The Presentation will start soon! There may be silence before we start.
Webinar will be 1.5 hours

To make Full Screen

For Q & A or CHAT, expand here or may auto-expand

For Q & A or CHAT select “All Panelists”

Phone icon identifies speaker
Globe icon identifies presenter

What challenges do you face in managing/governing your sustainability efforts?
Who is QuEST Forum?

Global community of Service Providers, Suppliers & Liaisons

Jointly create, develop and share quality management standards, best practices offerings and industry-leading resources

Develops & maintains TL 9000, an information and communication technologies (ICT) industry quality management system standard
What Is TL9000?

Created by the QuEST Forum

Globally recognized quality standard, designed to improve communications products: hardware, software and services

Built on ISO 9001 and the eight quality principles

Includes requirements for continual improvement, customer satisfaction and reporting of industry standard measurements
• Offers value to members and prospective members by providing educational opportunities consistent with the intent of TL 9000 and the best practices introduced at QuEST Forum’s conferences.

• Provides a top-quality educational system that supports quality and process improvement focusing upon the needs of the ICT industry.
Insights into the new ISO 9001:2015

“Where It Is Today and 7 Things You Need To Know Before Tomorrow”

QuEST Forum Webinar
August 26th 2015

Dr Nigel H Croft
Chair, ISO/TC176/SC2 (Quality Systems)
ISO 9001 – evolution, not revolution!

  - Prescriptive; clause-by-clause
  - “Process Approach”, less documentation
- ISO 9001:2015
  - Performance-based
  - “Process + Risk-based thinking + PDCA”
  - Forecast life-span till 2030!
ISO Technical Committee TC 176

- “ISO” = International Organization for Standardization
  - Confederation of National Standards Bodies
  - Based in Geneva
- Standards development work is done by Technical / Project Committees comprising experts nominated by their national standards body or liaison organization.
- “TC 176” = Technical Committee Number 176 for Quality Management and Quality Assurance
  - “TC 176/SC 2” is the subcommittee responsible for ISO 9001
  - QuEST Forum is a Liaison Member
ISO/TC176/SC2 Mission

• To develop, maintain and support a portfolio of products that enable organizations to improve their performance and to benefit from the implementation of a robust quality management system.

• To establish generic quality management system requirements that provide the foundations to build confidence in goods and services delivered throughout the supply chain to organizations and people worldwide.

• To provide guidance and support, where needed, to ensure the continued credibility of our products.
ISO 9001

“Specifies quality management system requirements for organization to:

- demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements
- enhance customer satisfaction……….”

An organization that demonstrates it is meeting these requirements can then choose to be “ISO 9001 certified” by an independent certification body.
What is a “management system”?

- Formal definition........
  “set of interrelated or interacting elements of an organization to establish policies and objectives, and processes to achieve those objectives”

- In other words:
  System should be **results focused**
  A “documented system” – NOT a “system of documents”
“Cause and effect”

Quality Management System
- Committed top management
- Competent people
- Calibrated equipment
- Monitoring & measurement
- Work instructions etc
- Internal audits
- Documented procedures
- Management review
- Etc etc etc

Environmental Management System

“CONSISTENT, CONFORMING PRODUCTS”

Effectiveness = “Ability to achieve planned results”

“POLLUTION PREVENTION, LEGAL REQTS, IMPROVED ENV. PERFORMANCE ETC”

(c) TCA Global 2015
3 core concepts

- Identify the **processes** needed to achieve the planned results
- Continually monitor the **risks** (“Risk-based thinking”)
  - Understanding “Cause and effect”
- Manage the processes and the system using “PDCA”

(c) TCA Global 2015
Plan
• What to do?
• How to do it?

Do
• Do what was planned

Check
• Did things happen according to plan?

Act
• How to improve next time?

(c) TCA Global 2015
Change in focus

- **Old (wrong!!):**
  - Correction
  - Corrective action
  - Preventive action
  - “CAPA” is a good methodology, but the acronym is flawed!! (Should be “PACA”??)

- **New (correct!)**
  - Risk identification and mitigation ("prevention")
  - Containment
  - Correction
  - Corrective action (Needs ROOT CAUSE ANALYSIS!)
  - Improvement (includes Kaizen, but also breakthrough improvements, innovation etc)
Generic Process

How to carry out Process” – documented or not)
Extent of planning depends on **RISK**

INPUTS

“Set of interrelated activities”

• Effect on Product conformance
• Environmental Aspects / Impacts
• Health and Safety Risks
• Social implications
• Energy usage
• Etc etc

DESIRED OUTPUTS

“PRODUCT”

CUSTOMER
(Internal or external)

Other Interested Parties

UNDESIRED OUTPUTS
(“WASTE” / “POLLUTION” etc.)

MONITOR/MEDIATE
Generic Process

How to carry out Process” – documented or not)

Extent of planning depends on RISK

INPUTS

“Set of interrelated activities”

“PRODUCT”

• Effect on Product conformance
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• Energy usage
• Etc etc

DESIRED OUTPUTS

CUSTOMER
(Internal or external)

Other Interested Parties

UNDESIRED OUTPUTS
(“WASTE” / “POLLUTION” etc)

P

MONITOR/MEASURE

(c) TCA Global 2015
Module 2

Harmonization of management system standards
Positioning of some ISO (and other) standards

Sustainable Development

- Economic growth
- Environmental integrity
- Social responsibility

- Sustainable Purchasing
- Anti-bribery
- Sustainable events
- Life cycle
- Water footprint
- Greenhouse Gas
- Carbon Footprint
- Environmental (Guidelines)
- Environmental (Reqs)
- Telecomm
- Automotive
- I.T. Service
- Aerospace
- Supply chain security
- Quality (Reqs)
- Food Safety
- Quality (Guidelines)
- Health & Safety
- Social resp. Requirements
- Social resp. Guidance
- Business continuity
- Road safety
- ISO 9001
- TL 9000
- AS 9100
- ISO 28001
- ISO 27001
- ISO 22000
- ISO 9004 (OHSAS 18001)
- Future ISO 45001
- ISO 14067
- ISO 14046
- ISO 20121
- ISO 37001
- ISO 39001
- ISO 22301
- ISO 14014
- ISO 55000
- ISO 50001
- ISO 18617
- ISO 14004
- ISO 14001
- ISO/Ts 16949
- ISO 20000
- ISO 20000
- ISO 14040
- ISO 14064

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July 2015
Need for Alignment of management system standards!

- ISO Joint Technical Coordination Group (“JTCG”):
  - Joint vision for management system standards
  - High level structure for all ISO management systems standards
  - Identical sub-clause titles under the high level structure
  - Generic core vocabulary for management system standards

- Aim is to make life easier for those who wish to have a “single management system”

- Incorporates the recommendations of the JTCG work
- Defines the common structure and format for all new ISO management system standards and revisions to existing standards
- Common text (approx 30% or more of each standard will be identical text)
- Significant impact on revisions of ISO 9001 and ISO 14001

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“Annex SL” High Level Structure

1. **Scope**
2. **Normative references**
3. **Terms and definitions**
4. **Context of the organization**
   - Understanding the organization and its context
   - Needs and expectations of interested parties
   - Determining the scope
   - Management System
5. **Leadership**
   - Leadership and commitment
   - Policy
   - Roles, responsibility and authority
6. **Planning**
   - Actions to address risks & opportunities
   - Objectives and plans 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
New “Matrix” structure of Management System Standards

Core structure, format and text (“Annex SL”)

+ Quality (ISO 9001)  Environment (ISO 14001)  HSMS (ISO 45001)  etc

+ Automotive  Aerospace  Telecomm  Oil & Gas  etc

BT  Vodafone  Verizon  etc

Increasing specificity
“7 things you need to know”

- New “Quality Management Principles”
  - Customer Focus
  - Leadership
  - Engagement of people
  - Process approach
  - Improvement
  - Evidence-based decision making
  - Relationship management

_These are the essence of ISO 9001:2015!!_
Some changes to ISO 9001

- Complete reformatting to align with “Annex SL”
- “Products and services” instead of “product”
- More requirements for top (and other) management
- “External provision of processes, products and services” instead of “purchasing” – includes outsourced processes
- “Documented information” instead of “Documented procedures and records”
Some new requirements...........

- New Clause 4.1 - “Context of the Organization”
  - What are the external and internal factors that affect the organization?
- Identification of “interested parties”
  - Relevant needs and expectations of the relevant Interested parties?
  - Customer continues to be the primary (but not the only!) interested party
- “Actions to address risks & opportunities”
  - Guidance document available on www.iso.org
- Organizational knowledge (“lessons learned”)
- Actions to minimize human error
Some “deleted” requirements……..

- Elimination of the term “preventive action”
  - the concept still remains, and is actually reinforced throughout the standard (by addressing “risk”)

- Elimination of specific (prescriptive) requirements for
  - A “Quality Manual”
  - A “Management representative”
Implementation guidance

- Work is underway to develop generic implementation guidance for ISO 9001:2015
  - to be numbered as ISO/TS 9002
  - DTS (Draft Technical Specification) due out soon
- ISO/TC176 “Small Business Handbook” is also being updated
Transition to ISO 9001:2015

- Scheduled publication date September 15th 2015
- ISO/TC176, ISO/CASCO and IAF have approved a 3-year transition period
- All organizations are strongly encouraged to start the transition as soon as possible
  - Aim is to avoid “peak” of audits to the new standard near end of transition period
  - Avoid overload of CB resources
“7 things you need to do”

• Think about your current QMS – is it appropriate for your organization’s context? Is it effective??
• Think about the relevant interested parties “beyond the contractual customer”
• Start thinking “process + risk + PDCA”
• Discuss the new reinforced leadership requirements with (all levels of) management
• Review all the requirements of ISO 9001:2015 proactively (“How can it help us to improve??”)
• Look out for ISO/TS 9002 (Implementation Guidance)
• Monitor what’s going on with the revision of TL 9000
Conclusions

- ISO is aligning its portfolio of management system standards
  - Aim is to facilitate integration
- ISO 9001 is undergoing a “major revision”
  - Scheduled publication Sept 15\textsuperscript{th} 2015
  - Significant changes in structure and clause sequence
  - “Process Approach + PDCA + Risk-based thinking”
  - Some new requirements
- TL 9000 revision is underway, due out Q3 2016
- Start preparing NOW!
THANK YOU!

If you have further questions please send them to http://www.questforum.org/contact-us/
QuESTions & Answers
To suggest potential topics and presenters for QuEST Forum Academy, please visit


to download a Project Submittal Form. Email the completed form to QFAsubmittal@questforum.org.
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