Knowledge Solutions

ISO 9001 & ISO 14001
Gaining Competitive Advantage And Contributing To Sustainability

Sep 2021
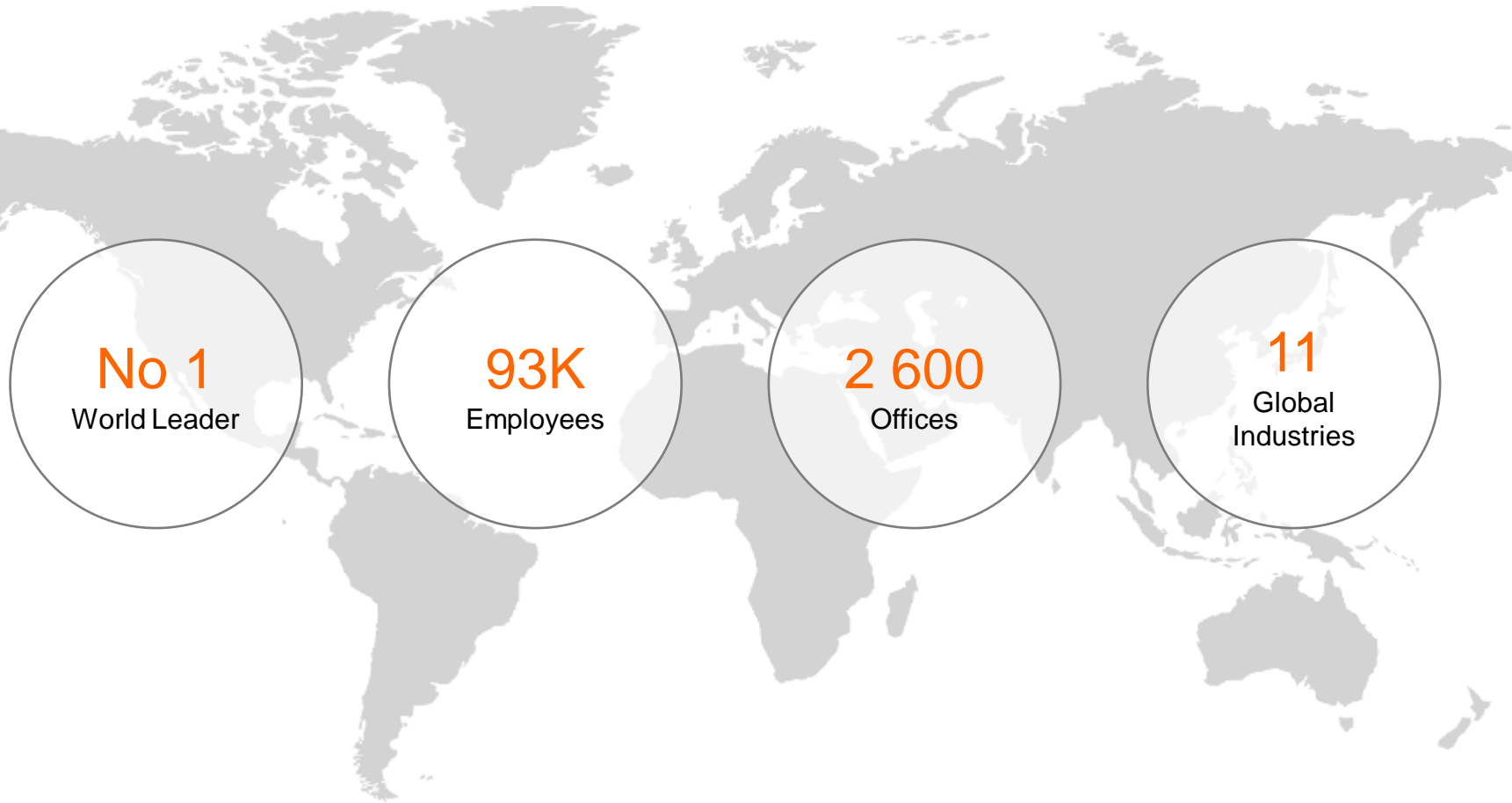
SGS

Speaker

Samson BABY

Technical Manager, USA at SGS.

Over 16 years in Quality, Environmental, Occupational Health & Safety Management.

Senior Lead Auditor (ISO 9001, ISO 14001, ISO 45001, ISO 500001 etc.)

SGS in Brief

No 1
World Leader

93K
Employees

2 600
Offices

11
Global
Industries

Our History

1878

SGS is founded

Mid 20th Century

Diversified into inspection, testing and verification services

1981

Listed on the Swiss Stock Exchange

Today

140+ years in business

Knowledge Solutions

Certification

Ensuring the quality and consumer safety of products and services.

Training

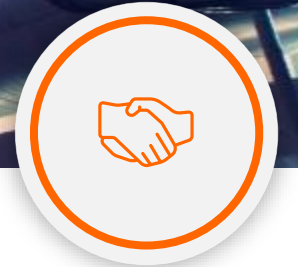*Improving employee competence and professional development.*

Performance Assessments

Assess and improve the performance of business operations.

Supply Chain Risk Management

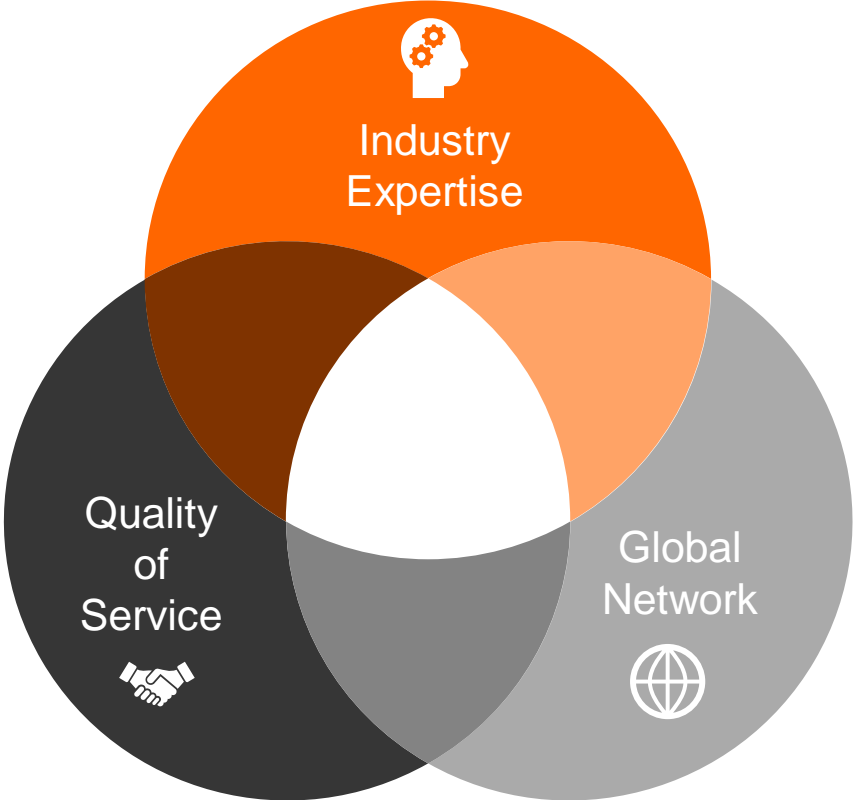*Minimize supply chain risks by gaining visibility of your suppliers.*

Technical Consulting

Improve productivity and operational efficiency.

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The SGS Difference

Global and local experts, partnering with industry and regulatory associations

Industry Expertise

Quality of Service

Global Network

End to end compliance partner

Number one global leader, with offices spread in over 80 countries

Quality of Service

- End to end compliance provider

- 1 million+ audits conducted

- 200,000 customers served

- Dedicated account management teams partnering with you to deliver a complete global program

- Volume based pricing

- Data analytics capabilities to monitor audit performance and benchmarking

- Digital customer portal for ease of document access and scheduling

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Industry Expertise

With a vast network of global and local product managers, we can provide clients with the most insightful and current technical expertise.

140+ years of compliance experience

Global and local product managers available to provide technical expertise

Partnerships with several industry and regulatory organizations

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Global Network

- World's largest certification partner, with over **100,000+ certificates** issued

- Certified over **200,000+ customers**

- **93,000** employees

- **2,600** offices

- Operating in **89 countries**

- Certifying against **global and local standards**

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Agenda

ISO 9001 & ISO 14001 - Gaining competitive advantage and contributing to sustainability

- Management systems and standards

- ISO 9001 and ISO 14001 requirements - overview

- Using 14001 and 9001 to gain a competitive advantage

- Contributing to sustainability

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Management systems and standards

Management system

Set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives

- Can address a single discipline or several disciplines, e.g. quality, environmental, health and safety, etc

- The elements establish the organization's structure, roles and responsibilities, planning, operation, policies, practices, rules, beliefs, objectives and processes to achieve organizational objectives

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Why do you need a management system?

- To ensure all sections of the business are working to a common goal

- To help the organization identify what that common goal is

- To provide a framework with interconnecting processes on how that goal can be achieved

- To introduce measures to identify any weaknesses and potential opportunities for improvements in business efficiency

- To review the performance of the business in all areas and continually improve

- To adopt a risk-based approach and facilitate better contingency planning

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International Standards (ISO) for QMS and EMS systems

ISO 9001:2015 - Quality management systems - requirements

ISO 14001:2015 - Environmental management systems - requirements with guidance for use

- Created by the International Organization for Standardization (ISO)

- Among ISO's most well-known standards

- To help organizations to implement management systems

- Does not state specific performance criteria

- Can be applied to any organization, whatever type, size or sector

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The ISO Survey of Management System Standard Certifications 2020

ISO – The ISO Survey

- Number of valid certificates as of 31st December issued by a certification body accredited by IAF MLA members

	Total valid certificates	Total number of sites
ISO 9001	916,842	1,299,837
ISO 14001	348,473	568,798

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ISO 9001 - Overview

Management system

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

Quality management system

- Part of a management system with regard to quality

Quality

- Degree to which a set of inherent characteristics of an object fulfils requirements

Definitions from ISO 9000:2015

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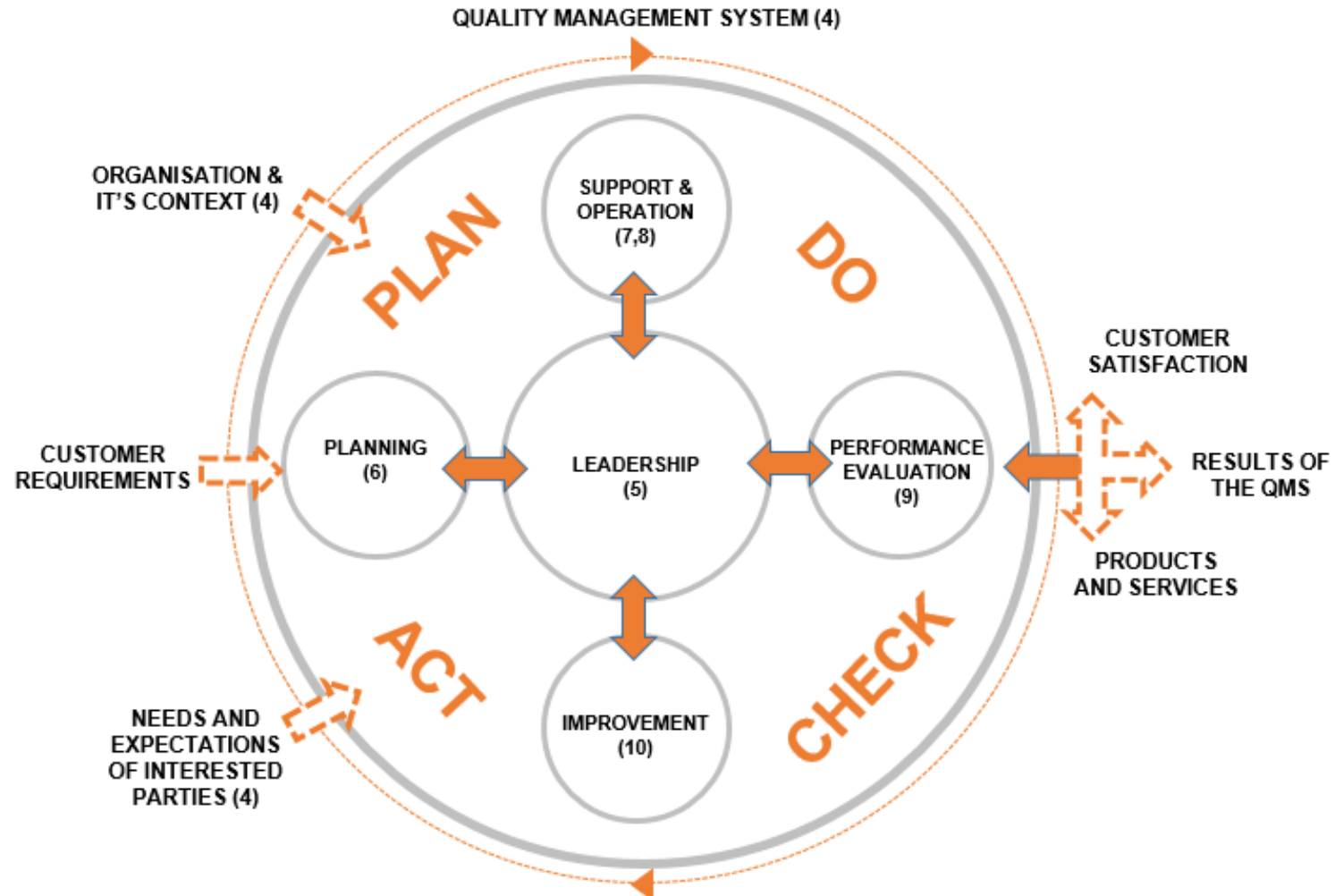# ISO 9001 - Overview

Quality management principles

- Customer focus

- Leadership

- Engagement of people

- Process approach

- Improvement

- Evidence-based decision making

- Relationship management

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ISO 9001 - Overview

1.	Scope
2.	Normative references
3.	Terms and definitions
4.	Context of the organization
5.	Leadership
6.	Planning
7.	Support
8.	Operation
9.	Performance evaluation
10.	Improvement
Annex A	Clarification of new structure, terminology and concepts
Annex B	Other International Standards on quality management and quality management systems developed by ISO/TC 176

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ISO 9001 - Overview

ISO 14001 - Overview

Management system

- Set of interrelated or interacting elements of an organization to establish policies, objectives, and processes to achieve those objectives
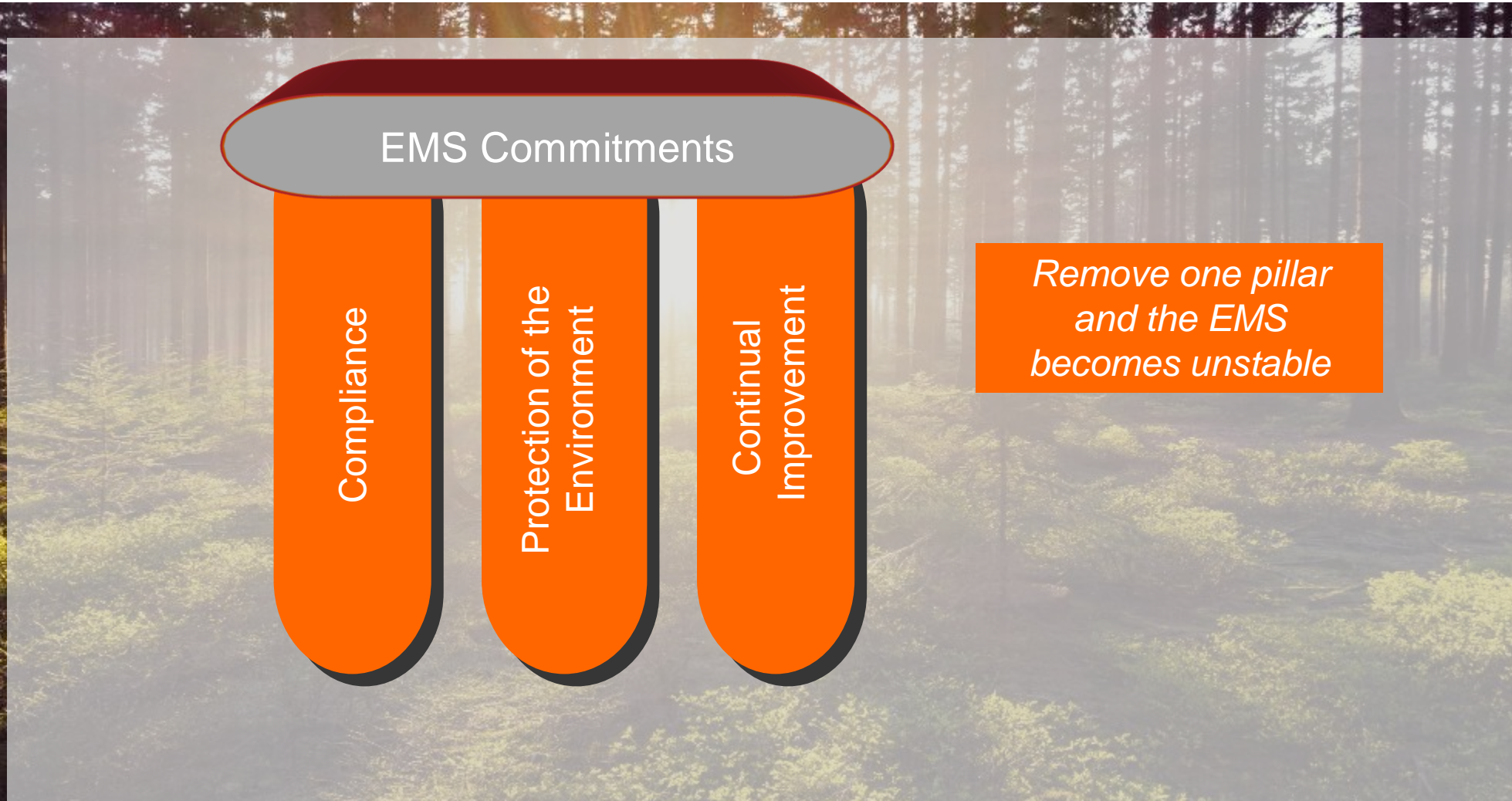
Environmental management system

- Part of a management system used to manage environmental aspects, fulfill compliance obligations, and address risks and opportunities

Environment

- Surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelationships

Definitions from ISO 14001:2015

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ISO 14001 - Overview

Three pillars of an EMS

ISO 14001 - Overview

1.	Scope
2.	Normative references
3.	Terms and definitions
4.	Context of the organization
5.	Leadership
6.	Planning
7.	Support
8.	Operation
9.	Performance evaluation
10.	Improvement
Annex A	Guidance to the use of international standard
Annex B	Correspondence between ISO 14001:2015 and ISO 14001:2004

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ISO 14001 - Overview
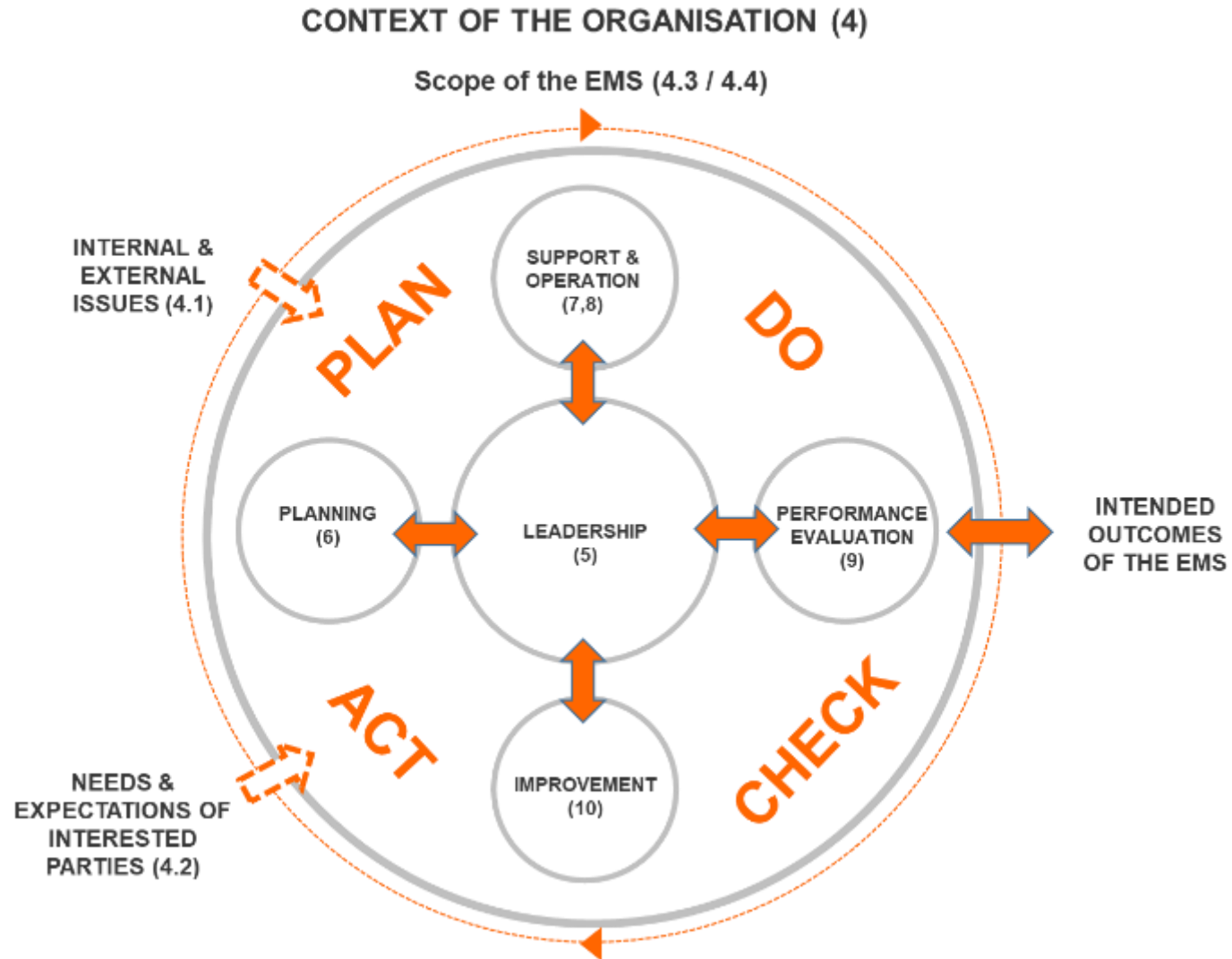
Using 14001 and 9001 to gain a competitive advantage

ISO 9001

- Increased customer confidence in the quality of the service or product being delivered

- Reduced lead times due to better planning

- Reduction in the number of quality related complaints and increased customer satisfaction

- Cost savings from improved process efficiency and reduction of waste

- Minimal interruption of activities due to unforeseen circumstances (Covid-19) with a risk-based approach of the management system

- A better understanding of your markets needs by consideration of your organization and its context

- Increased employee satisfaction leading to increased efficiency and reduction in staff turnover

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Using 14001 and 9001 to gain a competitive advantage

ISO 14001

- Better management control that can result in reducing environmental impacts

- Higher conformance with legislative and regulatory requirements by minimizing the risk of regulatory and environmental liability fines and improving an organization's efficiency

- Reduction in waste, consumption of resources, operating costs and in some markets it can potentially reduce public liability insurance costs

- As an internationally recognized standard, businesses operating in multiple locations across the globe can leverage their conformance to ISO 14001, eliminating the need for multiple registrations or certifications

- It can lead to improved public perceptions of the business, placing them in a better position to operate in the international marketplace

- There is growing interest in including certification to ISO 14001 in tenders for public-private partnerships for infrastructure renewal

- It also helps companies to support their reputation as part of their Corporate Social Responsibility agenda (ESG - Environment Social Governance)

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Contributing to Sustainability

The United Nations definition of sustainability is the reconciliation of **environmental, social and economic** demands - the "three pillars" of sustainability – for the immediate and future well being of individuals and communities.

SUSTAINABILITY

Social

Environmental

Economic

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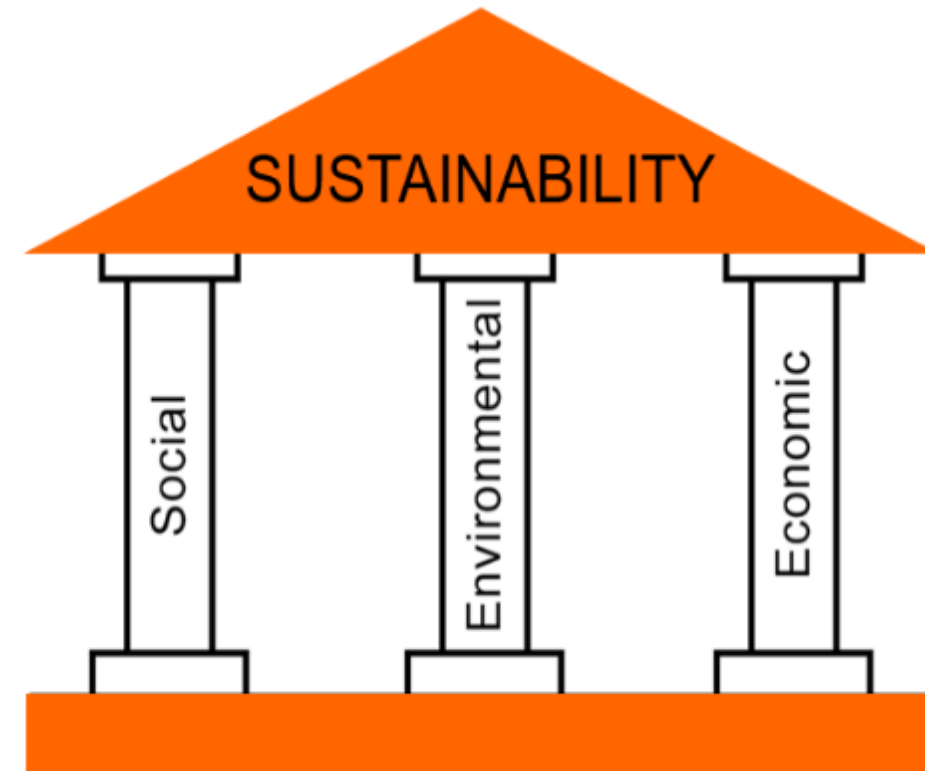
Contributing to Sustainability

ISO standards support the three pillars of sustainable development

▪ **Economic**
Facilitating international trade, improving a country's national quality infrastructure and supporting sustainable business practices. They cover everything from efficient farming methods to anti-bribery management systems.

▪ **Social**
Helping countries and communities to improve the health and well-being of their citizens. They cover all aspects of social welfare, from healthcare systems and related products to social inclusion and accessibility.

▪ **Environmental**
Helping businesses and countries manage their environmental impact. They cover such aspects as implementing an environmental management system, measuring and reducing greenhouse gas emissions and energy consumption, and encouraging responsible consumption.

From: Contributing to the UN SDGs with ISO standards www.iso.org

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Contributing to Sustainability

United Nations 2030 Agenda for Sustainable Development and the 17 Sustainable Development Goals (SDGs)

Contributing to Sustainability

ISO 9001:2015 - Quality management systems - requirements

SUSTAINABLE DEVELOPMENT GOALS

This standard contributes to the following Sustainable Development Goals:

1 9 12 14

    1   - No poverty

    9   - Industry, innovation, and infrastructure

    12 - Responsible consumption and production

    14 - Life below water

www.iso.org

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Contributing to Sustainability

ISO 14001:2015 Environmental management systems - requirements with guidance for use

SUSTAINABLE DEVELOPMENT **GOALS**

This standard contributes to the following Sustainable Development Goals:

| 1 | 2 | 3 | 4 | 6 | 7 | 8 | 9 | 12 | 13 | 14 | 15 |

1 - No poverty
2 - Zero hunger
3 - Good health and well-being
4 - Quality education
6 - Clean water and sanitation
7- Affordable and clean energy
8 - Decent work and economic growth

9 - Industry innovation and infrastructure
12 - Responsible consumption and production
13 - Climate action
14 - Life below water
15 - Life on land

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ISO 9001:2015 Training Courses

SGS has the capabilities in place to deliver consistent, effective, and high-quality training

ISO 9001:2015 Lead Auditor for Quality Management Systems Training

Next Virtual class on – 15th November

Book now and use Discount Code TRAININGLOYALTY10 for USA and TRAININGLOYALTYCA10 for Canada to get 10% off

USA Link – SGS Academy USA - ISO 9001:2015 Lead Auditor for Quality Management Systems Training

Canada Link - SGS Academy Canada - ISO 9001:2015 Lead Auditor for Quality Management Systems Training

IRCA ISO 9001:2015 - Quality Management Systems Auditor/Lead Auditor Training Course

Next Virtual class on – 4th October

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USA Link – SGS Academy USA - IRCA ISO 9001:2015 - Quality Management Systems Auditor/Lead Auditor Training Course

Canada Link - SGS Academy Canada - ISO 9001:2015 - Quality Management Systems Auditor/Lead Auditor Training Course

Quality Management Systems Internal Auditor Training Course

Next Virtual class on – 4 November (French) , 15th November (English)

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Canada Link - SGS Academy Canada - ISO 9001:2015 Internal Auditor for Quality Management Systems Training

Canada Link (French) - https://learning.sgs.com/lmt/clmsCourse.prCourseDetails?site=sgsssc&in_userid=-1&in_language_identifier=en&in_region=ca&in_rcoId=63690846&in_from_module=XLR8LOGIN.LOGIN

ISO 9001:2015 Requirements for Quality Management Systems Training

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ISO 14001:2015 Training Courses

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ISO 14001:2015 Requirements for Environmental Management Systems Training

Next Virtual class on – 11th October, 6th November

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ISO 14001:2015 Lead Auditor for Environmental Management Systems Training

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Sustainability Solutions

Our Services

Sustainable Use of Natural Resources

Sustainable Energy

Sustainable Production

Sustainable Business Practices

Sustainable Living

Sustainable Infrastructures

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How SGS Can Help

Contact us today to get started!

- Pre-audit
- Training
- Resource materials on SGS.COM

Contact:

samson.baby@sgs.com

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