



Management systems & certification

the world of standards & guidelines

8th of December 2015 Peter Tegel (lead auditor) Remco Glashouwer (auditor)



Introduction



Peter Tegel:

- Health & safety
- Sustainability
- CSR

Remco Glashouwer:

- Quality
- Sustainability
- CSR



Introduction



Today's goal is to understand:

- The process of developing a guideline or standard
- The necessary preparation before implementing

This by using:

Certification topics in the Creative Industry as an example







The main first questions about standards & guidelines:

- 1. Is there a necessity of having a standard or guideline?
- 2. And if YES, about which topics?
- 3. Do these topics need to be certified?







Most common reasons of developing a standard for a sector:

- World wide development & insights (ISO)
- Legislation (European and/or on national level)
- Request of a specific industry







Rijksoverheid





3 general types of standards (or guidelines):

- International accepted management standards
- Specific aspect standards
- Industry specific standards



Who knows the difference between a standard and a guideline?

Standard is intended for certification **Guideline** is intended to create uniformity for a specific theme





Examples of general MANAGEMENT standards:

- Quality Management System: ISO 9001
- Sustainable orientated management systems: ISO 14001 or ISO 50001
- Occupational Health and Safety Management Systems: OHSAS 18001 (or from mid 2016: ISO 45001)

These standards represent:











Examples of specific ASPECT and INDUSTRY standards or guidelines:

- Sustainable and responsible forestry (FSC / PEFC)
- Sustainable purchasing of printed materials (NL)
- Color management
- Food safety (BRC-IoP / HACCP)



Question: can you give examples from your industry? Question: why should a company wants to be certified?







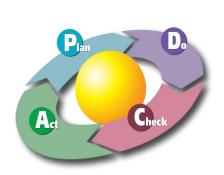




Main reasons for a COMPANY to implement a standard/guideline and at the end to be certified:

- Risk management & Continuous Improvement
- Alignment with legislations and other regulations
- Customer requirements / customer needs
- Unique Selling Point (USP)













How to develop an standard of guideline:

(a complex example: ISO 26000 guideline - CSR)

On international level:

- Technical Commission
 400 experts / 84 countries / 40 international organizations
- Start of the development in 2005
- Several drafts for comment
- 1st official publication in 2010 of the guideline
- Translations in national languages

NO FOLLOW UP





How to develop an standard of guideline:

(a complex example: ISO 26000 guideline - CSR)

On national level and sectorial level:

- A 'GO' of the Steering Committee and Supervisory Board to develop CSR for the sector
- Mirror committee of 10 SME entrepreneurs of graphic companies and 4 CSR experts to create the specific criteria
- Transformation of the ISO 26000 guideline to a certifiable standard CSR Creative Industry
- Development of an audit questionnaire (assessment) and certification requirements.
- Development of blue print materials to be used for implementing a CSR system.





How to develop an standard of guideline – EASIER example

1998-2004: Health & Safety Risk assessment

2010: Sustainable purchasing of printed materials

Only on national level and sectorial level:

- A 'GO' of the Steering Committee and Supervisory Board to develop these 2 standards
- Committee of sector- and government experts to create the specific criteria
- Assessment of the certification process and certification criteria by lawyer of the government on independency
- Development of a standard an audit questionnaire (assessment) and certification requirements.
- Development of blue print materials to be used for implementing sustainability or health & safety.





Important issues by developing and maintaining a standard:

- Independency of the certification institute
- Independency of the auditor(s)
- Level of general knowledge of the topic
- Knowledge and development of legislation on the topic
- Calibration between auditors





Implementing a standard



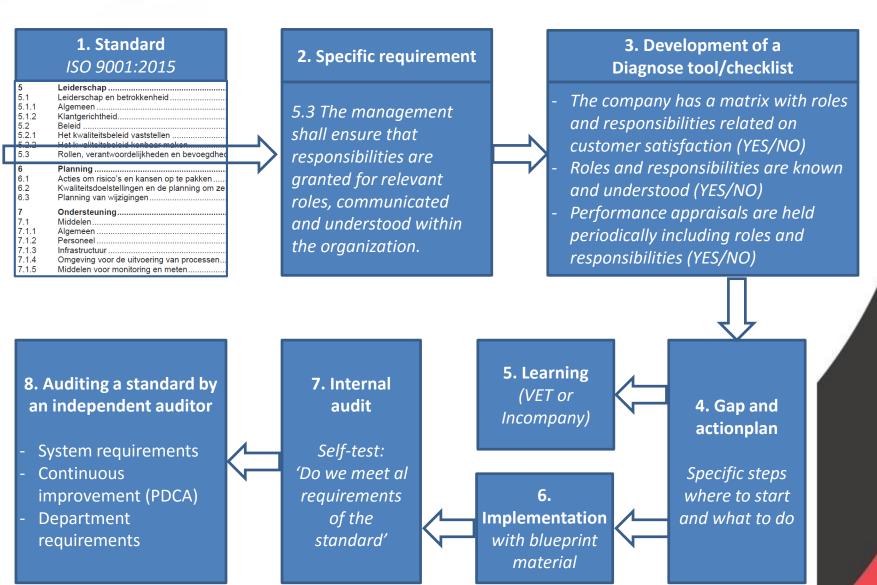
How to prepare on a successful audit?

- Basic knowledge and motivation about a standard is a must
- Setting a diagnose (by a consultant)
 Gap between the current state and the requirements
- From Gap-analyses to an action plan
- Action plan supported by blueprint material
- Blueprint material has to be supported by knowledge (education of a theme)



Implementing a standard







Single site or Multisite certification



Single site certification

Company X

Individual action plan

Individual implementation

Individual internal audit

Individual audit by a independent certification institute

Result:



Result:

Supported by a consultant?

Multi site / Group certification

Consultancy company (Groupmanager)

Company X, Y, Z

Action plan and blue print material from groupmanager

Implementation supported by groupmanager (helpdesk)

Internal audit by groupmanager

Result:



Result:

Office audit at the groupmanager and a sample audit at company Y, by a independent certification institute



IEE project: EMSPI



An example of sector specific translation of a international ISO standard: EMSPI ISO 50001 (Energy Management System)











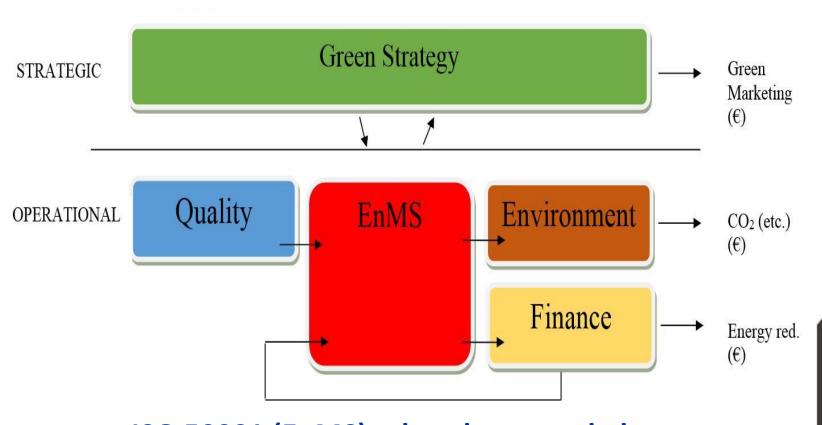






The SME Energy Efficiency Toolbox





ISO 50001 (EnMS) takes the central place, but actively surrounded by other relevant management topics







What is your viewpoint NOW about the necessity about standards or guidelines?

- 1. Do we need a guideline or standard?
- 2. And if YES, about which topics?
- 3. Do these topics need to be certified?







Thank you for your attention

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