Auditing Integrated Management System
At the end of the class, please fill the training feedback form! (Yellow paper in your notebook)

Return the feedback form at the reception!
Learning Outcomes

At the end of this session, you will able to know:

• Brief on Types of Audit
• How to Audit IMS
• Brief on ISO 9001:2015
• Brief on ISO 14001:2015
• Brief on BS OHSAS 18001:2007
• What is Integrated Management System (IMS)

Question & Answer
AUDIT

“Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled”.

ISO 19011
AUDIT CRITERIA

Set of policies, procedures or requirements

*(used as a reference in an audit).*

ISO 19011
AUDIT CRITERIA

(objective evidence)

Records, statements of fact or other information which are relevant to the audit criteria and verifiable.

*ISO 19011*

*Maybe qualitative or quantitative*
AUDIT TYPES

- SUPPLIER
- ORGANIZATION
- CUSTOMER
- CERTIFICATION BODY

THIRD
SECOND
FIRST
AUDIT PROCESS

STAGE 1
- Familiarization
- Audit Program
- Plan

STAGE 2
- Opening
- Auditing
- Monitoring

APPLICATION
SCOPE
TIME
QUOTE
CONTRACT
CONTRACTING
PREPARATION
DOCUMENT REVIEW
CHECKLIST
AUDIT PLANS
OPENNING
AUDITING
INTERM MEETING
QUESTIONING
CLOSING
SURVAILLANCE
FOLLOW UP
CAR
REPORT
MONITORING
AUDIT
COLLECTING INFORMATION

%80 AUDITEE
GIVES INFORMATION

%20 AUDITOR
TAKES INFORMATION
AUDIT
COLLECTING INFORMATION

GIVES INFORMATION
Mouth

People

Device Equipment

Infrastructure, Machines
Surrounding

INFORMATION FLOW

Document Record

TAKES INFORMATION
Eyes

Ears

AUDIT
QUESTIONING

Key to get informed
Most valuable assistant of the auditor
5W – 1H – 1S
what, Why, When, where, Who, how, Show
The question you ask identify the answer you would get
The questioner is always in front
Questioner controls the process
AUDIT

QUESTIONING

• Open questions
  To get information

• Closed questions
  to get approval

• Apple Tactic
  Little by little until to get the full answer

• Active Listening
  Ask – Listen – Summarize
What is a Management System

“Set of interrelated or interacting elements of an organization to establish policies and objectives, and process to achieve those objectives

In other words:

“System should be results focused – A documented system NOT a system of documents”
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 title under high level structure
Generic core vocabulary for management system standards

Aim to make life easier for those who wish to have a single management standards

MSS - Management System Standard
Standard that provides requirements or guidelines for organizations to develop and systematically manage their policies, processes and procedures in order to achieve specific objectives.

NOTE 1:
An effective management system is usually based on managing the organization’s processes using a “Plan-Do-Check-Act” approach in order to achieve the intended outcomes

NOTE 2:
Such documents typically contain sections addressing the following components:
1. policy;
2. planning;
3. implementation and operation;
4. performance assessment;
5. improvement;
6. Management review

• the new standard adopts the *high-level structure* and terminology of Annex SL (used for the development of all new ISO standards)

• High Level Structure - identical core text and common terms and core definitions for use in all Management System Standards:
  – purpose - enhance the consistency and alignment of different management system standards
  – organisations that integrate multiple standards (eg QMS, EMS, OHS) will see the most benefit
  – uses simplified language and writing styles to aid understanding and consistent interpretations of requirements.
Annex SL

High level structure for development of new ISO management systems standards;

Identical core texts; common terms and definitions for use in all management systems standards;

Enhance the consistency and alignment of different management systems standards;

Beneficial for Integrated Management Systems;
Common structure for MSS

1. Scope
2. Normative references
3. Terms and definitions
4. Context of the Organisation
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance evaluation
10. Improvement
Clause structure (4-6)

4. Context of the organisation
   – Understanding the organisation and its context
   – Understanding the needs and expectations of interested parties
   – Determining the scope of the XXX management system
   – XXX management system

5. Leadership
   – Leadership and commitment
   – Policy
   – Organisational roles, responsibilities and authorities

6. Planning
   – Actions to address risks and opportunities
   – Objectives and plans to achieve them.
Clause structure (7-10)

7. Support
   ▫ Resources
   ▫ Competence
   ▫ Awareness
   ▫ Communication
   ▫ Documented information

8. Operation
   ▫ Operational planning and control

9. Performance evaluation
   ▫ Monitoring, measurement, analysis and evaluation
   ▫ Internal audit
   ▫ Management review

10. Improvement
    ▫ Nonconformity and corrective action
    ▫ Continual improvement.
New Requirements-Changes in Approach

Risk Based Thinking – Which might influence the MSS Performance

“Risks & Opportunities” to be considered prior to design of Context, Products, Services, Processes, Projects, Scope and Changes

Risks: Violations, Penalties/Notices, No customers, Delays, Customer dissatisfaction, Customer Complaints, Rejections, Reworks, Product recall, Bad reputation in the market, Incompetence, High Staff Turnover, Cost of Quality failures, etc.

Opportunities: New Customers, New Markets, New Products / Services, New Scope, Customer Goodwill, Staff Goodwill, Employee Participation, Innovation & Creativity, Organizational Competence, Business Excellence, etc.
ISO 9001:2015
Plan

4 Context of organization
  4.1 Understanding context
  4.2 Interested parties
  4.3 Scope
  4.4 QMS

5 Leadership
  5.1 Leadership and commitment
  5.2 Policy
  5.3 Organizational roles, responsibilities and authorities

6 Planning
  6.1 Actions to address risks and opportunities
  6.2 Quality objectives and planning
  6.3 Planning of changes

7 Support
  7.1 Resources
  7.1.2 People
  7.1.3 Infrastructure
  7.1.4 Environment for the operation of processes
  7.1.5 Monitoring and measuring resources
  7.1.6 Organizational knowledge
  7.2 Competence
  7.3 Awareness
  7.4 Communication
  7.5 Documented information

8 Operation
  8.1 Operational planning and control
  See next slide

9 Performance and Evaluation
  9.1 Monitoring, measurement, analysis and evaluation
  9.1.2 Customer satisfaction
  9.1.3 Analysis and evaluation
  9.2 Internal audit
  9.3 Management review

10 Improvement
  10.1 General
  10.2 Nonconformity and corrective action
  10.3 Continual improvement
The common structure and ISO 9001:2015 additions

8 Operation

8.1 Operational planning and control
8.2 Requirements for products and services
  8.2.1 Customer communication
  8.2.2 Determination of requirements related to products and services
  8.2.3 Review of requirements related to products and services
  8.2.4 Changes to requirements for products and services

8.3 Design and development of products and services
  8.3.1 General
  8.3.2 Design and development planning
  8.3.3 Design and development inputs
  8.3.4 Design and development controls
  8.3.5 Design and development outputs
  8.3.6 Design and development changes

8.4 Control of externally provided processes, products and services
  8.4.1 General
  8.4.2 Type and extent of control
  8.4.3 Information for external providers

8.5 Production and service provision
  8.5.1 Control of production and service provision
  8.5.2 Identification and traceability
  8.5.3 Property belonging to customers or external providers
  8.5.4 Preservation
  8.5.5 Post-delivery activities
  8.5.6 Control of changes

8.6 Release of products and services
  8.7 Control of nonconforming outputs
PROCESSES IN OPERATION OF QUALITY MANAGEMENT SYSTEM
ISO 14001:2015

1. Driven by Leadership
   Greater commitment from those at the top

2. Better strategic fit
   Increased alignment with your strategic direction

3. Greater protection for the environment
   Focus on proactive initiatives and improving environmental performance

4. Life cycle thinking
   Considering each stage from development to end-of-life

5. Effective communication
   Driven through a communications strategy
ISO 14001:2015

Context of the organization

Internal and external issues (4.1)

Support and Operation (7 and 8)

Performance evaluation (9)

Leadership (5)

Planning (6)

Improvement (10)

Act

Check

Plan

Scope of the environmental management system (4.3/4.4)

Outcomes of the EMS

Note: Numbers in brackets refer to the clauses in this International Standard.
ISO 14001:2015
ASPECT AND IMPACT
OHSAS 18001:2007
4 OH&S Management System Requirements

4.1 General requirements
4.2 OH&S policy
4.3 Planning
4.4 Implementation and operation
4.5 Checking
4.6 Management review
Risk Assessment & Control

- must define methodology
- classify risks
- manage risk during any change
- hierarchy of controls established
- records retained.
Risk Assessment:

- Likelihood
- Consequences / Impact
Control Procedure

- hazard identification & risk assessment is often called a JSA (Joint Safety Analysis)
- risk control is often identified through a SWMS (Safe Work Method Statement)
- often required by clients (eg subcontractors to construction companies).
Hierarchy of Controls

- Elimination
- Substitution
- Engineering Controls
- Administrative Controls
- Personal Protective Equipment
Risk and Countermeasures

- **Likelihood**
  - Low
  - Medium
  - High
  - Very Low
  - Very High

- **Consequences / Impact**
  - Low
  - Medium
  - High

The diagram illustrates the relationship between risk likelihood and consequences/impact, categorizing risks into levels of high, medium, and low likelihood and impact.
OHS Improvement Plan

Facilitates continual improvement, it should list:
- the objective
- the responsibility
- the resources required
- the target date
- the result – any evidence
- date resolved.
Typical OHSMS Documentation
INTEGRATED MANAGEMENT SYSTEM

An integrated management system (IMS) combines all related components of a business into one system for easier management and operations. Quality (QMS), Environmental (EMS), and Safety (OHSMS) management systems are often combined and managed as an IMS.
INTEGRATED MANAGEMENT SYSTEM

These are not separate systems joined together, rather they are an integrated management system with linkages so that similar processes are seamlessly managed and executed without duplication. IMS components common to all the systems include the resources (people, facilities & equipment, etc.) and processes (documented in the QMS/EMS/OHSMS and applied throughout the organization)
INTEGRATED MANAGEMENT SYSTEM

Advantages of an Integrated Management Systems
Consistent objectives, planning, and document management
Implementation and Operation of the system cost less.
Easier internal audits
No Redundancies, reducing the chance of conflict
INTEGRATED MANAGEMENT SYSTEM

Disadvantages
Responsibility of QMS and EHS can be conflicted in some organizational structures.
Documentation can be more intricate.
External third party audits can be more difficult.
INTEGRATED MANAGEMENT SYSTEM

The three management systems share many common requirements and the continual improvement goal. They differ in their approach and degree of prescription, but the ISO 9001, the ISO 14001 and OHSAS 18001 standards are compatible in content, terminology & many of the requirements.
INTEGRATED MANAGEMENT SYSTEM (IMS) MODEL

ACT
- Management Review
  - General
  - Input
  - Output
- Improvement
  - General
  - Corrective, preventive & improvement action

CHECK
- Performance Assessment
  - Monitoring & Measurement
  - Evaluation of compliance
  - Internal audit
  - Handling of nonconformance

PLAN
- Management System Policy
- Planning
  - Identification and evaluation of aspects, impact and risks
  - Identification of legal and other requirements
  - Contingency planning
  - Objectives
  - Organizational structure, roles, responsibilities and authorities

DO
- Implementation & Operation
  - Operational Control
  - Management of resources
  - Documentation requirements
  - Communication

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### 7 Support

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Upcoming Training Schedule for QMS

ISO 9001:2015

Batch Start Date: 21/7/2017
Batch End Date: 18/8/2017
Frequency: Every Friday

Product Manager
Mr. Dinesh
dinesh@3foldtraining.com
050 – 1036364
Please return the feedback form at the reception!

END OF THE SESSION