

The logo for nqa, consisting of the lowercase letters 'nqa' in white inside a dark blue circle, followed by a small orange dot.

nqa.

# Understanding the ISO Triad – How Quality, Environment and Health & Safety Work Together

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# Webinar Aims

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*'I have ISO 9001:2015, and I'm thinking about going for ISO 14001:2015' or 'I have ISO 9001:2015 & ISO 14001:2015, and I'm thinking of going for ISO 45001:2018' – 'How can I get the systems to work together?'*

## **The aim of today's webinar is to:**

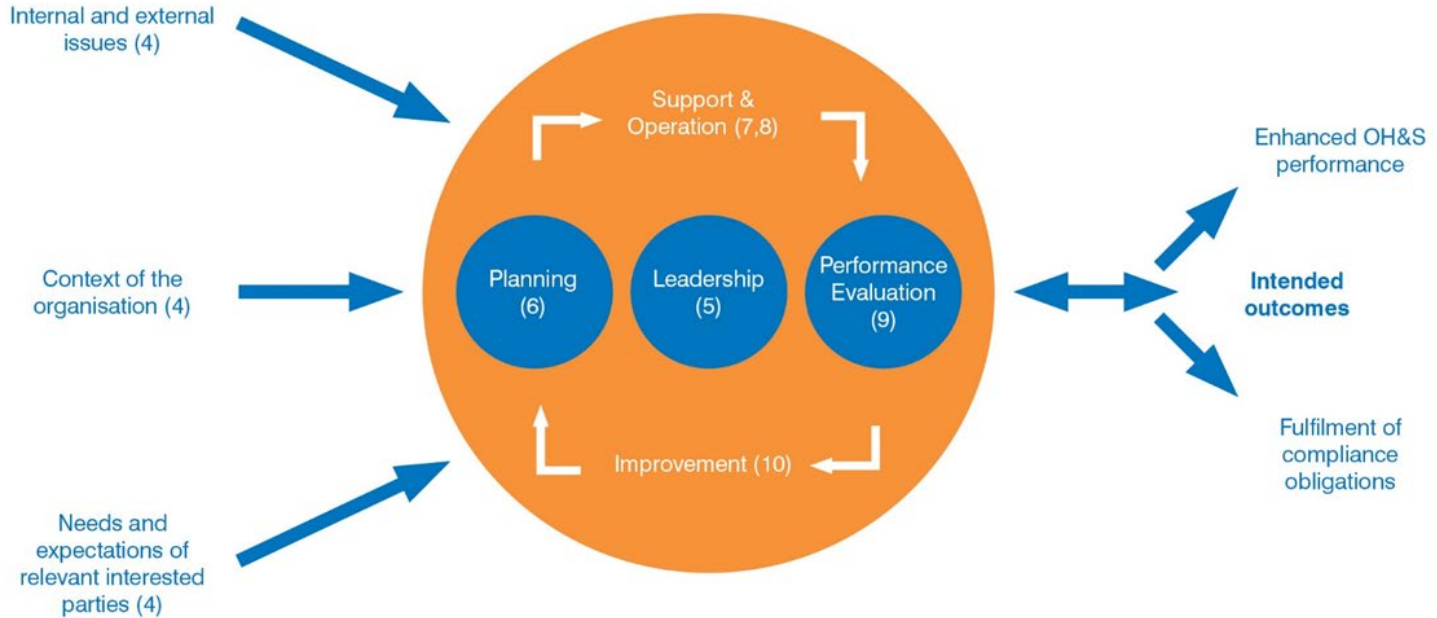
1. Illustrate how the three standards can work together
2. How having all three can be beneficial to a company
3. Stating that it is not difficult to attain
4. Provide information that may be of use when encouraging buy-in from all employees (from the CEO/MD to the receptionist or security guard etc.

Thus, moving forward, we will be providing you with an insight into how to get your systems to work together.

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# Common Elements of ISO

## OH&S MANAGEMENT SYSTEM (4)





# NQA INTEGRATED PDCA

**QUALITY**

**ENVIRONMENT**

**HEALTH & SAFETY**

**ENERGY**

## PLAN

**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 Determining the scope of the quality management system

4.4 Quality management system and its processes

**5 Leadership**

5.1 Leadership and commitment

5.1.1 General

5.1.2 Customer focus

5.2 Policy

5.2.1 Establishing the quality policy

5.2.2 Communicating the quality policy

5.3 Organizational roles, responsibilities and authorities

**6 Planning**

6.1 Actions to address risks and opportunities

6.2 Quality objectives and planning to achieve them

6.3 Planning of changes

**7 Support**

7.1 Resources

7.1.1 General

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

7.5.1 General

7.5.2 Creating and updating

7.5.4 Control of documented information

Context of the organization clauses are the same across Quality, Environment, Health & Safety and Energy

**5 Leadership**

5.1 Leadership commitment

5.2 Policy

5.3 Organizational roles, responsibilities and authorities

Leadership clauses are the same across Environment, Health & Safety and Energy

**6 Planning**

6.1 Actions to address risks and opportunities

6.2 Objectives and planning to achieve them

Planning clauses are the same across Environment and Health & Safety

**7 Support**

7.1 Resources

7.2 Competence

7.3 Awareness

7.4 Communication

7.5 Documented information

Support clauses are the same across Environment, Health & Safety and Energy

**6 Planning**

6.1 Actions to address risks & opportunities

6.3 Energy Review

6.4 Energy performance indicators

6.5 Energy baseline

6.6 Planning for collection of energy data

## DO

**8 Operation**

8.1 Operational planning and control

8.2 Requirements for products and services

8.2.1 Customer communication

8.2.2 Determining the requirements for products and services

8.2.3 Review of the requirements for 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

Operation clauses are the same across Environment and Health & Safety

**8 Operation**

8.1 Operational planning and control

8.2 Emergency Preparedness & response

Operation clauses are the same across Environment and Health & Safety

**8 Operation**

8.1 Operational planning and control

8.2 Design

8.3 Procurement

## CHECK

**9 Performance & evaluation**

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

9.1.2 Customer satisfaction

9.1.3 Analysis and evaluation

9.2 Internal audit

9.3 Management review

9.3.1 General

9.3.2 Management review inputs

9.3.3 Management review outputs

Performance and Evaluation clauses are the same across Environment and Health & Safety

**9 Performance & evaluation**

9.1 Monitoring, measurement, analysis and evaluation

9.2 Internal audit

9.3 Management review

Performance and Evaluation clauses are the same across Environment and Health & Safety

**9 Performance & evaluation**

9.1 Monitoring, measurement, analysis and evaluation of energy performance and the EnMS

9.1.2 Evaluation of compliance with legal and other requirements

9.2 Internal audit

9.3 Management review

## ACT

**10 Improvement**

10.1 General

10.2 Nonconformity and corrective action

10.3 Continual improvement

Improvement clauses are the same across Environment and Health & Safety

**10 Improvement**

10.1 Nonconformity and corrective action

10.2 Continual improvement

**10 Improvement**

10.1 Nonconformity and corrective action

10.2 Continual improvement

# Different Words in Different Industries

**Illustration A.**

A ploughshare or  
Lödige.



**Illustration B.**

A die plate or  
extruder plate



# The Importance of Words within the ISO Standards

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Why was slide 5 (the previous slide) included?

How does this relate to the ISO Standards?



# Clause 4: Context

## Key Topic Areas:

- Interested Parties
- Internal & External Issues
- Scope of the Management Systems





# Clause 5: Leadership

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## Key Topic Areas:

- Policies
- Leadership commitment
- Communication – Meetings, site walk arounds, being involved with various departments





# Clause 6: Planning

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## **Risks and Opportunities to the Business:**

- This can be identified in a SWOT analysis also including H&S Risk Assessments, Environmental Aspects (e.g. an environmental risk assessment of the site) & Change Management (revising the production/project process to reduce downtime, improve productivity, change the manufacturing process – all quality risks).

## **Objectives:**

- These can be KPI's (targets set) to illustrate adherence to the quality of the product (product failure, etc.), emission targets (release of permitted gases to the atmosphere within the permitted levels), lost time accidents – using lot time & emissions issues such as these can both impact the delivery and despatch schedule of the product or project.
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# Clause 6: Planning (Cont.)

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## Key Topic Areas:

- Compliance
- Risk Assessments
- Environmental Aspects
- Change Management of the Management of Change – This is needed when there is a requirement to change the process, procedures, document, or form.



# Clause 7: Support

## Key Topic Areas:

- Resources
- Competence
- Awareness
- Communication
- Documented Information





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# Clause 8: Operations

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## Key Topic Areas for ISO9001

- **8.1** Operational planning and control
  - **8.2** Requirements for products and services
  - **8.3** Design and development of products and services
  - **8.4** Control of externally provided processes, products and services
  - **8.5** Production and service provision
  - **8.6** Release of products and services
  - **8.7** Control of nonconforming outputs
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# Clause 8: Operations (cont.)

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## Key Topic Areas for ISO14001 & ISO45001

- 8.1 Operational planning and control
- 8.2 Emergency preparedness and response



# Clause 9: Performance Evaluation

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## Key Topic Areas

- Internal Audits
- Management Review
- Customer Satisfaction
- Monitoring & Measurement



# Clause 10: Improvement

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## Key Topic Areas

- General
- Incident, Nonconformity and Corrective Action
- Continual Improvement







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# Conclusion

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- ISO9001:2015, ISO14001:2015, and ISO45001:2018 have more in common than initially thought (as a result of the inclusion of Annex SL).
  - Demystifying the terminology used in the standards illustrates how different words can all have the same meaning.
  - Integrating either two or three of these standards is not an impossible task, which can be accomplished through the use of internal steering groups, discussing with employees at all levels, understanding the risks both within the company's processes and the impact to both the employer & employee.
  - When formulating a management system, the rule of thumb has always been to have a form, you need a procedure. This is true, but it is sometimes easier to design a form to gather data/information and once you are confident what you are looking for, you can then create a procedure. But in the way in which these standards can be interpreted, you do not need a procedure, but you may need a form.
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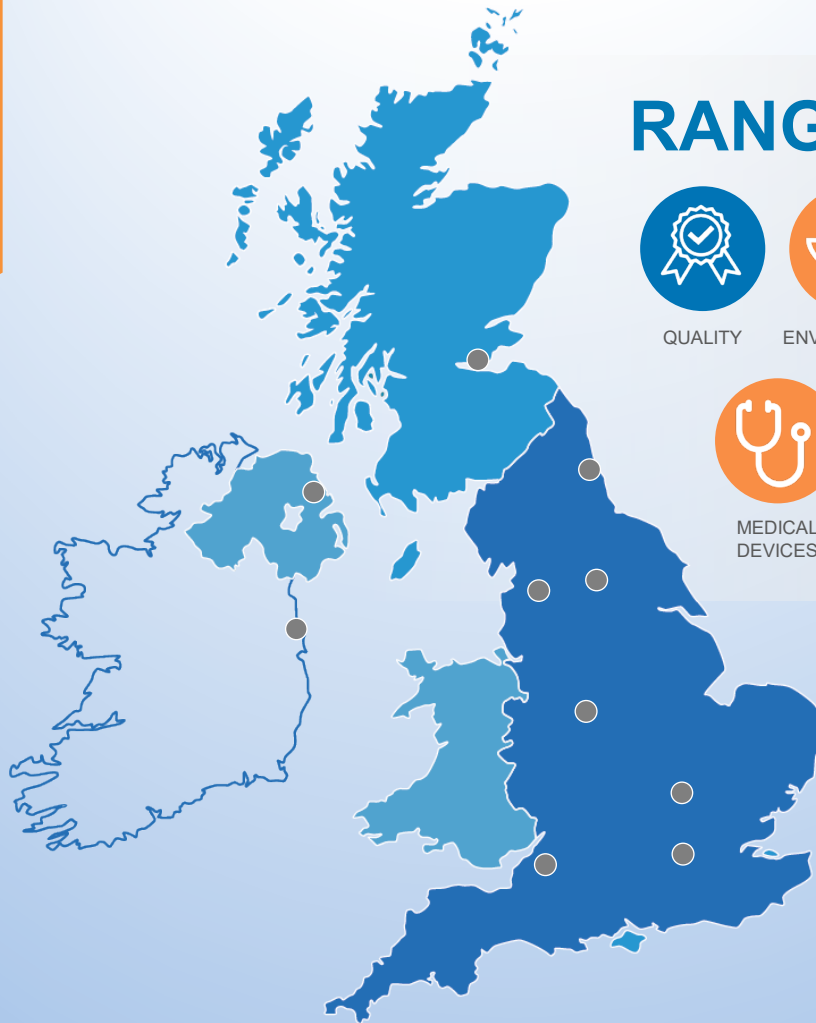
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# THANK YOU

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