Benefits of Integrating Your Management Systems

Terry Fisher & Richard Walsh

5th November 2021

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NQA specialises in certification in **high technology** and engineering sectors.

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Certification body in **Aerospace** sector

TOP 3 IN THE UK
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CHINA'S NO.1
Certification body in **Automotive** sector

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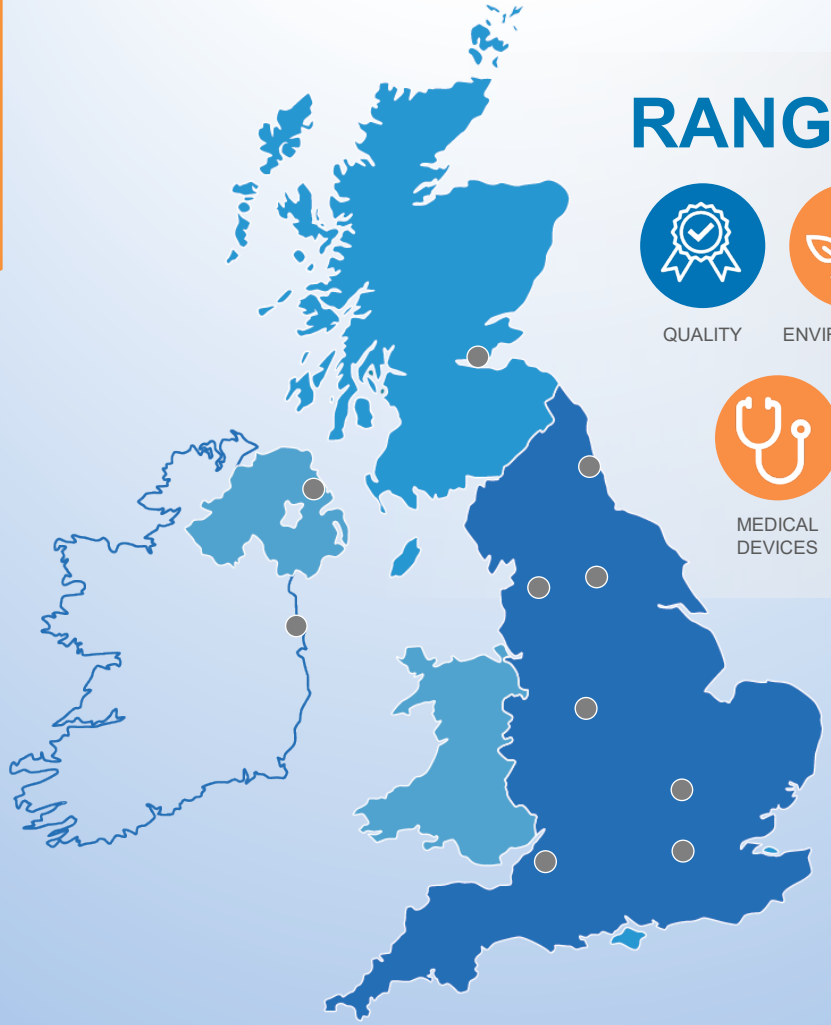
- Virtual Learning
- e-Learning / Live Webinars
- In-house Training
- Public Training Nationwide Locations



RANGE OF COURSES

- QUALITY
- ENVIRONMENT
- ENERGY
- HEALTH AND SAFETY
- INFORMATION SECURITY
- MEDICAL DEVICES
- BUSINESS CONTINUITY
- AEROSPACE
- INTEGRATED MANAGEMENT

- **e-Learning** Introduction
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- **2 day** Implementation Courses
- **2 day** Internal Auditor – NQA or IRCA
- **5 day** Lead Auditor – NQA or IRCA
- **Advanced** Training

CQI | IRCA
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KEY INFO

- 45 minute webinar
- Questions in the chat box
- Q&A at the end
- Recording of webinar circulated shortly

YOUR PRESENTERS

Terry Fisher

ISO 9001, ISO 14001, ISO 45001, EcoCampus, IOSH

NQA Occupational Health & Safety Principal Assessor

Terry boasts an impressive length of service in a large variety of public and private organisations and industries. Including the likes of: Automotive; Heavy Engineering; Medical Manufacturing; General Manufacturing; Wallcovering & Printing; Educational Estates and Transport and Logistics.

Richard Walsh

CEnv MIEMA. ISO 9001, ISO 14001, ISO 50001, NHSS 18, Eco-Campus

NQA Principal Assessor Environment & Energy

Richard is NQA's Principal Assessor for ISO 14001 and ISO 50001 management system standards. As a Principal Assessor his role is to lead and develop the technical knowledge and skill base of NQA staff and Assessors, whilst ensuring technical knowledge and changes within the industry are cascaded appropriately and accordingly to clients and external stakeholders.

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WHAT WILL YOU LEARN?

- Objectives
- Annex SL & PAS 99
- Combinations of standards
- Why integrate standards?
- The benefits of integration?
- How to think of integration
- Common and different areas - discussion

ANNEX SL

- Annex SL published in 2011, provides the high-level structure for ISO management systems standards - it replaced the historical ISO Guide 83 and expanded on the base structure already implemented.
- It creates identical core text and common terms and definitions.

This has:

- Streamlined standards
- Encouraged standardisation
- Eased the integration of management systems.

Annex SL

- 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

Auditable Clauses

Where possible the clauses have identical core text, no matter which Standard they are applied to, and share common terms and core definitions.

PAS 99 - PUBLICLY AVAILABLE SPECIFICATION FOR COMMON MANAGEMENT SYSTEMS

- Published by BSI in 2006 - allows streamlining of management systems.
- Current version PAS 99:2012
- Highlights the common elements and how to integrate them:
  - Meet all standard requirements with one set of policies and procedures
  - Audit more than one system at a time to save money and resources
  - Improve overall efficiency by removing the need to duplicate tasks
  - Clearly defined roles and responsibilities highlight common objectives
  - Make it easier to continually improve all your management systems

COMBINATIONS OF STANDARDS

Some popular combinations:

NEW STANDARDS

Over the last 10 years the number of management systems has increased greatly.

- ISO 50001:2018 - Energy Management
- ISO 22301 – Business Continuity Management
- ISO 27001:2013 - Information Security Management System
- ISO 22000:2018 - Food Safety Management Systems Certification
- ISO 13485:2016 - Medical Devices
- ISO 31000:2018 - Risk Management

SO WHY INTEGRATE?

How many company managers would like?:

- Better utilisation of resources
- Less bureaucracy
- All areas of the organization aligned and delivering company-wide objectives
- To improve and make things more effective and efficient
- The organization working as a team
- No delays or backlogs
- Clear responsibilities and authorities
- Clarity in the processes of the organization
- Management and oversight made simpler
- To identify and prioritise improvements
- Less in-fighting/barriers between departments

SO WHY INTEGRATE?

How many staff would like?:

- Less frustration
- Less paperwork
- A better understanding of what they do and how it fits the bigger picture
- To feel part of a team
- To know what they are responsible for
- How to play their part
- To not make the same mistakes over and over

SO WHY INTEGRATE?

So then:

If both managers and staff want those things then why in most organizations do they often not support the development and implementation of an integrated management?

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INTEGRATION

What does integration do?

- Enables the organization's mission and objectives to be achieved
- Defines all the processes and interfaces of the organization
- Integrates all activities, objectives and processes into one system
- Provides clear accountabilities and responsibilities
- Enables processes, people and resources to be aligned
- Enables consistency of product
- Controls the spurious generation of documents
- Forms a basis for training
- Provides management with a tool to assist in their oversight role
- Helps identify what needs improvement

INTEGRATION

It seems therefore that developing an integrated management system would appear to be common sense.

The problem with common sense is it isn't too common.

Discussion

WHAT SHOULD WE BE THINKING ABOUT?

Considerations should include:

- The extent to which integration should occur
- The cultural aspects of the business & its management style
- Levels of competency within the business
- Legislative and other requirements (including customers)
- Setting of clear objectives for integration project

PLAN-DO-CHECK-ACT (PDCA)

Plan

Establish what needs to be achieved and organise resources

Do

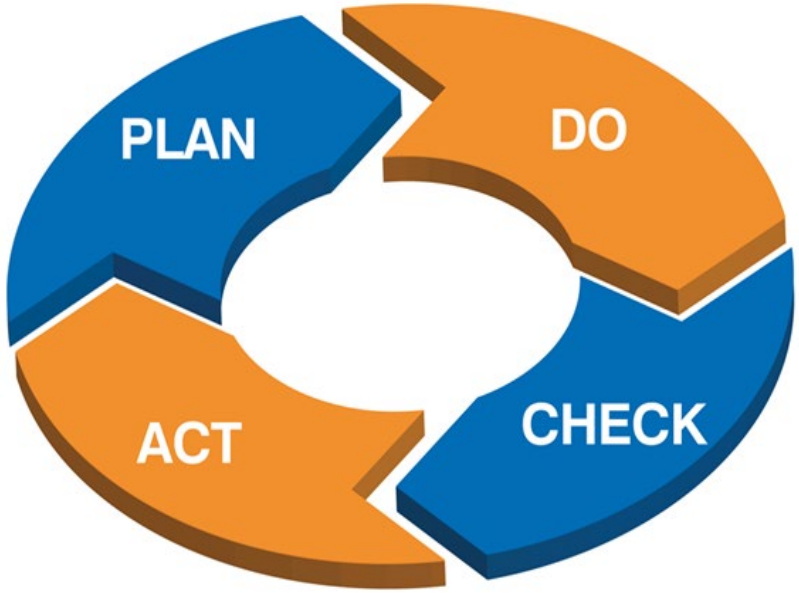
Implement the processes

Check

Monitor and measure the processes and their outputs

Act

Respond to findings from the checking activities in order to improve



HOW BEST TO THINK OF AN IMS

Bare Christmas Tree!

How best to think of an IMS

Bare Christmas Tree!

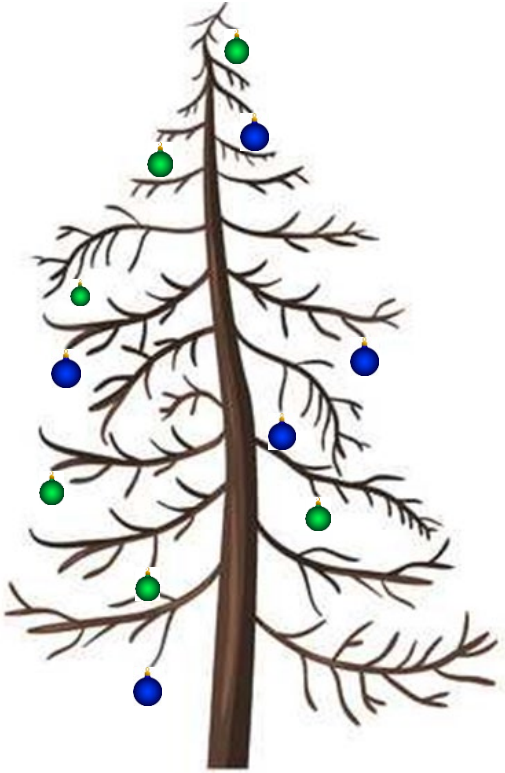
- Quality

How best to think of an IMS

Bare Christmas Tree!

- Quality

- Environment



HOW BEST TO THINK OF AN IMS

Bare Christmas Tree!

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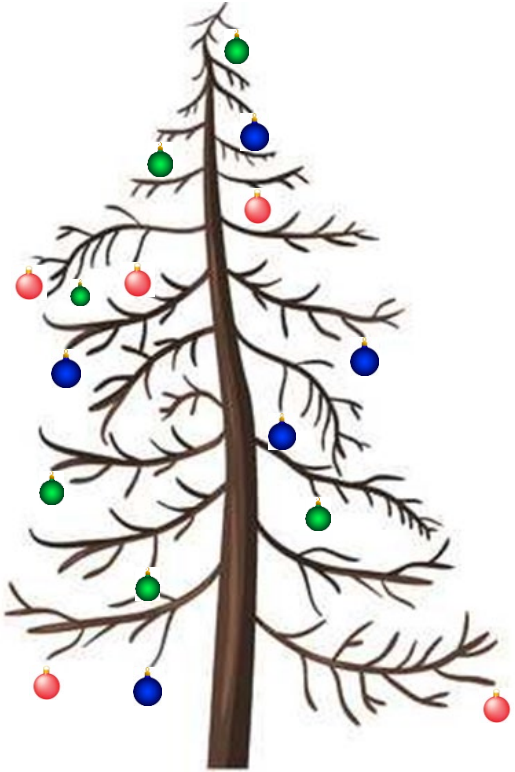
- Health and Safety



HOW BEST TO THINK OF AN IMS

Bare Christmas Tree!

- Quality
- Environment
- Health and Safety
- Energy

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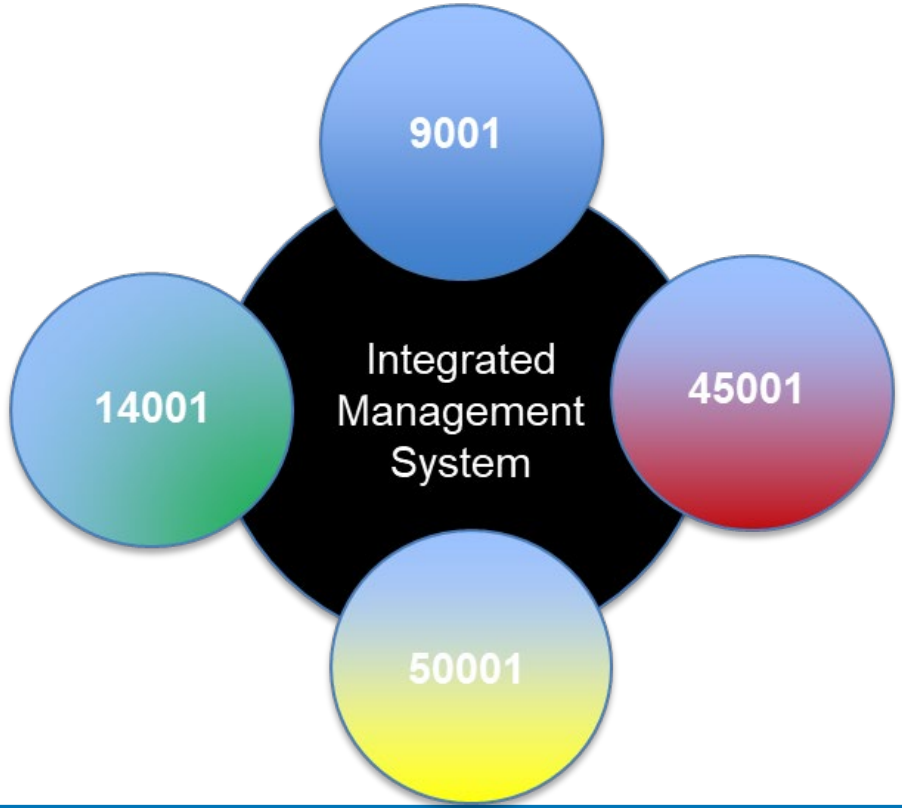
INTEGRATED SYSTEM



COMMON ELEMENTS - DISCUSSION!

- **Clause 4 -** Context and needs of interested parties
- **Clause 5 -** Leadership, policy, roles and responsibilities
- **Clause 6 -** Risks & opportunities, compliance obligations, objectives & planning
- **Clause 7 -** Support, resources, competence, communication & awareness, documented information
- **Clause 10 -** Improvement, NC and corrective action, continual improvement

AREAS OF GREATEST DIFFERENCE

- **Clause 8 -** Operational Planning/Controls and Emergency Preparedness
- **Clause 9 -** Monitoring, measurement, analysis, evaluation, evaluation of compliance, internal audit, management review

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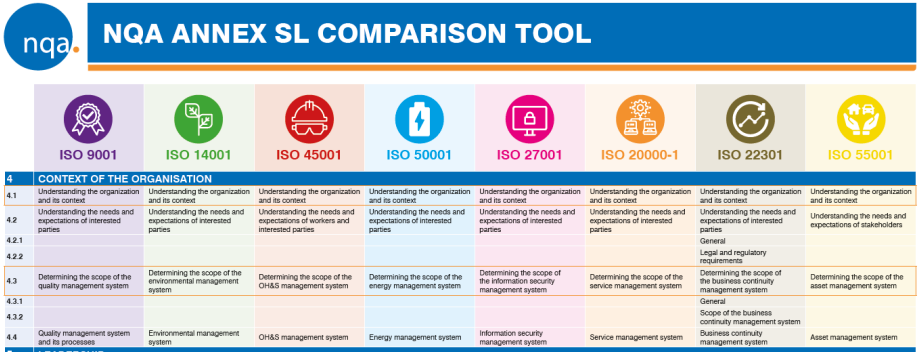
NQA RESOURCES

- Integrated Training
- Regular news, legislative updates and blogs via our website. Or sign up to InTouch here.
- Annex SL Comparison Tool >>>
- Implementation Guides
- NQA Associate Partner Programme



NQA ANNEX SL COMPARISON TOOL

	ISO 9001	ISO 14001	ISO 45001	ISO 50001	ISO 27001	ISO 20000-1	ISO 22301	ISO 55001
4	CONTEXT OF THE ORGANISATION							
4.1	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context	Understanding the organization and its context
4.2	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of workers and interested parties	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of interested parties	Understanding the needs and expectations of stakeholders
4.2.1							General	
4.2.2							Legal and regulatory requirements	
4.3	Determining the scope of the quality management system	Determining the scope of the environmental management system	Determining the scope of the OH&S management system	Determining the scope of the energy management system	Determining the scope of the information security management system	Determining the scope of the service management system	Determining the scope of the business continuity management system	Determining the scope of the asset management system
4.3.1							General	
4.3.2							Scope of the business continuity management system	
4.4	Quality management system and its processes	Environmental management system	OH&S management system	Energy management system	Information security management system	Service management system	Business continuity management system	Asset management system

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- Effective management of change
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- How to identify risks & opportunities
- Participation & consultation of workers
- Demonstrating customer satisfaction
- Managing information security remotely
- GDPR – How to think like a DPO
- Operational resilience planning
- Risk / process based auditing
- Effective root cause analysis

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Q&A

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THANK YOU

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