

Three Step Process for Implementing Management Systems



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Career Highlights:

- Top 100 Women in Canada Award 2004
- Award of Merit, Outstanding Business, City of Brampton Economic Development & Board of Trade 2006, 2002
- Trainer/Auditor/Consultant/Speaker/Author ISO 14001, ISO 9001:2000 OHSAS 18001, ISO/TS 16949 & Auditing ISO 19011.
- Certified Environmental Auditor: CEAA, BEAC
- Developed first international on-line E-learning to assist organizations in implementing a cost effective management system to ISO
- Author “ISO 9001:2000” Pilot Guide to Implementing & Integrating a Quality Management System - published by Specialty Technical Publishers
- Developed auditing protocols 1995 – Canada – CEAA and member of training committee - BEAC – US
- Assisted Registrars & Companies in internal and lead auditor training and organizations in implementing ISO management systems since 1995
- 20+ years Management Systems Experience, Environment, Health & Safety, Quality.

Presentation

1. What is ISO?
 - Main Management Systems (MS)
 - Benefits of ISO Management Systems
2. Why Integrate Management Systems?
3. Pilot's Three Step Process to implement MS
 - Identify
 - Insure
 - Improve
4. Benefits of Integrated Management System



What is ISO?

- International Organization for Standardization
- Worldwide federation founded in 1947, based in Geneva
- Composed of member bodies from more than 150 countries.
- ISO develops standards of international manufacturing, trade and communications
- Standards developed by Technical Committees with representation from countries around the world.
- ISO does not perform certification to standards this is the responsibility of Registrars.

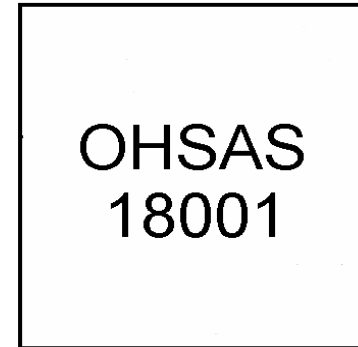
Main Management System Standards



Quality



Environment



Health & Safety



Auditing- Guideline

Benefits of ISO MS



ISO Management Systems insure that the company has :

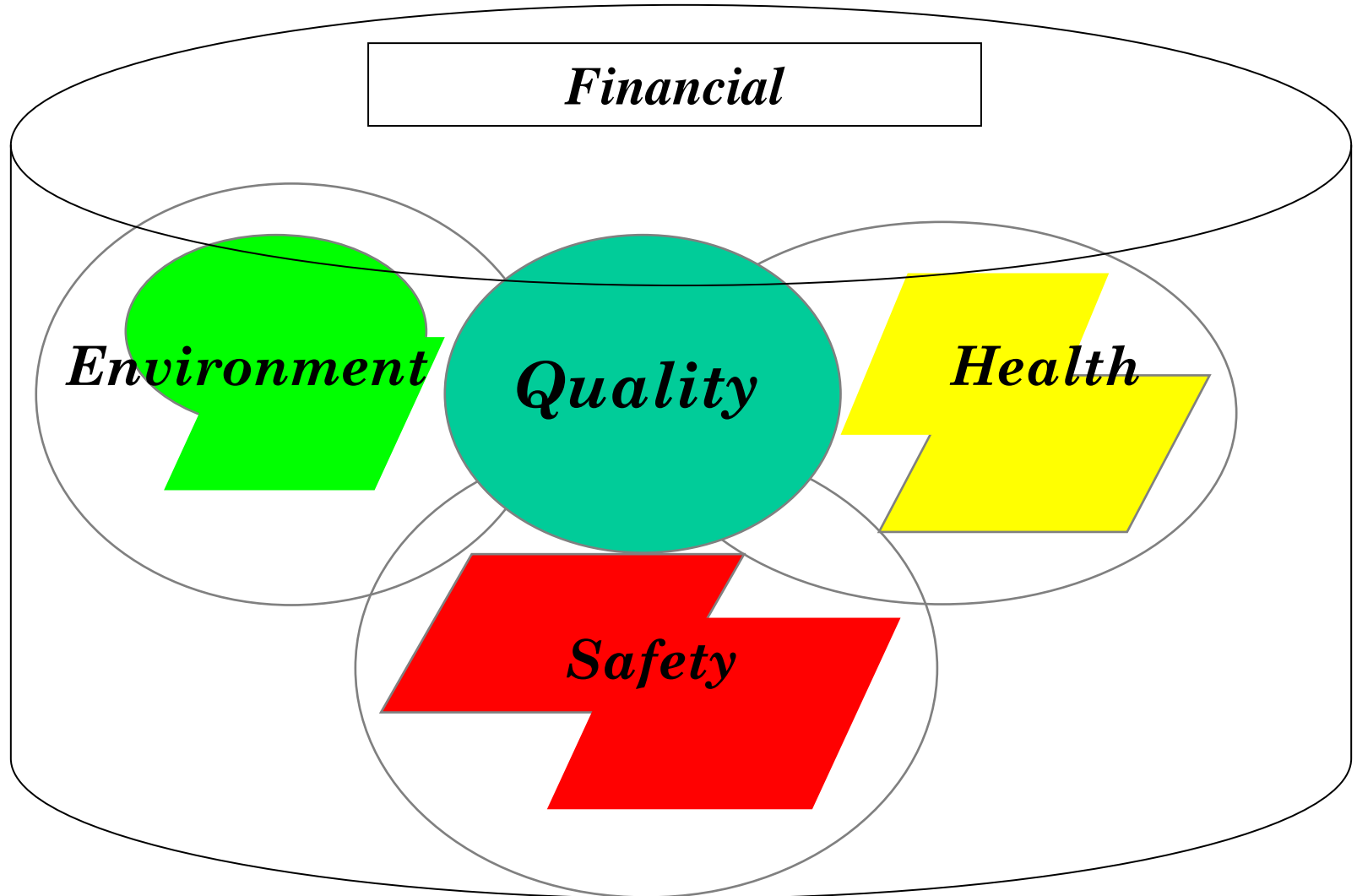
- **Identify Plans:** processes, activities, risks, legal & other requirements, associated tasks.
- **Insure implementation:** plans are documented, implemented, maintained, providing resources, communications, training, emergency preparedness, and systems to monitor/measure performance, accident/incidents.
- **Improve management system:** objectives, targets, programs, data analysis, monitoring of operations, tracking of non-conformances, corrective/preventive actions. Internal & third party audits with management reviews.

= Performance, Productivity and Profits ©

Why Integrate?

- **Identify your Whole Management System**
 - Formalize your systems
 - Reduce duplication and improve costs - profits
 - Reduce risks and impacts - compliance
 - Focus on business goals-objectives, improve, measure, balance conflicting objectives
- **Insure that you.**
 - Eliminate conflicting procedures, responsibilities and relationships
 - Create consistency
 - Harmonize and optimize practices
 - Improve communication
 - Facilitate training and development
- **Improve what you do**
 - Financial Returns
 - Customer Satisfaction
 - Monitoring what you Measure

Integrating Management Systems for

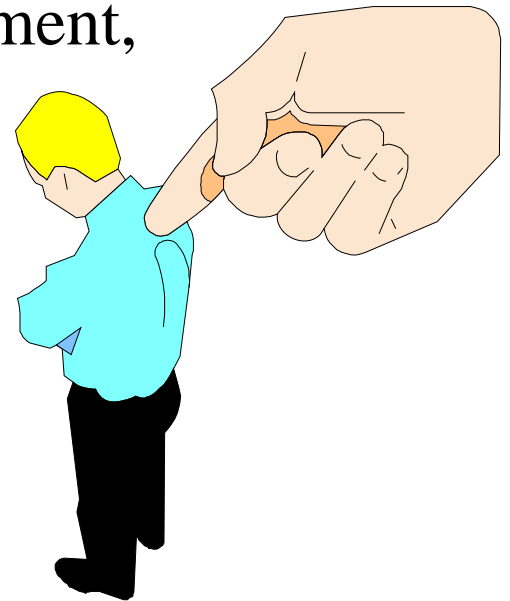


Management Systems to ISO – Identification/Management of Risks Due Diligence

An integrated management system provides to an organization a review of all risks tied to the organization's operations.

Insuring that it manages and monitors all areas of risk from financial to quality, environment, health & safety and security.

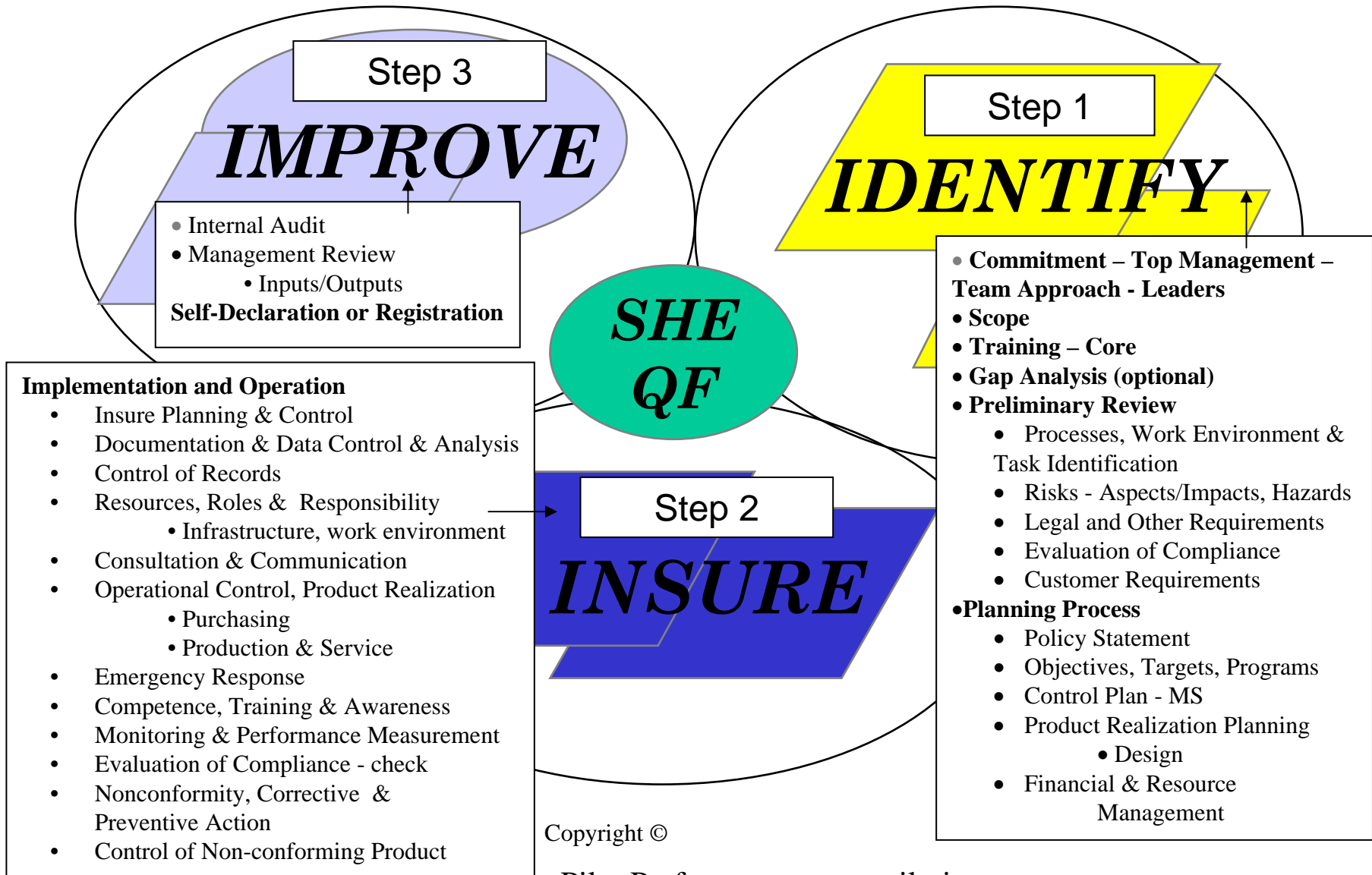
Corporate directors can no longer play passive roles in compliance.



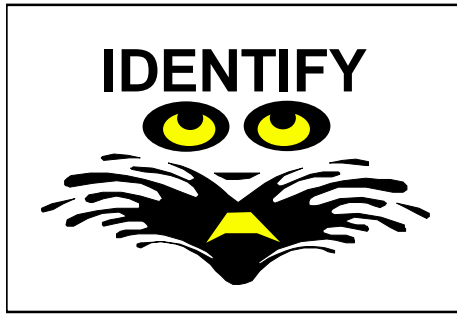
Integration Approaches

- Adding to Present Management Systems
- Merging Systems
 - Merging documentation where it supports the same requirements. Systems can remain separate and reference applicable areas.
- Process Approach
 - Looking at the business as a whole – establishing core processes to establish its mission. Review of Financial, Quality, Environment, Health & Safety for all Processes.

Pilot's Three Step Process for Implementing an Integrated Management System



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Step One - Identify

- **Commitment** - need for Integrated Management System
 - If yes, Are you going to self-declare or register
- Define **Scope** of Management System
- Person(s) responsible for system - MS Representative (s), Team Leaders
- **Training:** E-learning, on-site
 - Standard requirements (Core Training)
 - Internal or Lead Auditor training, skills training identified
- **Gap Analysis** – (optional)
- **Preliminary Review:** Processes, Site
 - Corporate and ISO Requirements
 - **Risks:** Quality, Environment, Health & safety, Financial.
 - **Legal & Other Requirements:**
- **Planning:** Policy, Objectives, Targets & Program
- **Control Plan:** Control of operations for customer quality satisfaction, continuous improvement, prevention of pollution, reduction of accidents/incidents tied to the bottom line. Change Management

Control Plan

Process Area of Activity	Risk E, H&S, Q, S	Control Method	Monitoring Measurement Frequency	Verification Documents	Dept Authority	Obj	Program Leader
Furnaces	E Air Emis sions	Prev. Mtce.	PM	Work order data base	Mtce.		
		Furnace Control sht Calibration	Furnace – temperature Controls	Form Form.....			

Plan # _____ Issued Date: _____ Prepared By: _____ Revision: _____

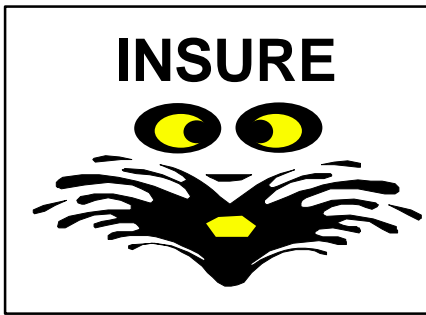
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Step Two - Insure

Implementation and operations of plans

- **Documentation, Data Control & Analysis**
 - Manual (4.4.4)
 - Procedures Manual (4.2 – 4.6)
 - Records (4.5.4)
 - do not duplicate written documentation, make reference to other systems where applicable. i.e. ISO 9000 – Quality
- **Resources Roles, Responsibility & Authority** defined, documented, **Communications/Consultation** – internal, external
- **Operational Control – Use of Control Plan, Purchasing, Production**
- **Plan for Emergency Response**
- **Competence , Training & Awareness** – Orientation, operations – SOP's, emergency response, contractor/supplier, internal auditing



Step Two - Insure

- **Monitoring & Performance Measurement**
 - Performance (accidents, incidents, pollution prevention)
 - Operations
 - Work place inspections – pre-starts
 - Objectives & Targets
- **Evaluation of Compliance**
- **Nonconformity, Corrective/Preventive Action, Accidents, Incidents**
- **Control of Non-conforming Product**



Step Three - Improve

- Internal Audits (4.5.5) to established MS and Standard
 - Audit Program – types of audits, schedules
 - Auditor Selection, training, competence, evaluation
 - Audit Procedure
 - Conduct Audits - based on importance of activity concerned and previous audits. Findings, Reports
- Management Review – assess opportunities for improvement and need for changes (continuing suitability, adequacy, effectiveness)
 - Inputs & Outputs
 - MS Representative(s) report to top management on performance and recommendations for improvement.

Benefits of Integrated Management System Approach

Identify:

- “Identify, Insure, Improve” process approach. Strategic consistency, completeness and impartiality of management system implementation. Management system is designed to insure that decisions made at strategic levels are translated into actions.
- Integration of tools that can be used within the management system such as assessment matrix, control plan, statistics, training matrix, monitoring – inspections done at the same time, one corrective/preventive action (CAR)tracking system, etc.

Benefits of Integrated Management System Approach

Insure:

- Co-ordination and avoidance of double and contradicting documentations, records or systems for implementation. MS can be harmonious, connected.
- Insuring stakeholder participation in decision making process of the MS
- Communication, training, monitoring, measurement.

Improve:

- Continual improvement process in performance through managing risks (financial, EHS, Quality) through assessments and reviews, presented at the Management meetings.