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Integrating ISO 9001:2015 and ISO 14001:2015

Seize the opportunity and make efficiencies

Whitepaper

Integrating ISO 9001 and ISO 14001: there's no better time

Why now? ISO standards have changed. The introduction of Annex SL, or high level structure (HLS), has changed the approach to designing management systems. Standards using the HLS all have 10 common clauses.

Previously, management systems had very different structures so the resulting systems could not be easily merged. When organizations have multiple, disparate systems in place, they duplicate the time, effort and resources required. With Annex SL in place, more organizations can benefit from aligning separate systems with the HLS.

The result of combining two systems, like ISO 9001 and ISO 14001, is an integrated management system (IMS).

Anything that affects business results is part of one management system, and all processes and documentation are fully integrated. As many parts of an organization participate in the development, implementation and maintenance of management systems, having one system reduces the amount of time and effort needed to fulfil the requirements of each phase.

Clause 1 – Scope	**Clause 6** – Planning
Clause 2 – Normative references	**Clause 7** – Support
Clause 3 – Terms and definitions	**Clause 8** – Operation
Clause 4 – Context of the organization	**Clause 9** – Performance evaluation
Clause 5 – Leadership	**Clause 10** – Improvement

An IMS is typically characterized by the following:

1. An integrated documentation set, including work instructions to a good level of development, as appropriate;

2. Management reviews that consider the overall business strategy and plan

3. An integrated approach to internal audits

4. An integrated approach to policy and objectives

5. An integrated approach to systems processes

6. An integrated approach to improvement mechanisms, (corrective and preventive action; measurement and continual Improvement) and,

7. Integrated management support and responsibilities.

Converge or Merge? Integrating ISO 9001 and ISO 14001

There are two ways to integrate these two management systems. If you have a certified quality management system in place, you can **converge** an environmental system with it by adding the necessary processes to cater for EMS requirements. Or you can **merge** systems which results in combining all documentation that supports the same process.

Opportunities for efficiencies

In this section, we look at Annex SL and the main clauses of each standard to show how they might help organizations make savings and efficiencies by taking an integrated approach.

Clause 4: Context of the organization

This clause is concerned with identifying needs of stakeholders and "interested parties" relevant to an organization's EMS or QMS. Although there may be interested parties who are relevant to one specific management system, some may be relevant to both standards. An integrated approach could help avoid duplication, if the clause was approached by both quality and environmental teams together.

Clause 4.4 is more substantial in ISO 9001 as it requires measurement of the QMS as well as referring to the use of "documented information" to support this. The approach to be followed for ISO 9001 and ISO 14001 is similar, and so when considering an integrated management system, documentation efficiencies could be achieved by taking a consistent approach to this clause.

Clause 5: Leadership

Top management is required to take a greater role in the revised versions of both standards, and they need to demonstrate that the respective standard is aligned with the strategic direction of their organization. In both ISO 9001 and ISO 14001, they must give support and resources, and ensure that the importance of an effective QMS/EMS is communicated. It makes sense for top management to support these two management systems in an integrated way as efficiencies could be achieved, which could free up their time.

Clause 6: Planning

This is all about identifying risks and opportunities, Both standards are now more explicit than previous versions about the use of risk-based thinking. When considering the risks and opportunities relevant to a QMS or EMS, efficiencies could be achieved through taking an integrated approach. Alignment of risk registers is one area where organizations are starting to see the benefits, as this has led to a reduction in paperwork.

Clause 7: Support

This is all about ensuring the resources for a QMS/EMS and making sure that this information is appropriately stored and communicated. Clause 7.1 is considerably more substantive in ISO 9001 than in ISO 14001 and focuses on some key areas relevant for an effective QMS, where consistency and quality of products or services are required. Areas such as measurement, traceability, and calibration are all contained here in ISO 9001.

There are some significant areas of commonality in the two standards including, competency, awareness and communication. In both standards, Clause 7.5 covers the management of "documented information", one of the new terms used in the new standards. Similar document management practices can be applied to the running of the two standards, which can help streamline processes.

Clause 8: Operation

Clause 8 contains some significant, yet logical, differences between the two standards, so there is less opportunity for streamlining. Much of this clause in ISO 14001 deals with areas relevant to an environmental management system, such as emergency preparedness and the new requirement to consider "lifecycle perspective". In contrast, ISO 9001 has an important focus on customer requirements and the design and development of products and services. Both standards recognize the increased use of outsourced functions requiring its impact to be considered.

Clause 9: Performance evaluation

This is all about keeping the organization on track with the requirements of each standard. There are some important differences, particularly in Clause 9.1. Here, ISO 14001 deals with measuring environmental performance, including issues related to compliance, while ISO 9001 concentrates on measuring the effectiveness of the QMS, including a focus on ensuring customer satisfaction.

However, the remainder of the clause does offer potential efficiencies for those considering an integrated approach. Both standards have a requirement for internal audit and for a management review. As neither standard is prescriptive about the frequency of these, it's an excellent opportunity to combine some or all of the elements of these, which could offer considerable time savings.

Clause 10: Improvement

This clause is all about identifying opportunities to make the QMS/EMS better. It also introduces requirements for dealing with nonconformities and corrective actions.

Although each standard focuses on its own subject area, there may be opportunities to make efficiencies by adopting a consistent approach to managing the processes, the way these areas are handled, and the way they are documented.

ISO 9001:2015 – At a glance

As the world's most recognized quality management system standard, ISO 9001 is helping businesses of all sizes to save money, increase profits, win more business and meet customer expectations.

Designed to help organizations continually monitor and manage quality across all their operations, this internationally recognized standard sets the benchmark to achieve consistent performance and service. With ISO 9001 in place, organizations can:

- Become more consistent competitors in the marketplace

- Meet present and identify future customer needs

- Increase efficiency to save time, money and resources

- Motivate, empower and engage staff with more efficient internal processes

- Offer better customer service and win more high value customers as a result

- Broaden business opportunities by demonstrating compliance

ISO 14001:2015 at a glance

Recognized around the globe, ISO 14001 helps organizations to reduce their environmental impact while growing their business – ultimately achieving sustainable success.

As an internationally accepted standard, ISO 14001 outlines the most effective ways to put a successful environmental management system (EMS) in place. The standard was developed to help organizations remain commercially successful without overlooking their environmental responsibilities. Its high level framework allows businesses to meet increasingly demanding expectations from customers and other stakeholders, as well as regulatory requirements. With ISO 14001 in place, organizations can:

- Improve environmental performance and reduce waste

- Improve lifecycle management, which helps to identify product improvements

- Improves corporate responsibility to meet supply chain requirements

- Demonstrate compliance to expand business opportunities

- Confidently prepare for the changing business landscape

What are the benefits of integrating ISO 9001 and ISO 14001?

There are many advantages for organizations, including:

Improved business performance

Annex SL makes it easier to integrate multiple management systems, thereby gaining greater business benefits. It ensures all business processes, for both quality and environmental performance, are integrated and aligned with the business strategies of the organization, making it easier to continually improve all management systems.

Reduced documentation and duplication

By meeting all the standard requirements with one set of policies and procedures, integrating ISO 9001 and ISO 14001 will highlight overlapping responsibilities or unnecessary duplication. This will result in less duplication,, which makes business processes easier to manage and maintain.

A holistic approach

Integrating multiple management system standards provides a more holistic approach to business processes, which increases efficiency, develops coordinated solutions to problems in different work areas and provides a complete view of the whole organization. This strategic focus will result in optimizing the performance of both management systems and drive real value in the organization.

Save time and resources
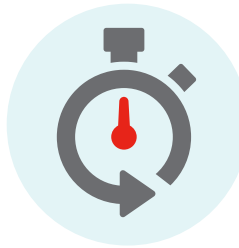
With an integrated management system the audit process - both internally and externally - will be more effective, resulting in decreased disruption, eliminating duplication of audit activity and saving time, money and other resources.

Position quality and sustainability into the heart of the organization

The revised standards ensure that quality and environmental management are now completely integrated with the business strategies of the organization. Used as a business management tool, this will embed healthy performance improvement processes over time and promote the importance of both quality and environmental requirements at the same time.

Improved risk and opportunity management

Using risk-based thinking throughout, the revised standards promote a proactive approach to identifying risks and taking opportunities, making continual improvement systematic. This will lead to improved governance and decision making across both quality and environmental management.

Next steps

Now that the revised versions of ISO 9001 and ISO 14001 have been published, **it's an ideal time** to integrate your management systems together into one set of policies and procedures.

To find out more about BSI's solutions to help you with the new ISO changes visit: **bsigroup.com/en-US**

Our products and services

We provide a unique combination of complementary products and services, managed through our three business streams: Knowledge, Assurance and Compliance.

Knowledge

BSI works with business experts, government bodies, trade associations and consumer groups to capture best practice and structure the knowledge all organizations need to succeed. The majority of the widely used and implemented international standards were originally shaped by BSI, for example ISO 14001, Environmental Management and ISO/IEC 27001 for Information Security.

Assurance

Independent assessment of the conformity of a process or product to a particular standard ensures that our clients perform to a high level of excellence. We help our clients understand how they are performing, thereby identifying areas of improvement from within.

Compliance

To experience real, long-term benefits, our clients need to ensure ongoing compliance to a standard so that it becomes an embedded habit. We train our clients to understand standards and how to implement them, as well as provide added value and differentiated management tools to facilitate the process of ongoing compliance.

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