Model of a process-based quality management system
Advantages in ISO 9000
Advantages

With the comprehensive quality management systems model that will make any company to be competitive in implementing ISO 9000 often gives the following advantages:

**Smooth Management System** - Create a more efficient, effective operation
**Customer Satisfaction** - Increase customer satisfaction and retention
**Customer Acceptance** - Reduce customers’ audits
**Branding** - Enhance marketing
**Staff Morale** - Improve employee motivation, awareness, and morale
**Operations** - Reduce waste and increases productivity.
Global Acceptance for ISO 14000
Number of ISO 14000 Certificates Worldwide

- 2008: 188,815
- 2009: 223,149
ISO 14000 is similar to ISO 9000 quality management in that both pertain to the process of how a product is produced, rather than to the product itself. As with ISO 9000, certification is performed by third-party organizations rather than being awarded by ISO directly.

The ISO 14000 environmental management standards exist to help organizations:
(a) **minimize** how their operations (processes etc.) negatively affect the environment (i.e. cause adverse changes to air, water, or land);
(b) **comply** with applicable laws, regulations, and other environmentally oriented requirements, and
(c) **continually improve** in the above.
Model used in ISO 14000?
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4.2 Environmental Policy

4.1 General requirements

4.3 Planning

• Environmental aspects
• Legal and other requirements
• Objectives, targets and programme(s)

4.4 Implementation and Operation

• Resource, roles, responsibility & authority
• Competence, training and awareness
• Communication
• Documentation
• Control of documents
• Operational control
• Emergency preparedness and response

4.5 Checking

• Monitoring and measurement
• Evaluation of compliance
• Nonconformity, corrective action and preventive action
• Control of records
• Internal audit

4.6 Management Review

Continual Improvement

Auditing Services
Basic Principles & Methodology

The fundamental principle and overall goal of the ISO 14000 standard, is the concept of continual improvement. ISO 14000 is based on the Plan-Do-Check-Act methodology which has been expanded to include 17 elements, grouped into five phases that relate to Plan-Do-Check-Act as:

- Environmental Policy,
- Planning,
- Implementation & Operation,
- Checking & Corrective Action and
- Management Review.
Basic Principles & Methodology

- establish objectives and processes required
- measure and monitor the processes and report results
- take action to improve performance of EMS based on results
  - Continual Improvement Process – provides a system platform for consistent enhancement.
- implement the processes
  - measure and monitor the processes and report results

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Advantages in ISO 14000
The benefits of an EMS and registration of the EMS to ISO 14000 are organized into these categories:

- Increased Profits
- Regulatory Compliance
- Operations
- Social
- Marketing
Global Acceptance for OHS 18000
Number of OHS 18000 Certificates Worldwide

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<th>Year</th>
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Model used in OHS 18000?
OH&S Policy

Planning

• Hazard identification, risk assessment and determining controls
• Legal Requirements
• Objectives & Programme(s)

Management Review

Continual improvement

Checking

• Performance measurement and monitoring
• Evaluation of compliance
• Incident investigation
• Nonconformity, CA & PA
• Control of records
• Internal audit

Implementation and Operation

• Resources, roles, responsibility, accountability and authority
• Competence, training and awareness
• Communication, participation and Consultation
• Documentation & Control of Documents
• Operational control & Emergency Preparedness & response
Advantages in OHS 18000
The benefits of an OHS and registration of the OHS to OHS 18000 are:

- **Eliminate or minimize risks** to personnel and other interested parties who could be exposed to OH&S hazards associated with its activities
- **Demonstrate conformity with**
  - Self-determination and self-declaration by a party external
  - Seek certification/registration of its OH&S management system by an external organization
- **Address occupational health and safety.**
Summary of the 3 schemes
The major focus for each scheme are placed on:

**ISO 9000**
Quality relating to work processes.

**ISO 14000**
Environmental risks and impacts in carrying out the processes.

**OHS 18000**
Risk assessment involved in the work processes.
Certification Processes
Each country on its own will set up Accreditation Body – known as National Accreditation Body (NAB)

authorize certification bodies, which audit organizations applying for ISO compliance certification.
Certification process

1. Application
2. Document Review
3. On-Site Assessment
4. Certification Assessment
5. Award of Certificate
6. Routine Surveillance
7. Renewal Certification

Stage 1
Stage 2

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Certification Process

An ISO certificate is **not a once-and-for-all award**, but must be renewed at regular intervals recommended by the certification body, usually around three years. There are no grades of competence: either a company is certified (meaning that it is committed and compliance to the requirements described in the standard), or it is not granted the certification.
Certification Process

2011 July
- Application for Certification
- Initial Certification

2012 June
- By End of Year 1
- Surveillance Audit

2013 June
- By End of Year 2
- Surveillance Audit

2014 June
- By End of Year 3
- Renewal Audit
ABC Pte Ltd

Initial Certification
Certified as at 18 June 2010

Year 1 Surveillance
Completed audit 17 June 2011

Mgt decision to change provider.

ABC Pte Ltd

New Certificate issued after review on requirements basing on ISO 17021. Expiry date followed previous certificate.

Year 2 Surveillance
Renewal

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