

Enhance your ISO transition with **BSI Action Manager**

Whitepaper



Management systems are changing

To ensure all international standards stay relevant and continue to deliver best-practice solutions to organizations, they are reviewed on a regular basis.

Some of the most widely adopted management system standards including ISO 9001, Quality Management, and ISO 14001, Environmental Management, have been updated.

A new international standard for occupational health and safety – ISO 45001 – is also presently in development. The main reasons for these changes and new developments are to ensure each standard is equipped to:

- Adapt to a changing world
- Enhance an organization's ability to satisfy its employees, customers and stakeholders
- Provide greater focus on the employee, customer and stakeholder
- Offer a consistent foundation for the future
- Reflect the increasingly complex environments in which organizations operate
- Mirror the needs of all interested parties

The challenges of managing change and adopting new standards

Organizations need to start the transition to the new standards. This is a huge opportunity to drive business improvement, but initiating, implementing and maintaining these changes can also be a challenge.

The transition to the new versions of these ISO standards requires a bold, well-planned and demonstrable commitment to ensure deadlines are met, systems are managed, and new processes are implemented

There has never been a better time to discover a scalable and user-friendly software solution such as BSI Action Manager that can help you to implement and sustain them effectively.

Optimize your ISO transition journey – BSI software offers visibility, insight and action

Your transition to the new standards is about timeliness and readiness, which means tasks and actions need to be planned. BSI's software can help your organization prepare, track progress, gain visibility, and manage performance from the previous to the latest version of any ISO management system standard. BSI software is designed to help you proactively manage your transition and maintain compliance to management system standards.



Visibility

Provides company-wide visibility by enabling you to know where you are with your transition activities at any time.



Insight

All of your data is at your disposal in a framework that makes it easy to analyze and communicate



Action

Transforms data into meaningful information so organizations can concentrate on analysis and decision-making

Why BSI Action Manager?



The ISO revisions – 5 key areas how our software can help

A lot has changed since the last major revisions to standards such as ISO 9001 (2008) and ISO 14001 (2004). All new management system standards are based on Annex SL, also known as the "High Level Structure" (or HLS). The HLS is designed to aid consistency, align different management system standards, offer matching sub-clauses and apply common language across all standards with a standardized core text. Management system standards that follow Annex SL have 10 clauses:

Clause 1 – Scope

Clause 2 – Normative references

Clause 3 – Terms and definitions

Clause 4 – Context of the organization

Clause 5 – Leadership

Clause 6 – Planning

Clause 7 – Support

Clause 8 – Operation

Clause 9 – Performance evaluation

Clause 10 – Improvement

We have identified five key areas in the latest revisions of management systems standards which we believe will have

a significant impact on business and where Action Manager can help.

1 Context of the organization

The “Context of the organization” is now common to all new ISO standards. It sets out that the organization must identify all internal and external “interested parties” (or stakeholders) in relation to the management system. There is an increased emphasis on achieving value for the organization and its customers which help to align quality / environmental management with the strategic direction of the organization.

Totally configurable to your business needs and requirements, with Action Manager organizations can define their respective management systems, create categories, design notification and escalation rules, and determine user access profiles.

Action Manager provides functionality to drive effective management of all discovered non-conformances or other finding types and enables comprehensive planning with features that align to an organization’s corrective action and task management process. It becomes an integral part of an organization’s compliance efforts, achieving faster closeout of actions, improving trend analysis, and reducing costs with automated workflows associated to your organizational context.

2 Leadership

One thing we observe from many of our clients is that standards perform better when they are aligned to the business strategies of an organization and therefore the role of top management is key. Increased commitment from leadership is a major change in new management

system standards. With this new focus on leadership comes accountability as there is now a requirement for top management to demonstrate their role in the management system. There is also greater emphasis on objectives and goal setting.

Action Manager provides a tool to help you break down silos with functionality to create reports and dashboards with the crucial information top management needs to give visibility on your transition progress.

3 Process approach

There is also a new focus on using a process approach. This ensures the integration and alignment of processes to achieve desired outcomes which should improve effectiveness and efficiency.

Many organizations still use disparate systems or manual processes and/or spreadsheets which reduce efficiency in the overall operation to manage processes. The danger is that this can be a siloed approach with no integration visibility. With Action Manager, processes and workflows can be ordered to give complete visibility. Tasks can be clearly allocated to a specific person or team with clear deadlines. Should a deadline be missed, reminders can automatically be sent and notifications generated to the



relevant personnel. This helps inject give visibility, ensures deliverables are met, and boosts efficiency.

4

Identifying risks and opportunities

In the revised version of ISO 9001 and ISO 14001 risk based thinking is more implicit across the standard. Organizations need to understand the risks and the opportunities which may impact on their ability to meet customer requirements and take a preventative approach.

The new emphasis on risk and opportunity management reinforces the standards use as governance tools and performance accelerators. Lack of visibility in an organization leads to risk. Action Manager helps organizations gain insight, visibility, and accountability. This can mitigate

risk by injecting transparency into operations with real-time data on business issues and associated actions including the ability to track the responsibility and close-out of actions

5

Documented information

Finally "documented Information" is a new term used in management system standards and for example in ISO 9001:2015 it replaces the requirement for a "quality manual". The revised standards recognize the value of technology and how digital tools can facilitate providing the "documented information" that proves effectiveness as well as supporting the "process approach". This gives organizations greater flexibility in how they manage their documented information, but there's still a need to manage this information and show how it is controlled, maintained, and retained.

Action Manager can help streamline documentation associated with your management systems. You can upload your own documents such as pdf's, Excel files, or Word files which can be used as supporting evidence to progress your ISO transition

These are significant changes – but Action Manager can help you.

Start your ISO transition with Action Manager today

In a constantly changing world businesses need to effectively manage change and adapt. Action Manager has been designed to help organizations improve their businesses and build operational excellence and resilience. With the transition to the newly updated versions of key management system standards being a high priority for many organizations, it's critical that they can effectively plan, prepare and deliver this in an efficient and effective way. What's more once this is done, it's crucial that management systems are maintained to continue to deliver value. Action Manager is an indispensable tool to help you achieve this.

To find out more about
Action Manager and
BSI's suite of solutions to
help you with the new
ISO changes visit:

bsigroup.com

Why BSI?

BSI is the business solutions company that helps organizations all over the world make excellence a habit. For more than a century we have been challenging mediocrity and complacency to help embed excellence into the way people and products work. That means showing businesses how to improve performance, reduce risk and achieve sustainable growth. As a global leader in helping organizations improve, our clients range from high profile brands to small, local companies in 172 countries worldwide.

At BSI we create excellence by driving the success of our clients through standards. We enable others to perform better, manage risk and achieve sustainable growth.

For over a century our experts have been challenging mediocrity and complacency to help embed excellence into the way people and products work. We make excellence a habit.

Our products and services

We provide a unique combination of complementary products and services, managed through our three business streams; Knowledge, Assurance and Compliance.

Knowledge

BSI works with business experts, government bodies, trade associations and consumer groups to capture best practice and structure the knowledge all organizations need to succeed. The majority of the widely used and implemented international standards were originally shaped by BSI, for example ISO 14001, Environmental Management and ISO/IEC 27001 for Information Security.

Assurance

Independent assessment of the conformity of a process or product to a particular standard ensures that our clients perform to a high level of excellence. We help our clients understand how they are performing, thereby identifying areas of improvement from within

Compliance

To experience real, long-term benefits, our clients need to ensure ongoing compliance to a standard so that it becomes an embedded habit. We train our clients to understand standards and how to implement them, as well as provide added value and differentiated management tools to facilitate the process of ongoing compliance.

To find out more
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