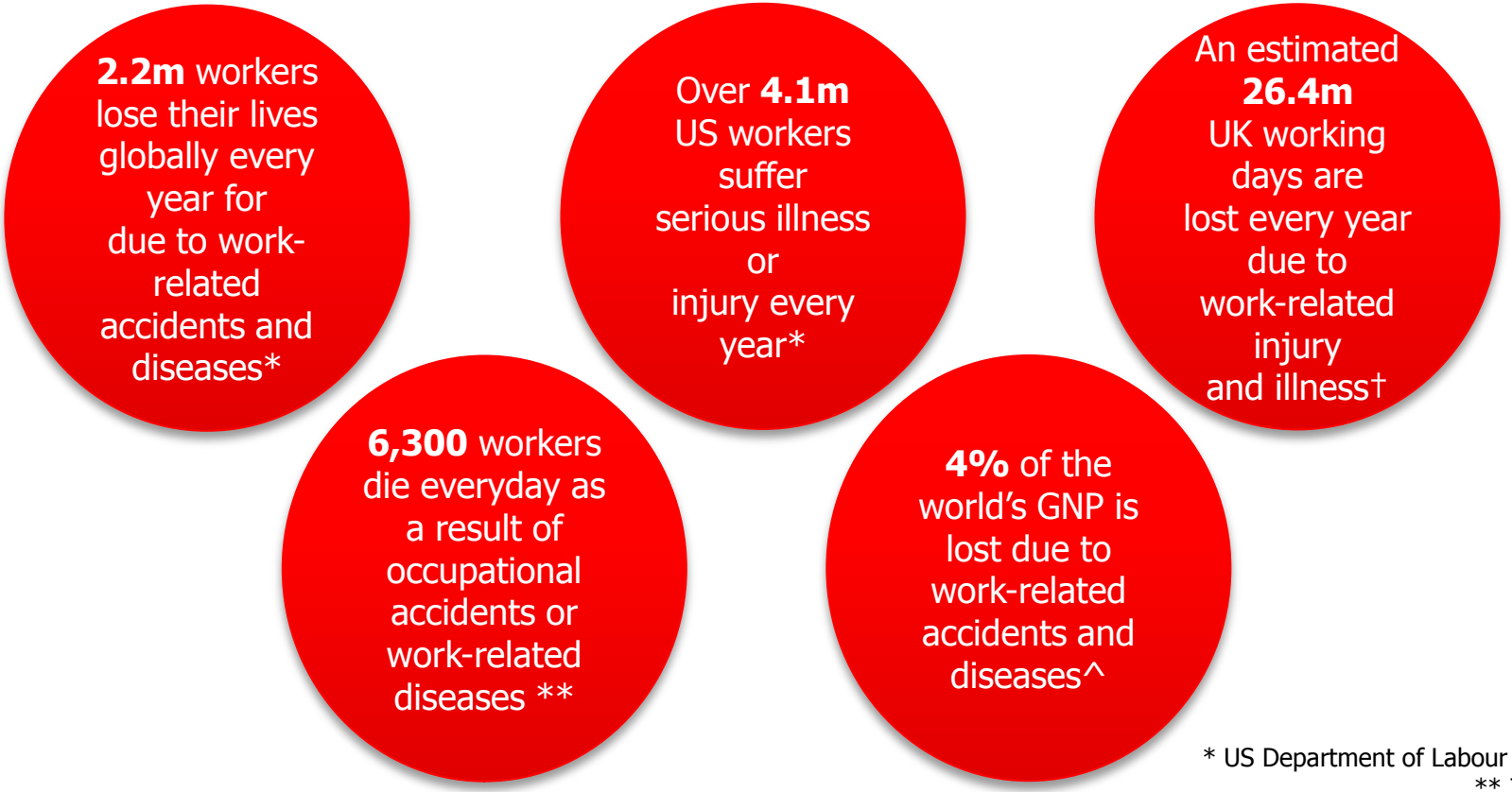
Health and safety statistics 2011/12



* US Department of Labour Report 2012
** ILO statistics
† UK Health & Safety Executive Report 2010/11
^ Global and Asian Trends for Safety and Health at Work 2006

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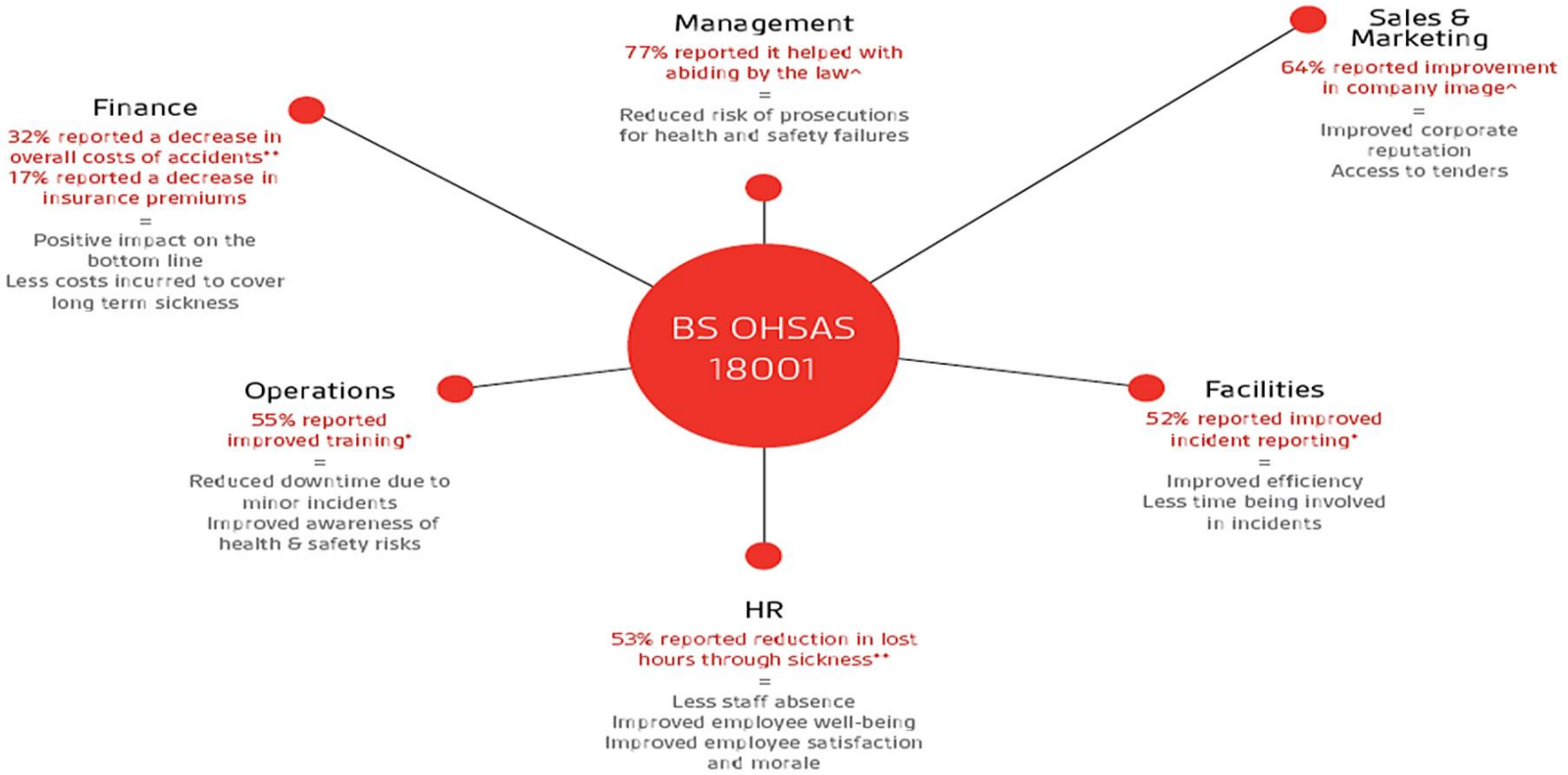
Benefits of implementing BS OHSAS 18001



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^ ISO survey, Spain
* BSI White Paper – Does BS OHSAS 18001 work? November 2010
** BSI Excellerator Research 2011

Why is ISO developing a new standard?

- Recognised need for an international which can be seen at local, national, regional and global levels – applying to both developing and developed countries
- With an international standard to refer to together with the right infrastructure and training, organizations will be able to address their risks better in future
- More companies want detailed information about their suppliers' occupational health and safety practices to protect their brands.
- ISO 45001 will support new areas of management systems to ensure better compatibility and systems governance.

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ISO Committee PC 283 – Occupational Health & Safety

- First meeting held in Oct 2013
  - Over 50 countries and international organizations involved including the International Labor Organization (ILO)
- Second meeting held in March/April 2014
  - Review of comments from Working Draft
  - 5 task groups set up to review comments
  - All comments have now been reviewed
  - The Committee Draft was NOT passed and will now be reviewed again
- Next ISO committee meeting expected in Jan/Feb 2015

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ISO 45001 Timeline

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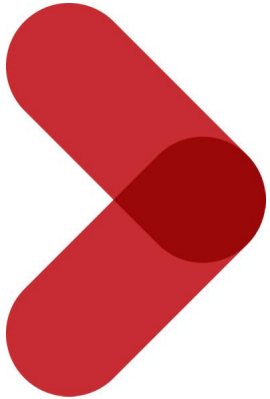
Managing your **transition**

Omar Rashid
General Manager – British Standards Institution Group Middle East WLL



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QATAR STEEL

مجلس قطر للمباني الخضراء
QATAR GREEN BUILDING COUNCIL

RAMACO

INVESTORS IN PEOPLE

AWARDED FOR QUALITY - RELIABILITY - DISTINCTION
UK Superbrands 2013

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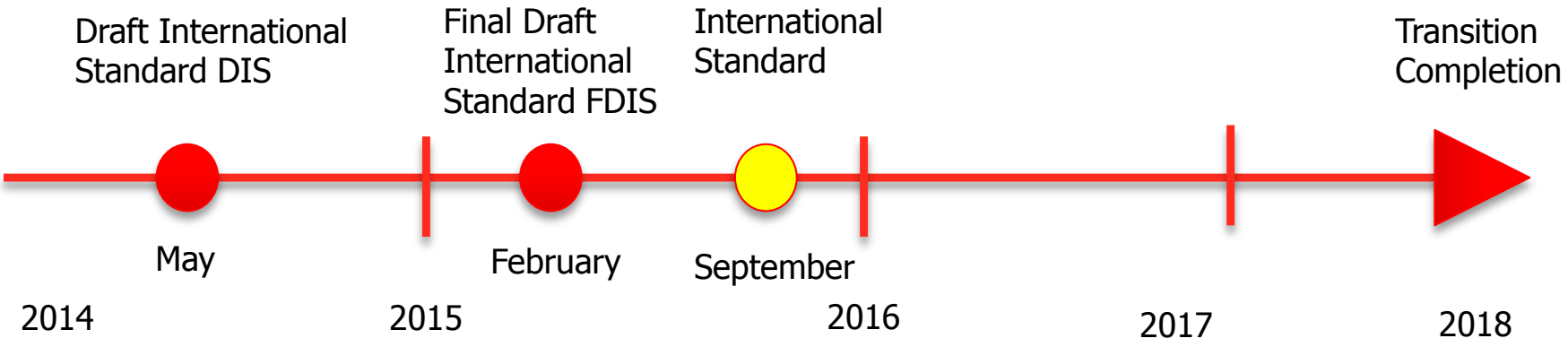
ISO 9001 Timeline



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ISO 14001 Timeline

Draft International Standard DIS

September 2014

Final Draft International Standard FDIS

February 2015

International Standard

June / July 2015

Expected Transition between 2/3 years

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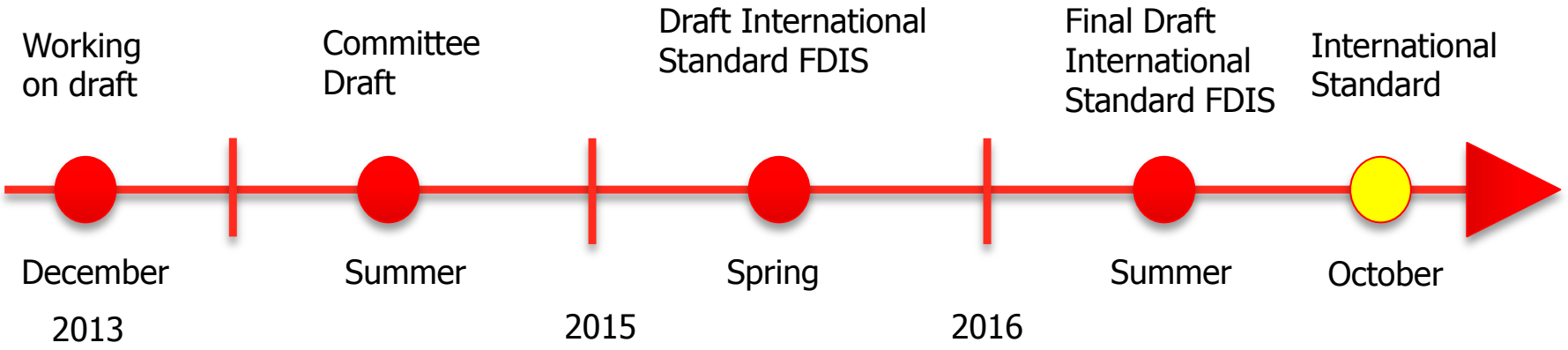
ISO 45001 Timeline



Expected Transition between 2/3 years

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Helping our clients through the transition

- Firstly, you don't need to do anything yet – just continue to use those standards to improve your organisations and systems.
- As soon as revision publication dates are confirmed, we will be in touch with you to help manage your transition to the revised standard/s.
- We will be supporting you through the transition period with a range of supporting material and services including:
  - *Transition training*
  - *Guidance whitepapers*
  - *Webinars*

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Points to consider

- Certified organizations should talk to their client managers/auditors and account managers to keep up-to-date on the timelines.
- Organizations that are still considering getting certified to current standards should not delay this, there is still enough time.
- BSI will continue to issue existing certificates up until Q3 2015 (9001 and 14001)
- Certified companies have until September 2018 to make the necessary changes and get ISO 9001:2015 certified.
- Transition could be via an ongoing visit (Surveillance, CAV, Re-cert) or a special transition visit.

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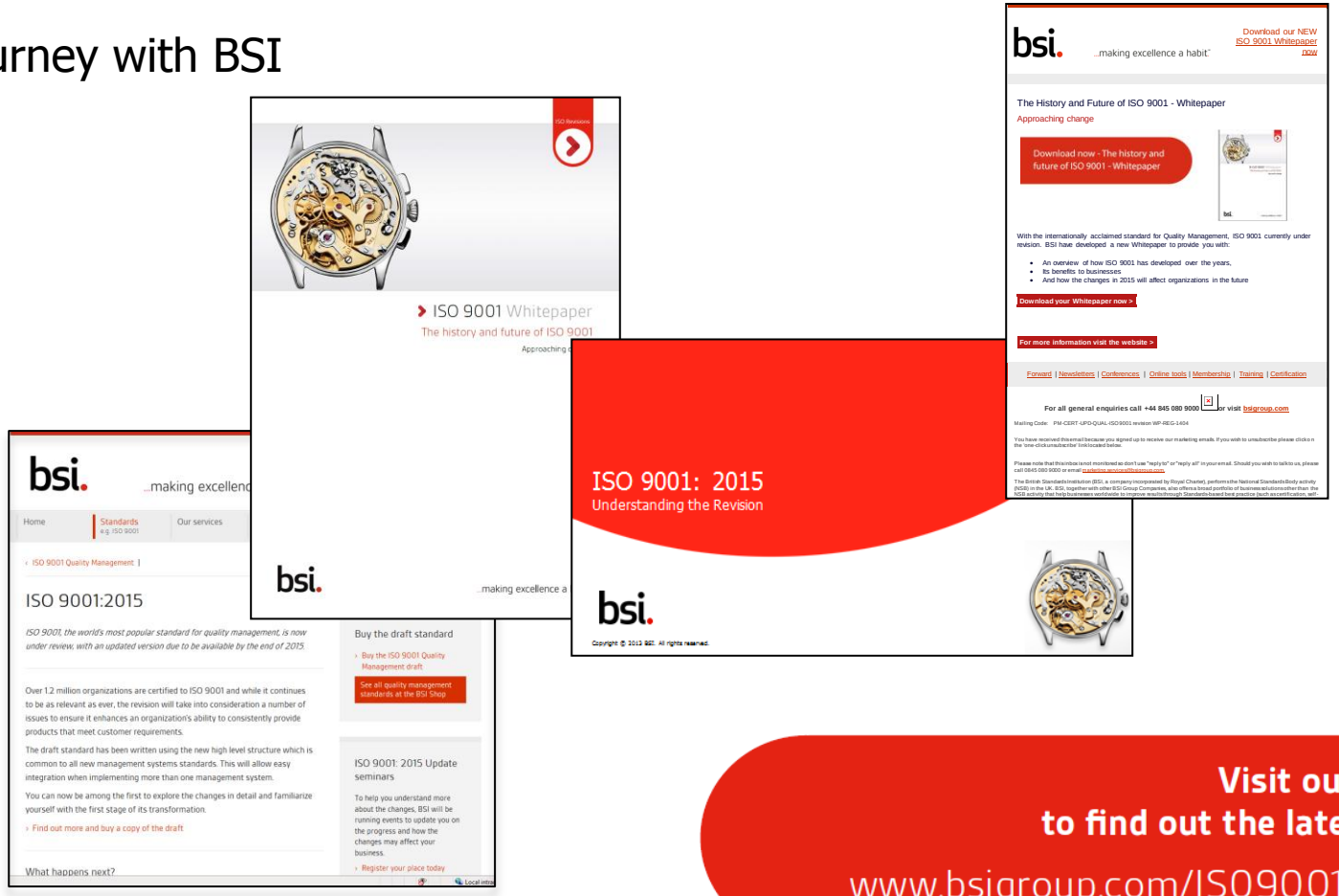
Your journey with BSI



Visit our website to find out the latest status

www.bsigroup.com/ISO9001Revision

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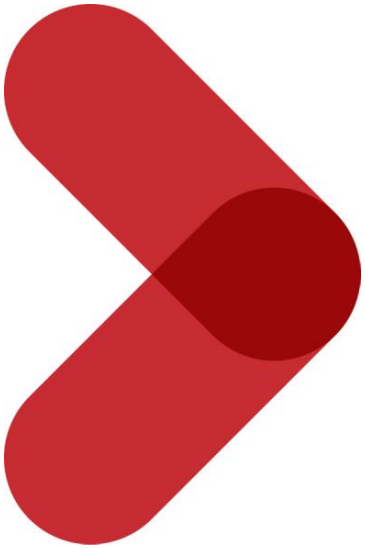
BSI – Supporting your transition process



Business improvement software

Client events

Training

Requirements mapping

Customer service support

Pre-assessments

Client managers

Transition guidance

Online tools

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Managing your **transition - training**

Omar Rashid
General Manager – British Standards Institution Group Middle East

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BSI – Supporting your transition process - Training

- For delegates who attended ISO 9001:2008 or ISO 14001:2004 version courses
  - One day transition overview course (Basic / Generic)
  - Two days Lead Auditor transition course (LAC Specialized)
- 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

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ISO 9001:2015 & ISO 14001:2015

Core Courses		Objective					
		I just want to know what has changed	I have to transition a system	I'm an internal auditor	I'm a lead auditor	I'm senior leadership	I'm a consultant
General Transition	1 day	✖	✖	✖	✖		✖
Implementer Transition	1 day		✖				✖
Auditor Transition	1 day			✖	✖		✖
Management Briefing	½ day					✖	

Optional Deep Dive Modules (MS Generic)		Objective					
		I just want to know what has changed	I have to transition a system	I'm an internal auditor	I'm a lead auditor	I'm senior leadership	I'm a consultant
Risk Based Approach	½ day	✖	✖	✖	✖		✖
Auditing Leadership	½ day			✖	✖		✖
Control of External Provision	½ day			✖	✖		✖
Improvement Tools	½ day		✖	✖	✖		✖

Optional Deep Dive Modules (Standard Specific)		Objective					
		I just want to know what has changed	I have to transition a system	I'm an internal auditor	I'm a lead auditor	I'm senior leadership	I'm a consultant
Process approach	½ day	✖	✖	✖	✖		✖
Knowledge Management	½ day	✖	✖	✖	✖		✖

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BSI – Supporting your transition process - Training

ISO 9001:2015 Draft (DIS) Update Workshop

Workshop Description:

This 3 hour update workshop provides organizations with the latest knowledge relating to changes arising as a result of the adoption of Annex SL (Appendix 2), and the latest revised QMS requirements proposed for ISO 9001:2015

Learning Objective:

- Upon completion of this training, delegates will be able to:
- Identify the key changes to ISO 9001
- Identify what the changes will mean for organizations
- Explain the purpose and use of Annex SL Appendix 2
- Communicate any changes in QMS specific requirements arising as a result of transitioning from ISO 9001:2008 to ISO 9001:2015
- Explain the BSI certification transition arrangements

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ISO Revision Q&A Session

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