CQI NucSIG Presentation
Third Party Assessment Services
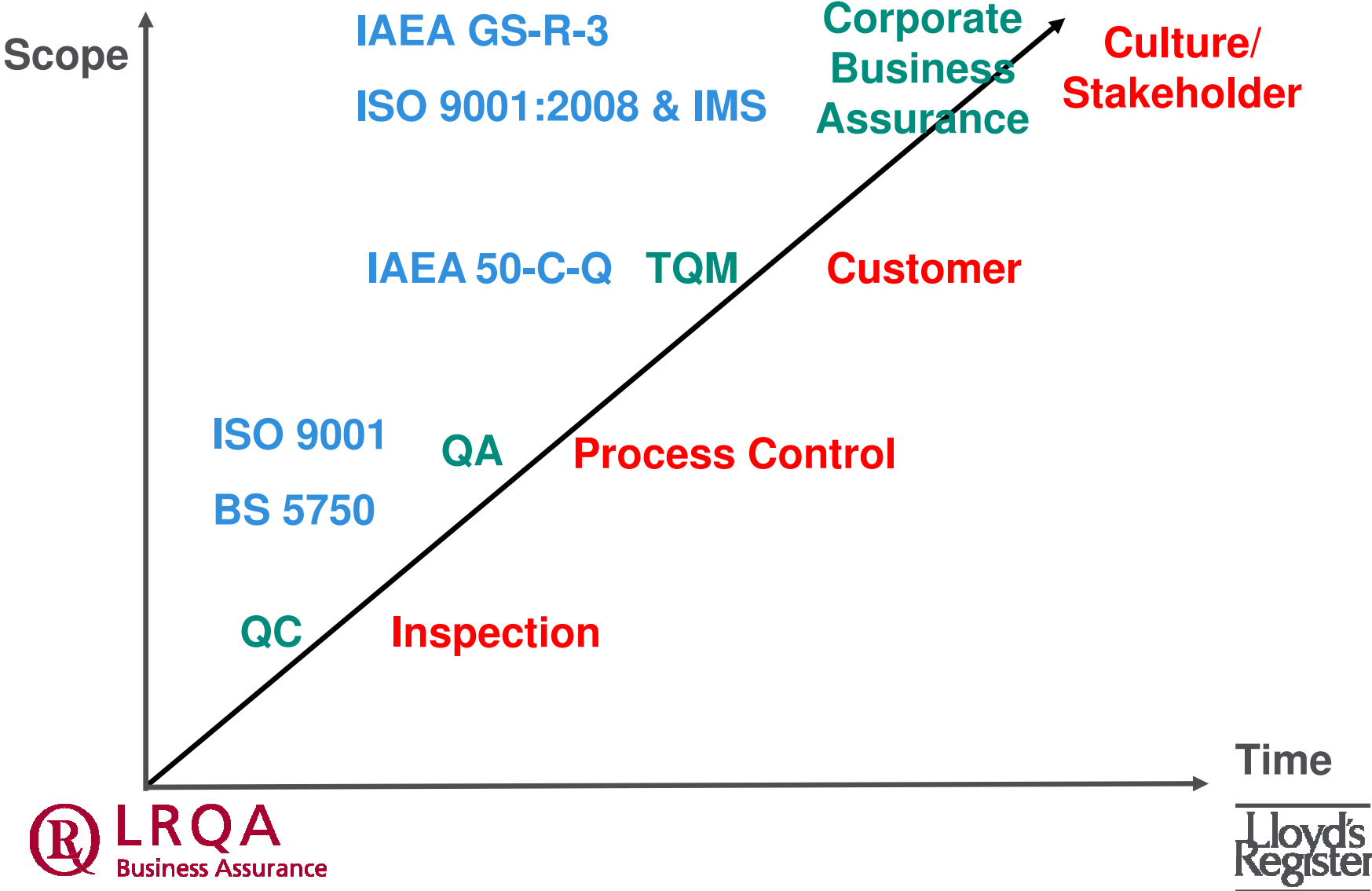
Presentation by

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Contents

- Where are we now?

- What are some of the key issues?

- Future direction?

- Questions & Discussion

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Management System Evolution

Scope (vertical axis), Time (horizontal axis)

IAEA GS-R-3
ISO 9001:2008 & IMS
Corporate Business Assurance
Culture/ Stakeholder

IAEA 50-C-Q   TQM   Customer

ISO 9001   QA   Process Control
BS 5750

QC   Inspection

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Where are we now?

- Organisations hold a range of standards, ISO9001, ISO14001, OHSAS18001, PAS55

- Degree of integration

- Developing corporate approach

- Document systems robust, IT based

- Implementation however weaker

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Where are we now?

- Do you know your standards?

  - BS11000, Collaborative Business Relationships

  - ISO50001, Energy Management

  - BS10500, Anti Bribery

  - ISO22301, Societal Security – Business Continuity

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What are the key issues?

- Implementation

- Policy/Management system deployment

- Clear processes and ownership including interaction

- Level of documentation and compliance

- Levels of maturity across organisation

- Effective risk management including none critical areas

- Organisational culture

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What are the key issues?

- ISO17021:2011 Requirements for bodies providing audits and certification of management systems

- Some of the key Issues:

    - Assessor Competence

    - Generic template for auditing, clearer reporting

    - Visit duration and sampling

    - Assessment bodies to provide more robust evidence of decisions

Future Direction?

- Greater degree of integration

- More robust accreditation requirements

- Development of integrated standards

- Development of sector standards

- More emphasis on risk management

- ISO Guide 83

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Future Direction contd?

- ISO Guide 83

1	Scope
2	Normative references
3	Terms and definitions
4	Context of the organization
4.1	Understanding the organization and its context
4.2	Understanding the needs and expectations of interested parties
4.3	XXX management system
5	Leadership
5.1	General
5.2	Management commitment
5.3	Policy
5.4	Organizational roles, responsibilities and authorities
6	Planning
6.1	Actions to address risks and opportunities
6.2	XXX objectives and plans to achieve them

7	Support
7.1	Resources
7.2	Competence
7.3	Awareness
7.4	Communication
7.5	Documented information
7.5.1	General
7.5.2	Create and update
7.5.3	Control of documented Information
8	Operation
8.1	Operational planning and control
9	Performance Evaluation
9.1	Monitoring, measurement, analysis and evaluation
9.2	Internal Audit
9.3	Management review
10	Improvement
10.1	Nonconformity and corrective action
10.2	Continual improvement

Terms and definitions

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Future Direction?

- Prof Michael Toffel, Associate Professor of Business Administration Harvard Business School (& David Levine)

- **Interviewer:** We asked Professor Toffel if Management Systems Certification can lead to improved business performance

- **Professor Toffel:** There are really two types of academic studies that have addressed this question. One type, and there are many of these, asks organisations 'do you perceive that your business performance has improved after you've adopted these certified management systems?' Most of these studies indicate that, yes, those who have adopted these programs believe they have benefited in a number of ways, whether it be through increased sales or through other types of indicators.

- There's a whole other set of research and that takes a more robust approach to this question. In this second type, the research design compares performance metrics over time, including prior to and after the adoption decision, and compares these organisations to set of non-adopters that serves as a quasi- control group. This has been done just a few times now for third-party certified management standards. Studies have shown that organizations that adopted ISO 14001 experience fewer regulatory compliance problems and reduced pollution levels, compared to their control groups. In a different study, which I co-authored with David Levine, we looked at ISO 9001, again comparing adopters to non-adopters over time. We looked at single plant firms in California, and found that the ISO 9001 adopters realized faster sales growth, employment growth, and were more likely to survive several years later – all compared to the control group over the same period. We also found some evidence that ISO 9001 adopters were subsequently more likely to report zero injuries through their worker compensation system. This is particularly interesting to me because it reveals that adopting the ISO 9001 quality management system appears to have some spill over benefits in terms of improving workplace safety.

- http://businessassurance.com/interviews/

Questions & Discussion

Thank you for listening

Any questions?

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