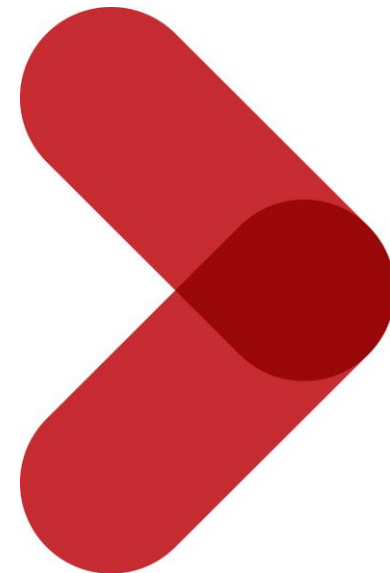


Approaching change ISO Revisions Update Seminar

ISO 9001:2015 and ISO 14001:2015



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:** **70,000** 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**

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

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)



Product Specification Standards

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 Process Standards

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

BSI's end-to-end solutions make excellence a habit



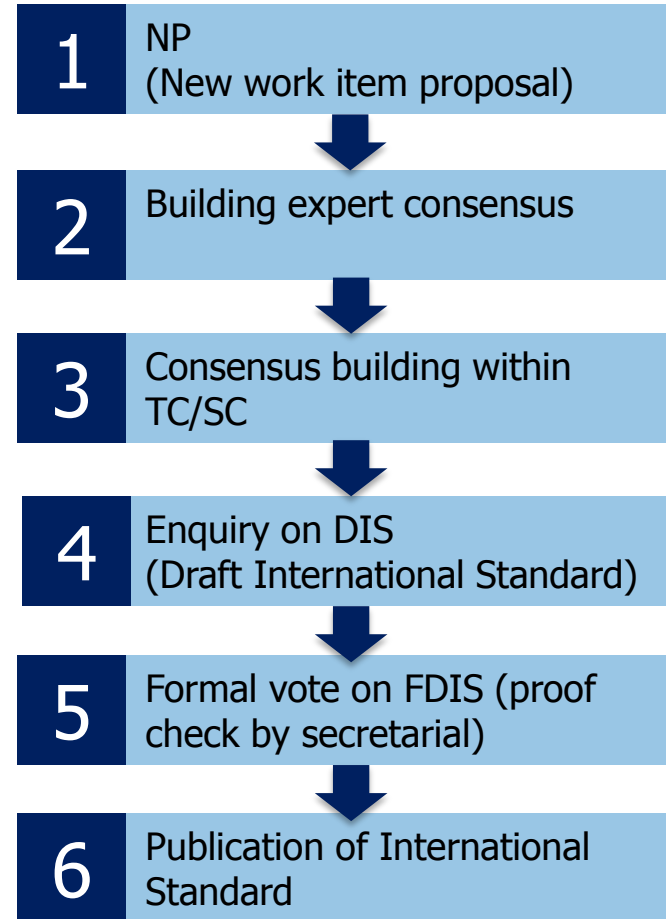
A changing world since Y2K

- 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

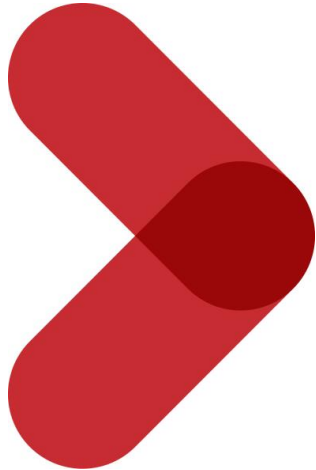


The ISO standard development process

'the result of international, expert consensus'



So, what's new?



Three key areas of change;

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

The changing face of a management system:

'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.'

Darwin

The background and the changes



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



International
Organization for
Standardization

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



International
Organization for
Standardization

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



International
Organization for
Standardization

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

The new High Level Structure – Annex SL

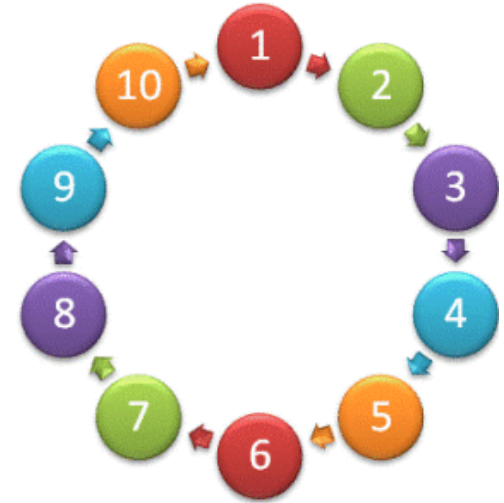
A new common ISO format has been developed for use across all management system standards

- 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.

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



5) Leadership

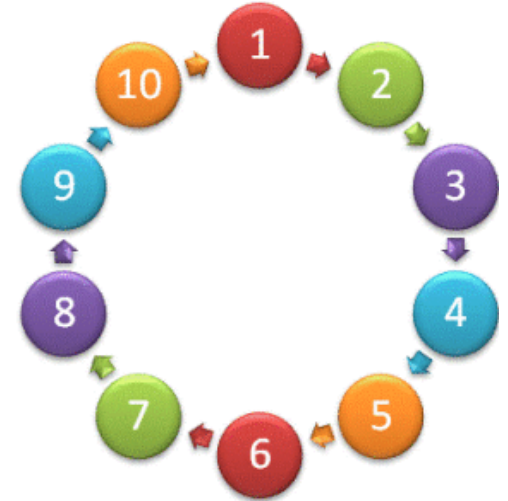
- Leadership and commitment
- Policy
- Organizational roles and responsibilities

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



8) Operation

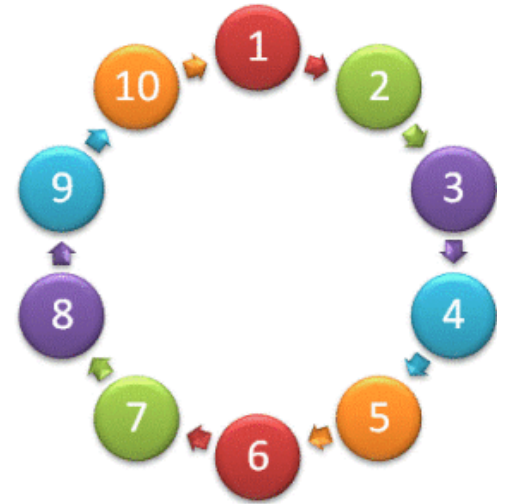
- Operational planning and control

9) Performance evaluation

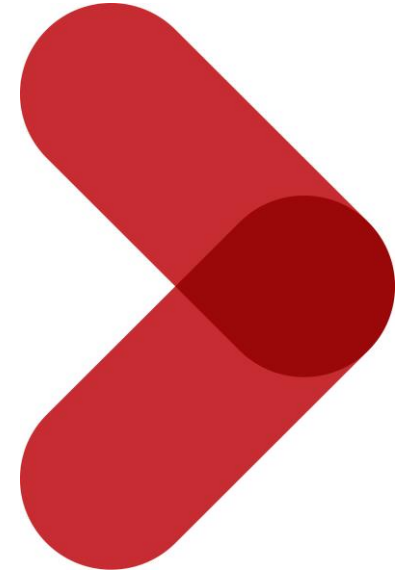
- Monitoring, measurement, analysis & evaluation
- Internal audit
- Management review

10) Improvement

- Non-conformity and corrective action
- Continual improvement



An overview of the main changes to ISO 14001:2015

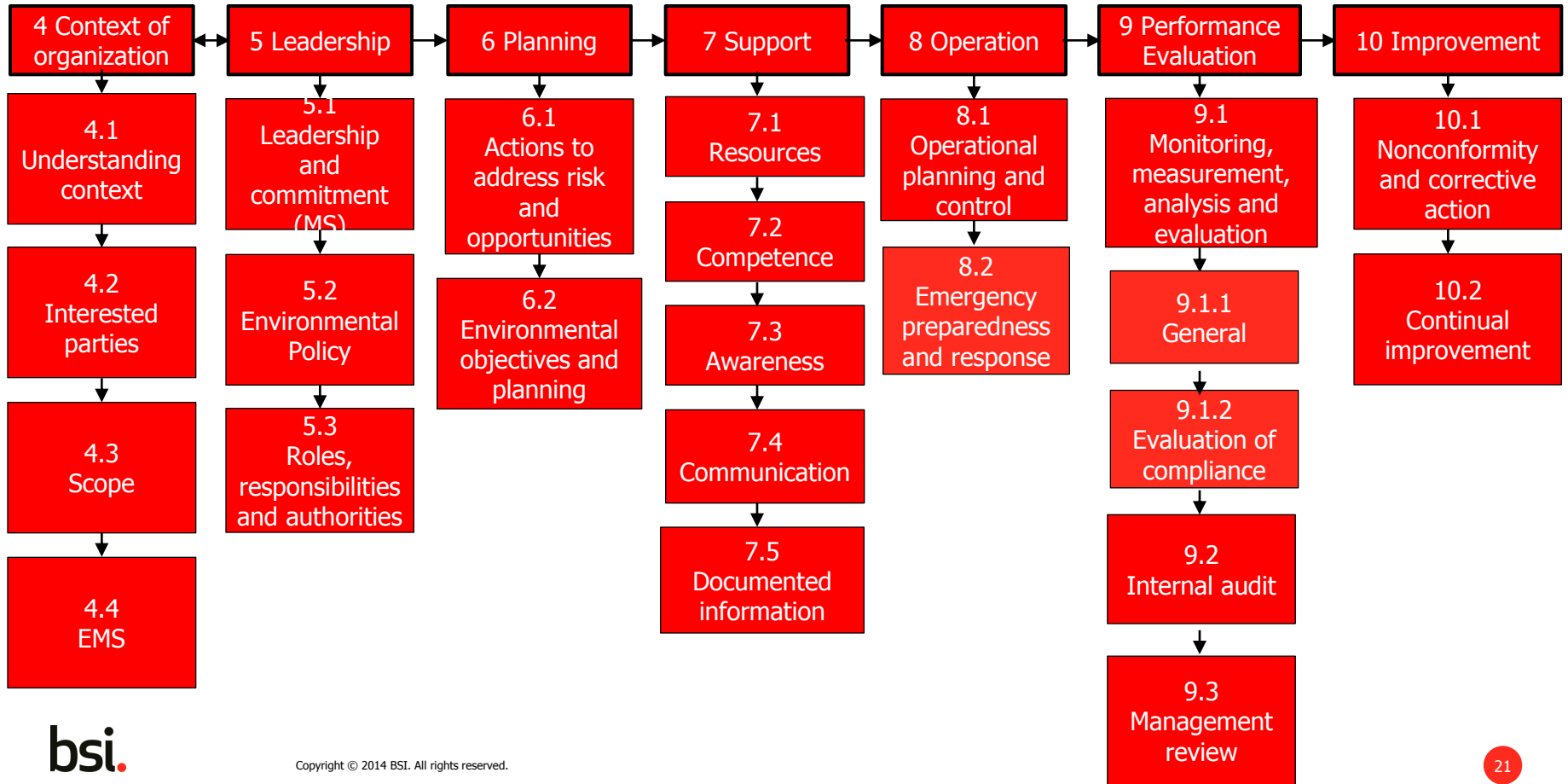


Overview of Changes

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 associated with threats and opportunities
4. Preventive action replaced by risk
5. Demonstrable EMS leadership from Top Management
6. Processes more explicit
7. Life cycle perspective
8. Common term: 'Documented information'



DIS ISO 14001



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

Context of the Organization

- Provides a high-level, strategic understanding of the important issues that can affect, either positively or negatively, the way the organization manages its environmental responsibilities.
- The organization shall determine external and internal **issues** and therefore, understand how this effects its ability to achieve the **intended outcome(s)** of its EMS”.



Leadership

- Top management required to demonstrate leadership and commitment
- Take accountability for the effectiveness of the EMS
- Ensure that the EMS requirements are par of the organisations business requirements
- Communicate to the business the importance of effective environment management and conforming to its requirements
- Support the workforce in contributing to the effectiveness of the EMS
- Support relevant management roles in order for them to demonstrate their leadership



Planning

Determine the risk associated with threats and opportunities to:

- give assurance that the Environmental Management System can achieve its intended outcome(s);
 - prevent, or reduce, undesired effects, including the potential for external environmental conditions to affect the organization;
 - achieve continual improvement.
-
- Maintain documented information of those that need to be addressed



Support

- Ensure the resource is available to:
 - Establish, implement and maintain continual improvement of the EMS
- Competence of people involved in performance of its EMS
- Awareness of environmental policy
- Benefits of enhanced environmental performance
- Communication, both internal and external, on the what, when and to whom



Operation

- Explicit requirements for establishing criteria and implementing control of processes
- Now places greater emphasis on the concept of the 'lifecycle perspective' that impacts the environmental management system.
- Looks at how organizations control changes and outsource specific processes
- Organisation will ensure that outsourced processes are controlled



Performance Evaluation

- Organisation will determine:
 - what needs to be monitored and measured and methods for doing this along with analysis and evaluation
- Appropriate documentation as evidence of the above
- Management review to cover:
 - organisations environmental performance
 - external/internal issues
 - compliance obligations

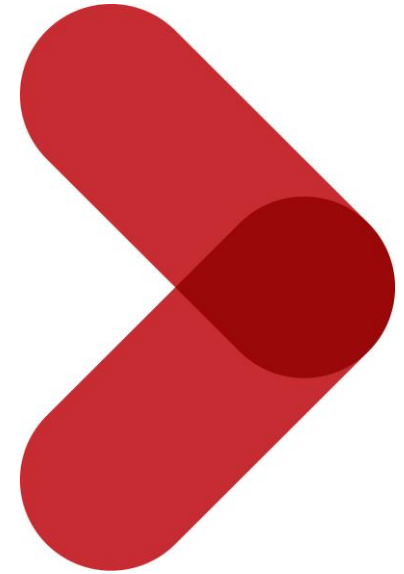


Improvement

- Performance improvement must be **demonstrable**, not merely **intended**
- More detailed in its consideration of nonconformity and resulting action needed:
 - react to the nonconformity
 - evaluate the need for action to eliminate the cause of the NCR
 - determine and implement corrective action
- **Continual improvement** - recurring activity to enhance performance



The main changes to ISO 9001:2015



ISO 9001: Evolution

1979

1987

1994

2000

2008

2015

BS 5750:1979

ISO adopts BS 5750 as the basis for ISO standard

ISO 9001:1987

ISO 9001:1994 – Minor updates only

ISO 9001:2000 – Major update to introduce process approach

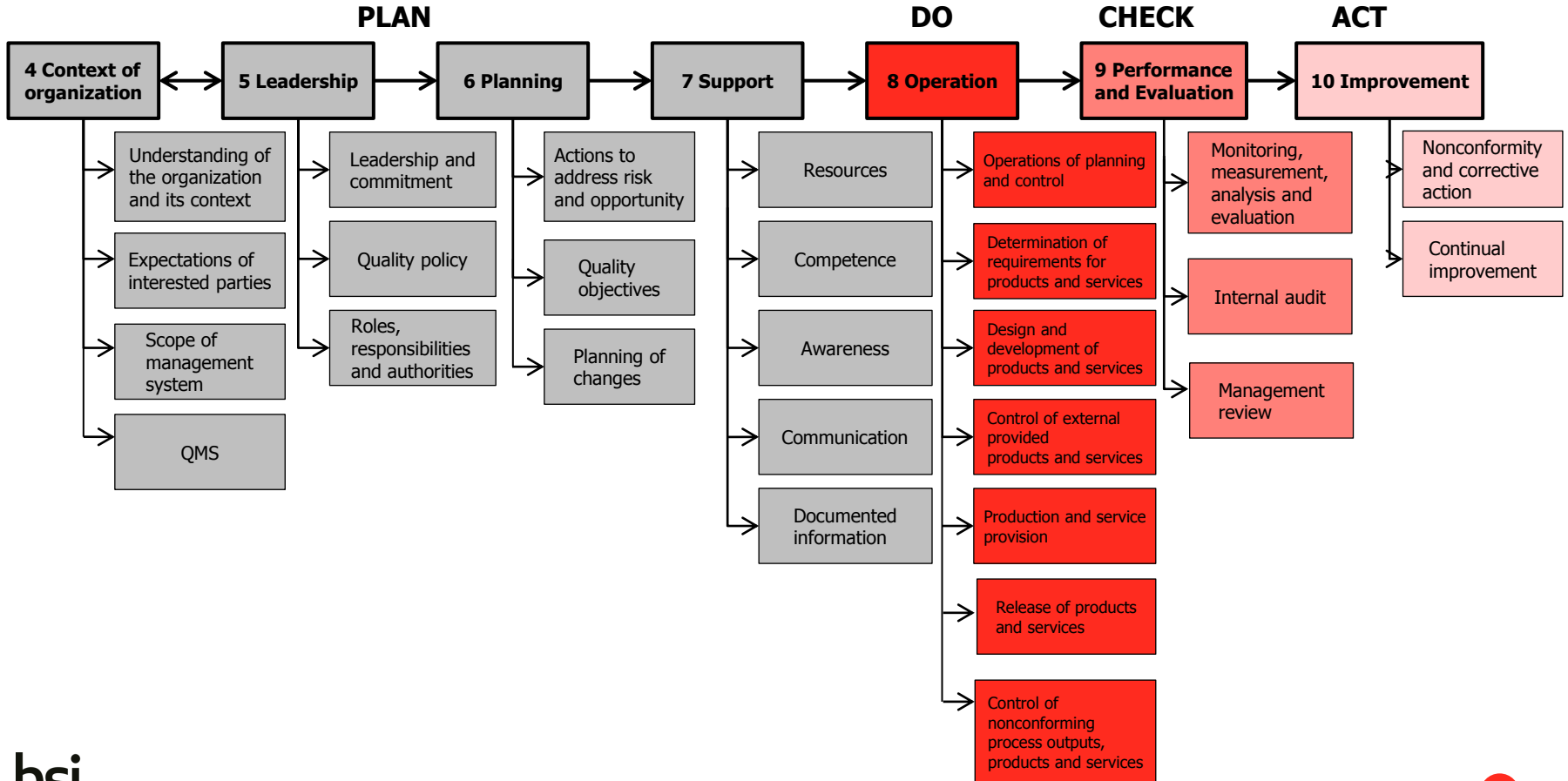
ISO 9001:2008 – Minor updates only

ISO 9001:2015 – Major update

Significant Changes

1. High level structure (HLS) and terms/definitions
2. More generic and compatible with service industries
3. Organizational context must be understood
4. Process approach strengthened/more explicit
5. Preventive action replaced by risk
6. Documented information
7. Control of externally provided products and services (Purchasing/outsource)

Structure



Quality Management Principles

Was 8:	Now 7:
Customer focus	Customer focus
Leadership	Leadership
Involvement of people	<u>Engagement</u> of people
Process approach	Process approach
System approach to management	(Included in the process approach)
Continual improvement	<u>Improvement</u>
Factual approach to decision making	<u>Evidence based</u> decision making
Mutually beneficial supplier relationships	<u>Relationship</u> management

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”.



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



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.



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.



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.



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

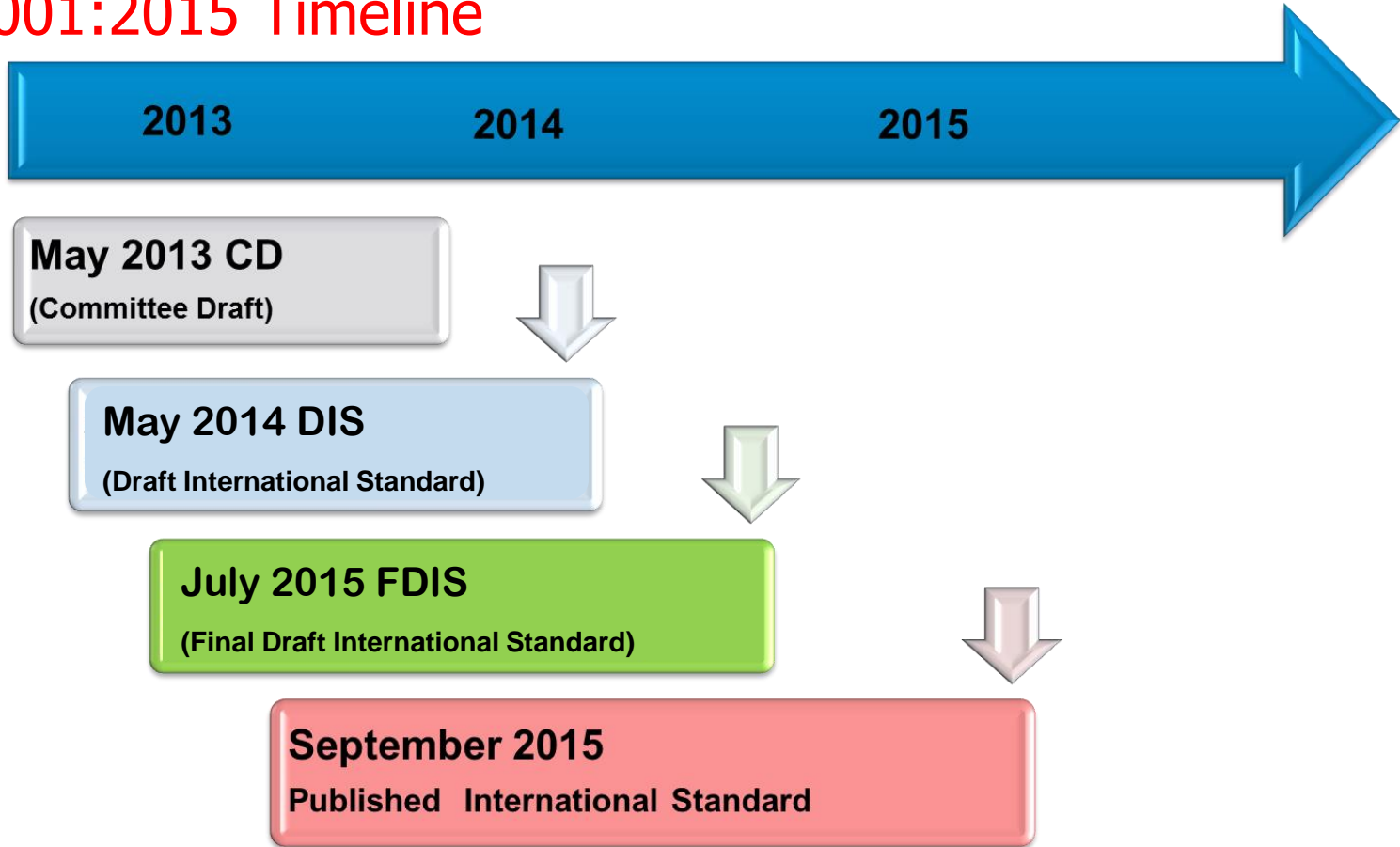


Improvement

- 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



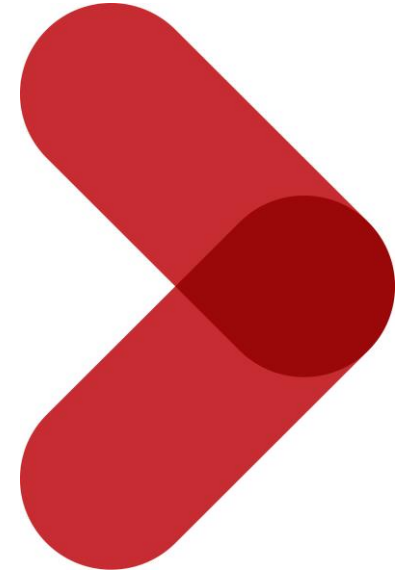
ISO 9001:2015 Timeline





...making excellence a habit.™

Managing your transition with BSI



What our clients tell us...

75% Improved their levels of customer satisfaction and loyalty

77% Boosted operational performance

“Since implementing ISO 14001 we have reduced the total amount of waste we generate by 53%, diverted 93% from landfill, and reduced measured carbon emissions by 46% in the last four years”

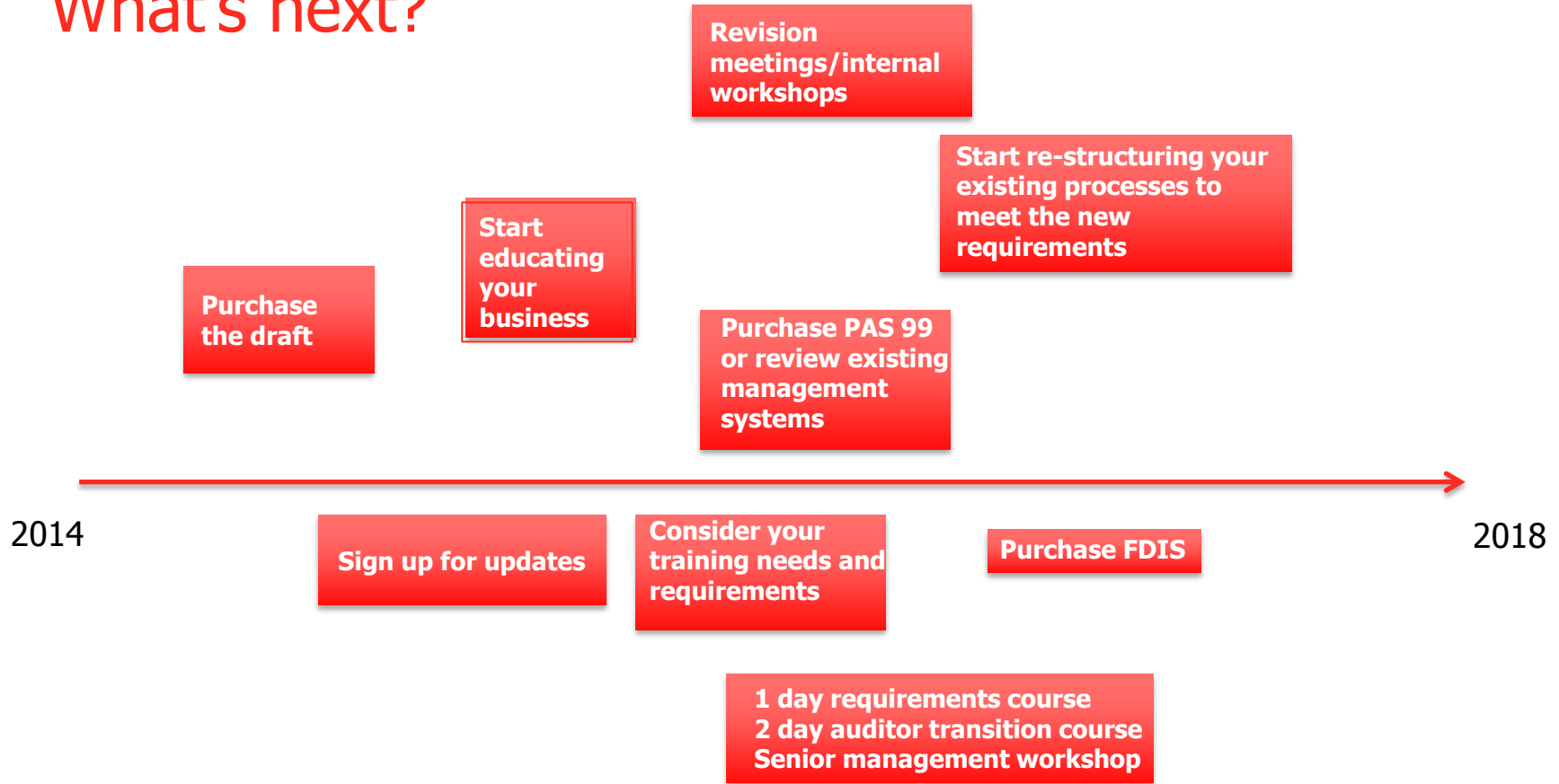
66% agree that ISO 14001 reduced operating costs

What's next?

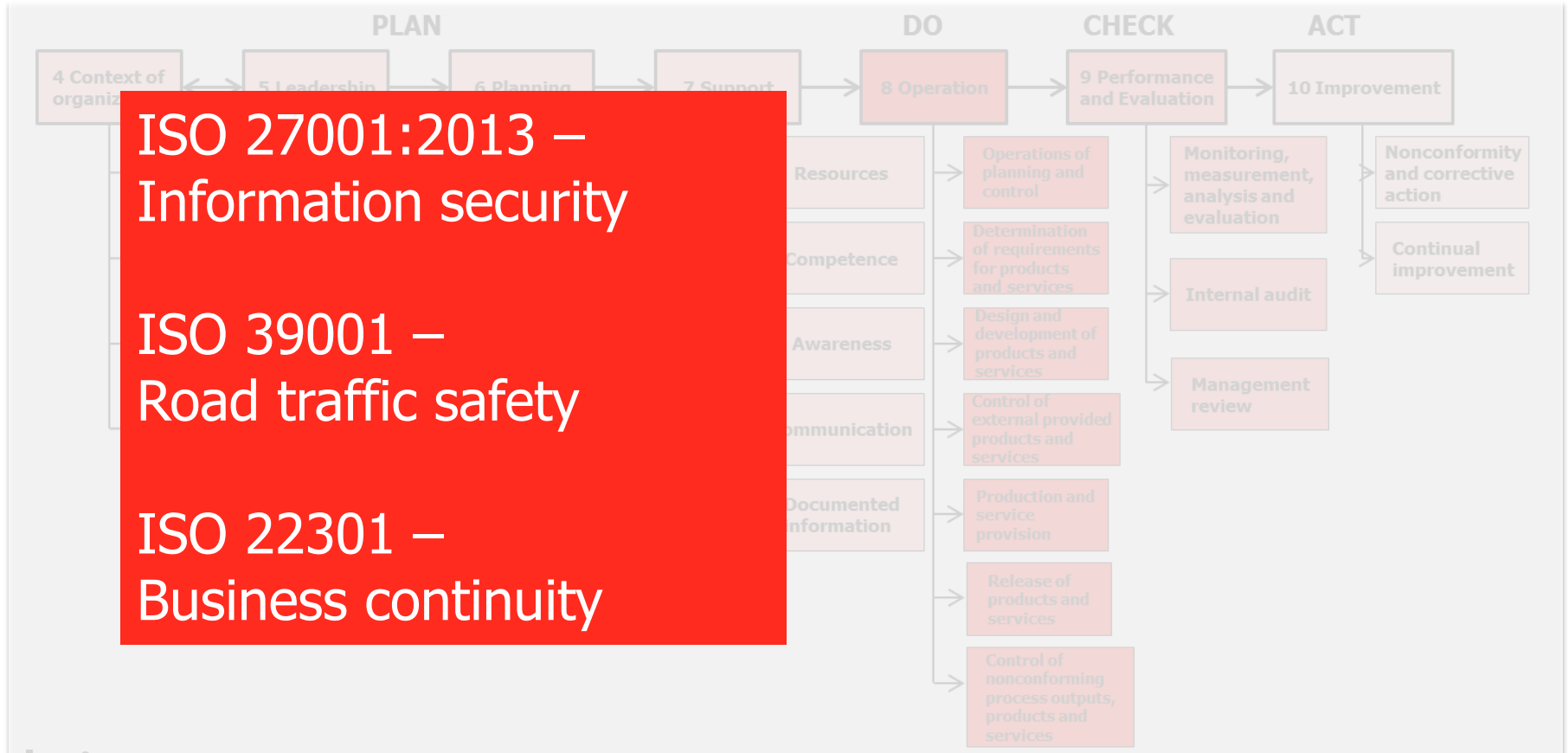
	14001	9001
FDIS	Feb 2015	July 2015
International Standard	Q3 2015	Sept 2015
Transition complete*	Q3 2018	Sept 2018

* expected 3 Years from when International Standard is available

What's next?

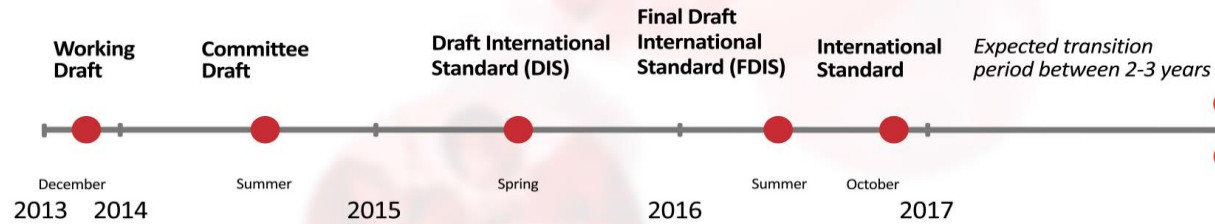


Consider your processes cont.



Forthcoming revisions

ISO 45001 Timeline



Your journey with BSI

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Site Map | Careers

Home | Standards e.g. ISO 9001 | Our services | Industry

Approaching change

Three of the world's most popular standards are now in the process of revision. This will continue over the next three years.

ISO 9001, the international standard for Quality Management and ISO 14001 the international standard for Environmental Management and are currently being revised and are due to publish in 2015.

The acclaimed British Standard for Occupational Health and Safety, BS OHSAS 18001 is also being revised and will change to become ISO 45001, a new international standard in late 2016.

We want to make sure you are aware of the likely changes and how they will affect your organization. We will communicate relevant updates to you as

place

Conta

If there's any way we can help, please let us know.
Call: +44 845 080 9000

> Email us
> Contact us online

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ISO 9001 Whitepaper

The history and future of ISO 9001

Approaching change

ISO 9001: 2015

Understanding the Revision



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Download our NEW, ISO 9001 Whitepaper now

The History and Future of ISO 9001 - Whitepaper

Approaching change

Download now - The history and future of ISO 9001 - Whitepaper

With the internationally acclaimed standard for Quality Management, ISO 9001 currently under revision, BSI have developed a new Whitepaper to provide you with:

- An overview of how ISO 9001 has developed over the years,
- Its benefits to businesses
- And how the changes in 2015 will affect organizations in the future

Download your Whitepaper now >

For more information visit the website >

Forward | Newsletter | Conferences | Online tools | Members

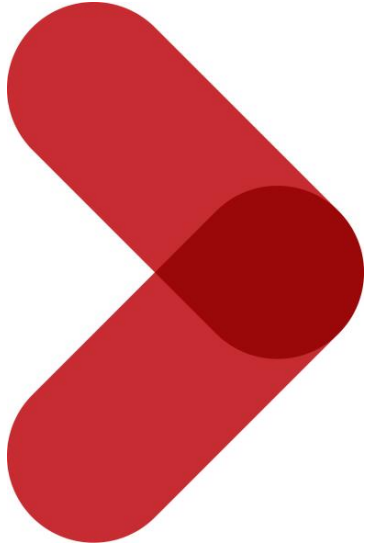
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ISO 14001 Whitepaper

Background and update to the 2015 revision

Approaching change

BSI – Supporting your transition process



Business improvement software

Client
events

Training

Requirements
mapping

Customer
service
support

Self-
assessments

Client manager's

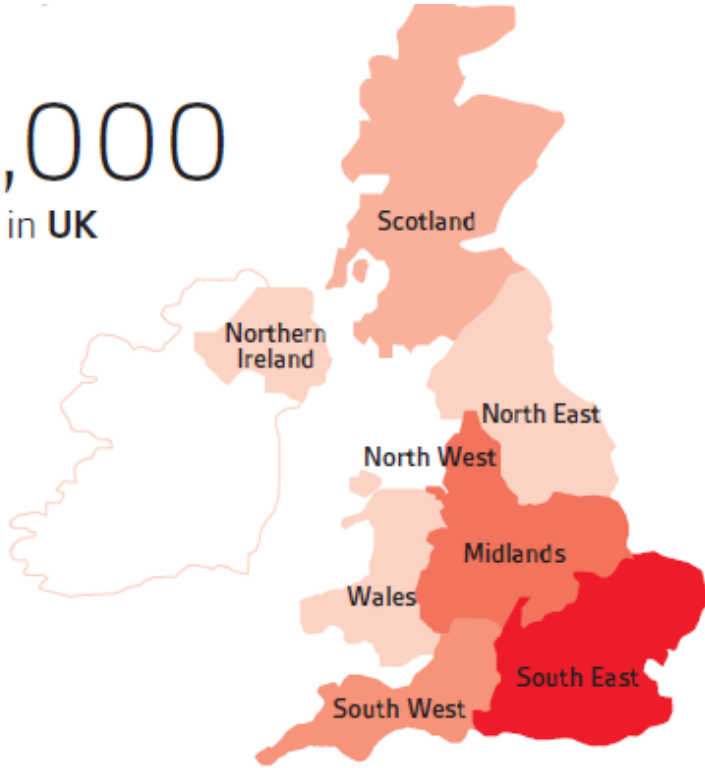
Transition
guidance

Online tools

Why BSI?

33,000

Clients in UK



Transferring your certification to BSI couldn't be easier.

The BSI Assurance Mark is an effective marketing tool for you to promote your certification.

BSI is the business standards company that helps clients make excellence a habit. We do this through a unique range of products and services that ensure you first understand what best practice looks like, how to then achieve it and ultimately embed excellence as an on-going habit throughout your organization. Our integrity, expertise and the customer experience we provide make the difference that matters most to our clients around the world – improving their business.

Transferring your existing certification to BSI is easy...

5 simple steps

- 1 Get in touch**
Tell us how you want to transfer your certification to BSI. We'll help you choose the right standard and service for your needs.
CALL 0800 9000
certification@bsi.com
bsigroup.com
- 2 Share**
Send us your existing certification together with:
- A copy of your existing certificate
- Your last audit report
We'll then send you a written quotation for your review.
- 3 Review**
Once you're happy with our quote, we'll carry out an on-site verification assessment of your current management system.
- 4 Transfer**
After a successful verification assessment we'll issue your BSI Assurance Mark to you. We'll then transfer your BSI certification and continue to give you the support you need to ensure your certification remains valid.
- 5 Keep improving**
We'll continue to assess your system to help you improve your certification and continue to give you the support you need to ensure your certification remains valid.

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And finally....useful information

- The BSI online shop – Buy your copy of the DIS – <http://shop.bsigroup.com/>
- Find out more information about the revision at www.bsigroup.com/ISOrevisions or visit www.iso.org
- Speak to a BSI Customer services representative – 0845 080 9000
- Talk to a member of our training team about the transition – 0845 086 9000 or visit www.bsigroup.com/training
- FAQ's – We've compiled many of your questions around ISO 9001:2015 – [learn more](#)
- To transfer your certification to BSI.....speak to a member of our team today
- VISIT WWW.BSIGROUP.COM/ISOREVISIONS or email us ISO.REVISIONS@BSIGROUP.COM

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