ISO 9001:2015 Draft International Standard Overview

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Presenters

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Training & Improvement Solutions
- 20-year veteran with SAI Global
- Master’s degree in polymer chemistry from Long Island University and a bachelor’s in biochemistry from Manhattan College
- Areas of specialty include ISO 9001, ISO 14001, ISO/TS 16949 and OHSAS 18001, as well as process improvement techniques
- Exemplar Global certified Lead Auditor for Quality and Environmental Management Systems, Automotive expert, including ISO/TS 16949, APQP, PPAP, FMEA, MSA
- Coaches clients in all aspects of developing, implementing and integrating management systems, and provides services that range from training and consulting support to leading internal assessment teams

Glen Broomfield
National Sales Manager
SAI Global Assurance Services
- Over 10 years of professional management system development, business to business sales and sales team management experience
- Bachelor’s Degree in Business Administration and Marketing, trained as an Exemplar Global certified ISO 9001 Lead Auditor and is also a Lean Six Sigma Black Belt
- Cross continental working experience in strategic planning, system development and sales team management
- Seasoned mentor for the US sales team in developing appropriate solutions and services for customers
Webinar Objectives

• To review the key revisions of the recently issued ISO/DIS 9001:2015 Draft International Standard

• Discuss the high level structure of Annex SL

• Review examples of the New Structure, Terminology and Concepts

• To discuss the transition timeframe and the impact on current registrations to ISO 9001:2008
ISO/DIS 9001:2015
A change is coming....
Advisory Notice

This presentation is based on the ‘draft’ of ISO/DIS 9001:2015 dated 2014-05-8 (US 08-05-2014) other (05-08-2014)

It is therefore subject to change following further reviews.

Contents should not be considered as reflecting or be referred to as the ‘requirements’ of the International Standard until published as such.
The 2015 version of ISO 9001 is still more than a year away from publication

Technical Committee responsible for the standard, has been working on the revision since 2012

The language and intent of the revision and the committee draft version, out since the middle of last year, offers some clues as to the shape the standard will be taking

Organizations registered to the current version of ISO 9001:2008, are beginning to be concerned how the proposed changes will impact their business
ISO/DIS 9001:2015 Revision Specification & Timeline

• A systematic review of ISO 9001:2008 has indicated that although there is still a high level of satisfaction with the current version of the standard it was considered appropriate to:
  – Carry out a revision at this time to keep the standard relevant to reflect changes in the environment in which it is used
  and
  – Ensure that it continues to be fit for its intended purpose of “providing confidence in the organization’s ability to consistently provide products that meets customer and applicable statutory and regulatory requirements”
What is Being Considered?

- International experts nominated by ISO member bodies looked at a number of items to help guide revision activities:
  - an extensive web-based user survey
  - new quality concepts and ideas for inclusion in ISO 9001
  - revised quality management principles
  - formal interpretations of ISO 9001:2008
  - support and guidance notes
Design Specification Strategic Intent

• According to the draft design specification, the revised ISO 9001:2015 standard should:
  – Take account of changes in quality management systems practices and technology since its last major revision (2000) and provide a stable core set of requirements for the next 10 years or more
  – Ensure that requirements in this standard reflect the changes in the increasingly complex, demanding, and dynamic environments in which organizations operate
  – Ensure that requirements are stated to facilitate effective implementation by organizations and effective conformity assessment, as applicable
Design Specification Change Criteria

- Increase confidence in an organization's ability to provide conforming goods and/or services
- Enhance an organization's ability to satisfy its customers
- Enhance customer confidence in quality management systems based on ISO 9001
What is changing?

- New concepts are being considered
- The customer remains the primary focus
- A new common ISO format has been developed for use across all Management System Standards
- A significant re-ordering of the key clauses

*Please note that since the contents are under development, there may be further changes*
Reasons For The Changes

• In the last 25 years, many other Management Systems Standards have come into use worldwide
• Organizations that use multiple Management System Standards are increasingly demanding a common format and language that is aligned between those standards
Areas of Perceived Weakness in 2008 Version

- Continual improvement requirement not fully understood
- Inconsistent focus on preventive actions
- Inadequate root cause analysis and weak corrective actions
- Use of a process approach poorly understood
- Over emphasis on documenting product control
- Lack of accountability in top management support
- Often perceived as a non value-add process
High Level Structure

• The new standard adopts the high-level structure and terminology of Annex SL (used for the development of all new ISO standards)
• High level structure, identical core text and common terms and core definitions for use in all Management System Standards
• Purpose - enhance the consistency and alignment of different management system standards
• Organizations that implement a single system addressing multiple standards (e.g. QMS, EMS, ISMS) will see the most potential benefit
• Uses simplified language and writing styles to aid understanding and consistent interpretations of its requirements
High Level Structure

• The clause structure and some of the terminology have been changed to improve alignment with other management systems standards
• Changes in the structure and terminology do not need to be reflected in the documentation of an organization’s quality management system
• The structure of clauses is intended to provide a coherent presentation of requirements rather than a model for documenting an organization’s policies, objectives and processes
There is no requirement for the structure of an organization's quality management system documentation to mirror the Standard.
New Structure, Terminology and Concepts

- Increase the emphasis on **Achieving Value** for the organization and its customers
- Increase emphasis on **Risk Management** to achieve objectives
- Decrease the emphasis on **Documentation**
- No requirement for **Documented procedures**
- No reference to **Quality Manual**
New Structure, Terminology and Concepts

- No requirement for a Management Representative*
- No specific requirement for Preventive Action
- Outsourcing is now External Provision
- Enhance Leadership Requirements
- Organizational Context – Responsiveness to changing Business Environment

*Responsibilities are still required (5.3c) – just not the position
Structure and Terminology

• Organizations can choose to use terms which suit their operations, for example:
  – using 'records’, 'documentation’, 'protocols’, etc.
    rather than ‘documented information’
  – 'supplier’, 'partner’, vendor etc. rather than
    'external provider’

Products and Services

• “Products and services” includes all output categories
  (hardware, services, software and processed materials)
• Highlights the differences between products and services
  in the application of some requirements
Context of the Organization

- There are two new clauses relating to the context of the organization
  - 4.1 Understanding the organization and its context
  - 4.2 Understanding the needs and expectations of interested parties
- Together these clauses require the organization to determine the issues and requirements that can impact on the planning of the quality management system
Risk-based Approach

- One of the key purposes of a quality management system is to act as a preventive tool.
- The concept of preventive action is expressed through a risk-based approach to formulating quality management system requirements.
- The risk-based approach has facilitated some reduction in prescriptive requirements and their replacement by performance-based requirements.
- Risks and opportunities have to be determined and addressed, but there is no requirement for formal risk management or a documented risk management process.
Applicability

• No specific reference to “exclusions” when determining the applicability of its requirements to the organization’s quality management system

• An organization will need to review the applicability of requirements due to:
  – the size of the organization, the management model it adopts, the range of the organization’s activities, and the nature of the risks and opportunities it encounters

• Non-applicability cannot be allowed to result in failure to achieve conformity of products and services or to meet the organization’s aim to enhance customer satisfaction
Documented Information

- A common clause on “Documented Information” has been adopted
- The terms “documented procedure” and “record” have both been replaced throughout the requirements by “documented information”
- Documented procedures (e.g. to define, control or support a process) are now expressed as a requirement to maintain documented information
- Records are now expressed as a requirement to retain documented information
Organizational Knowledge

- Organizational knowledge (Clause 7.1.5) addresses the need to determine and maintain the knowledge obtained by the organization and its personnel, to ensure that it can achieve conformity of products and services.

Control of Externally Provided Products & Services

The organization is required to take a risk-based approach to determine the type and extent of controls appropriate to external providers and externally provided products and services.
Quality Management Principles

• The 2008 standard was based on eight quality management principles whereas the revised version introduces just seven
• The principle of “A systems approach to management” has been dropped
• The last principle is now called “Relationship Management”, instead of "Mutually beneficial supplier relationships”
• The following slides provide a “intent statement” describing the key purpose of each principle
## Quality Management Principles

<table>
<thead>
<tr>
<th>#1 Customer Focus</th>
<th>#2 Leadership</th>
<th>#3 Engagement of People</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations</td>
<td>• Leaders at all levels establish unity of purpose and direction and create conditions in which people are engaged in achieving the quality objectives of the organization</td>
<td>• It is essential for the organization that all people are competent, empowered and engaged in delivering value</td>
</tr>
<tr>
<td>#4 Process Approach</td>
<td>#5 Improvement</td>
<td>#6 Evidence-based Decision Making</td>
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<tr>
<td>Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system.</td>
<td>Successful organizations have an ongoing focus on improvement.</td>
<td>Decisions based on the analysis and evaluation of data and information are more likely to produce desired results.</td>
</tr>
</tbody>
</table>
Quality Management Principles

#7 Relationship Management

- For sustained success, organizations manage their relationships with interested parties, such as suppliers.
One of the big changes to come in the new version of ISO 9001;2015 is its structure.

There will now be 10 sections (instead of 8) in the Standard; the requirements themselves are set out in Clauses 4 - 10.

<table>
<thead>
<tr>
<th>Clause</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Scope</td>
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<td>2</td>
<td>Normative references</td>
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<td>3</td>
<td>Terms and Definitions</td>
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<tr>
<td>4</td>
<td>Context of the organization</td>
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<tr>
<td>5</td>
<td>Leadership</td>
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<tr>
<td>6</td>
<td>Planning for the quality management system</td>
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<tr>
<td>7</td>
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<td>8</td>
<td>Operation</td>
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<tr>
<td>9</td>
<td>Performance evaluation</td>
</tr>
<tr>
<td>10</td>
<td>Improvement</td>
</tr>
</tbody>
</table>
High Level View of Changes

• Many requirements from the existing version are now located differently

• **Process Approach** is now embedded in requirements Clause 4.4, not as before in the Introduction
  – For the most part these consist of requirements that were already in 9001, but which have now been brought together

• Preventive action has been removed and replaced with **Risk management**

• Requirements for both Management Review and Internal Audit are now under **Performance Evaluation** clause 9

• Most of what is currently covered under Management Responsibilities is now under clause 5 **Leadership**.
High Level View of Changes

• **Context of the Organization** is a whole new clause 4 requiring the organization to consider itself and its context, and to determine the scope of its quality management system

• **Documented information** replaces both procedures and records

• One of the most controversial changes suggests **No mandatory procedures** recognizing there are many ways of delivering and recording information

• This may not stay exactly as stated and further changes are likely before publication
Plan-Do-Check-Act Cycle

• The methodology known as “Plan-Do-Check-Act cycle can be applied to all processes and the quality management system as a whole
• PDCA cycle which can be briefly described as follows:
  • **Plan**: establish the objectives of the systems and its component processes and resources
  • **Do**: implement what was planned
  • **Check**: monitor and where applicable measure processes, product and services against policies, objectives and requirements, and report the results
  • **Act**: take actions to improve process performance, as necessary
0.5 “Risk-based thinking”

- Risk is the *effect of uncertainty on an expected result* and the concept of risk-based thinking has always been implicit in ISO 9001
- The Standard now makes risk-based thinking more explicit and incorporates it in requirements for the establishment, implementation, maintenance and continual improvement of the quality management system
0.6 Compatibility with other Management System Standards

- The Standard has adopted the “high level structure” (i.e. clause sequence, common text and common terminology) to improve alignment among all International Standards for management systems.
- This enables an organization to use the process approach:
  - with the PDCA methodology and risk-based thinking
  - to align or integrate its quality management system with the requirements of other management system standards
Section 1 - Scope

• All requirements of this International Standard are generic and are intended to be applicable to all organizations, regardless of type, size and product provided.

Section 2 - Normative References

• There are no normative references

Note: 2008 applied ISO 9000:2005 QMS – Fundamentals and Vocabulary
Section 3 - Terms and Definitions

• This clause of the Standard details **69 Terms and Definitions** that are referenced in the 2015 version from:

- **3.01 Organization** - person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

- **3.69 Measuring Equipment** - measuring instrument, software, measurement standard, reference material or auxiliary apparatus or combination thereof necessary to realize a measurement process
Section 3 - Terms and Definitions - Notable

- **3.02 Interested Party**
  - Person or organization that can affect, be affected by or perceive themselves to be affected by a decision or activity

- **3.09 Risk**
  - Effect of uncertainty on an expected result

*Note 1: An effect is a deviation from the expected—positive or negative.*

*Note 2: Uncertainty is the state, even partial, of deficiency of information related to understanding or knowledge of an event, its consequence, or its likelihood.*
Section 3 - Terms and Definitions - Notable

• 3.11 Documented information
  – Information required to be controlled and maintained by an organization and the medium on which it is contained

Note 1: Documented information can be in any format and media and from any source.

Note 2: Documented information can refer to the:
  • management system (3.04), including related processes (3.12)
  • information created in order for the organization to operate (documentation)
  • evidence of results achieved (records)
Section 3 - Terms and Definitions - Notable

• **3.13 Performance**
  – Measurable results

*Note 1: Performance can relate either to quantitative or qualitative findings.*

*Note 2: Performance can relate to the:*
  • management of activities
  • processes (3.12)
  • products (including services)
  • systems or organizations (3.01)
Section 3 - Terms and Definitions - Notable

• 3.14 Outsource
  – To make an arrangement where an external organization performs part of an organization’s function or process

*Note 1: An external organization is outside the scope of the management system although the outsourced function or process is within the scope.*
ISO/DIS 9001:2015 Requirements - Highlights
<table>
<thead>
<tr>
<th>Clause 4 - Context of the Organization</th>
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</thead>
<tbody>
<tr>
<td>4.1 Understanding the organization and its context</td>
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<tr>
<td>4.2 Understanding the needs and expectations of interested parties</td>
</tr>
<tr>
<td>4.3 Determining the scope of the quality management system</td>
</tr>
<tr>
<td>4.4 Quality management system and its processes</td>
</tr>
</tbody>
</table>

This is a new clause and collectively will provide a key insight into the organization - why the organization is here.

This should provide a key insight into the why, how and what of the organization's purpose and objectives.
Clause 4 - Context of the Organization

Explanation:

• Purpose and strategic direction of the organization’s management system
• Why the organization is here
• Determine relevant issues, both internal and external, that have an impact on what the organization is trying to achieve, its intended outcomes

Notes 1 & 2 Add context to this requirement
What’s in Section 5 - Leadership

• 5.1 Leadership and commitment
• 5.2 Quality policy
• 5.3 Organizational roles, responsibilities and authorities

• Many requirements previously defined in this clause have moved to alternative sections of the standard i.e. planning, communications, management review

• What remains requires Top Management to now have a greater involvement in the management system
Clause 5 - Leadership

Explanation:

• Leadership takes accountability of the effectiveness of the quality management system
• Ensuring the integration of the quality management system requirements into the organization’s business processes
• Quality Policy should align with the Strategic direction / plan and the context of the organization.

5.1 Leadership and commitment
5.2 Quality policy
5.3 Organizational roles, responsibilities and authorities
What’s in Section 6 - Planning for the Quality Management System

- 6.1 Actions to address risks and opportunities
- 6.2 Quality objectives and planning to achieve them
- 6.3 Planning of changes

- Although previously implied, risk is now the subject of an explicit requirement of the standard
- The risks and opportunities identified will lead to policies and objectives
- Clause 6 puts a greater emphasis on the organization’s planning which is integral to the business
Section 6 - Planning for the Quality Management System

Explanation:

- Organization needs to determine the risks and opportunities that need to be addressed by the management system (ref Clauses 4.1 and 4.2) to:
  - give assurance that the quality management system can achieve its intended result(s)
  - prevent, or reduce, undesired effects
  - achieve continual improvement
What’s in Section 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

- This is a newly constructed section that includes - resources, competence, awareness, communication & documented information
- Much of what it contains is a collection from existing requirements from 2008 Sections 4,5,& 6

The support required to meet the organization’s goals
What’s in Section 7 - Support

- 7.2 Competence
- 7.3 Awareness
- 7.4 Communication
- 7.5 Documented information
  - 7.5.1 General
  - 7.5.2 Creating and updating

- Organizations will have more flexibility on the types and formats of documentation that they use to provide the necessary controls for their management.

- There is **no requirement to (formally) document a procedure**, unless that's what the organization feels it needs.
**What’s in Section 8 - Operation**

<table>
<thead>
<tr>
<th>8.1 Operational planning and control</th>
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</thead>
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<tr>
<td>8.2 Determination of requirements for products and services</td>
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<tr>
<td>8.2.1 Customer communication</td>
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<tr>
<td>8.2.2 Determination of requirements related to products and services</td>
</tr>
<tr>
<td>8.2.3 Review of requirements related to products and services</td>
</tr>
</tbody>
</table>

- The new clause 8 covers many of the Product Realization requirements contained in clause 7 in the 2008 version.
- Whatever is at the heart of the management system *‘The Business’* then this is what goes into clause 8.
<table>
<thead>
<tr>
<th>Section</th>
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</tr>
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<td>8.3 Design and development of products and services</td>
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<td>8.3.1 General</td>
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<tr>
<td>8.3.2 Design and development planning</td>
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<td>8.3.3 Design and development inputs</td>
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<td>8.3.4 Design and development controls</td>
<td></td>
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<tr>
<td>8.3.5 Design and development outputs</td>
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<tr>
<td>8.3.6 Design &amp; development changes</td>
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</tr>
</tbody>
</table>

- 2008 clause 7.3 Design & development is simplified to clause **8.3 Design and development of products and services**
What’s in Section 8 - Operation

- 8.4 Control of externally provided products and services
- 8.4.1 General
- 8.4.2 Type and extent of control of external provision
- 8.4.3 Information for external providers

- This area of the revision covers all aspects of the ‘Supplier’ requirements formerly covered by clause 7.4 in 2008
What’s in Section 8 - Operation

- 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

This covers many of the requirements of clause 7.5 in the 2008 version.
What’s in Section 8 - Operation

- 8.6 Release of products and services
- 8.7 Control of nonconforming process outputs, products and services

- The new section 8 covers many of the requirements of section 7 in the 2008 version
- These last two clauses pick up some of what was previously detailed in 7.5.2 & 8.3
What’s in Section 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

The process of determining what is to be monitored, measured, analyzed and evaluated will enable the organization to determine ‘is the management system suitable, adequate and effective?’

Add to this internal audit and management review and everything is in place to fully understand the benefits of a quality management system.
review the organization's quality management system, planned intervals, ensure continuing suitability, adequacy, effectiveness, planning to consider actions from previous reviews, changes in external and internal issues, information on quality performance, including trends and indicators for nonconformities and corrective actions, monitoring and measurement results, audit results, customer satisfaction issues concerning external providers, adequacy of resources, process performance and conformity of products and services, planning to consider effectiveness of actions taken to address risks and opportunities, new potential opportunities for continual improvement.

planned intervals
establish, implement and maintain, frequency, methods, responsibilities, reporting, considering objectives and importance customer feedback, changes results of previous audits, audit criteria and scope selection, ensure, objectives, ensuring objectivity and impartiality, correcting results, taking necessary corrective actions without delay, retain documented information as evidence for the implementation of the program and results.

Internal Audits
Management Reviews

Effective Internal Audit Process
Add Value to Quality Management System

Effective Management Reviews
What’s in Section 10 - Improvement

- 10.1 General
- 10.2 Nonconformity and corrective action
- 10.3 Continual improvement

- The requirements here are familiar and well understood
- Corrective actions shall be appropriate to the effects of the nonconformities encountered.
- What about preventive action?
Clause 10 – Improvement

Explanation

- “The organization shall determine and select opportunities for improvement and implement necessary actions to meet customer requirements and enhance customer satisfaction”
- Improve processes to prevent nonconformities
- Improve products and services to meet known and predicted requirements
- Improve quality management system results

- 10.1 General
- 10.2 Nonconformity and corrective action
- 10.3 Continual improvement
ISO 9001:2015 Timeline

- May 2013 CD (Committee Draft)
- May 2014 DIS (Draft International Standard)
- March 2015 FDIS (Final Draft International Standard) *Auditable*
- September 2015 IS Published (International Standard)

+ Transition period for certification
Transition Period for Certification

- **September 2015 (Published International Standard)**
- **March 2017 All re-certification assessments to ISO 9001:2015**
- **September 2015 start of 3 year transition period to September 2018**
ISO 9001:2015 Revision – What’s Next?

• AS 9100 – Aerospace Industry
  – Will lobby for IAQG comments to be added
  – IAQG have announced they will revise AS 9100:2016 to incorporate ISO 9001:2015 requirements (July 2014)

• TL 9000 – Telecommunications
  – Will continue to use ISO 9001 as their standards baseline

• ISO/TS 16949 – Automotive industry has announced their intention to detach from ISO 9001
  – Question the value of the revisions
  – No timeline has been defined

• ISO 13485 – Update is expected in 2015
  – Current version based on 9001:2000
  – Update based on 9001:2008 not 2015
  – FDIS due in 4th Quarter 2014* 

*estimated schedule
ISO 9001:2015 Revision – What’s Next?

• ISO 14001:2015 Status
  – DIS issued July 2014 – Comments
  – FDIS now scheduled 1st Quarter 2015

• ISO 45001:2016 Status
  – Committee Draft issued July 8, 2014 (comments September 2014)
  – DIS issued 4th Quarter 2014
  – FDIS 2015
ISO 9001:2015 Revision – What’s Next?

• Impact on other standards that are part of the ISO management standards family
  – Expect changes to industry-specific standards to follow as these are updated over time
  – Expect changes to supporting documents as these are modified in the future
• Expect further news updates as this process evolves
• Other important Information will be released shortly
I Need to Ensure my Organization . . .

- Knows what is going on and is ready to implement the new requirements
- Takes full advantage of the revision of ISO 9001 to improve business performance
- Integrates its activities within the scope of multiple Management System Standards
- Decreases the emphasis on documentation when this is not mandated or does not add value
Remember!

Further changes are likely as the revision process progresses, so you should NOT make changes to your management system at this stage.
SAI Global Assurance Services

• **SAI Global** was founded in 1922. Headquarters in Australia
• Listed at the **ASX: SAI** (around $1 Billion market cap)
• QMI was founded in 1984 as North America’s first Registrar
• **SAI Global acquired QMI** in 2008 - **30 years in North America**
• **Largest registrar in North America**, 14,000+ registrations / 50,000+ globally
• Major corporate hubs in the **Americas, EMEA and Asia-Pacific, offices in 31 countries**
• Americas: Offices in **Cleveland, Toronto, Montreal, Mexico City and Sao Paulo** and Regional representatives covering all North, Central and South America
• **500 Auditors in North America** – **1,600 Globally**
• Global Presence – **Clients in over 120 countries**
• Diversified customer base
• Accreditations: **SCC, ANAB, EMA, UKAS, COFRAC, DAP, JAS-ANZ, IAOB, INN, ANSI, USDA**
• Customer survey results 94% satisfaction (Americas)

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- **Quality Management System**
  - ISO 9001| QMS
  - TS 16949 | Automotive
  - AS 9100, AS 9110, AS 9120 | Aerospace

- **Environment Management System**
  - ISO 14001:2004 | EMS
  - Responsible Care® -- RC 14001® & RCMS®
  - ISO 50001
  - BAN e-Stewards®
  - Responsible Recycling® (R2)
  - Recycling Industry Operating Standard® (RIOS)
  - ISO 50001

- **Health & Safety Management System**
  - OHSAS 18001:2007

- **Food Safety**
  - BRC
  - SQF
  - FSSC 22000
  - IFS
  - HACCP
  - Global GAP
  - ISO 22000
  - Gluten free
  - Animal welfare

- **Seafood**
  - Global GAP Standards
  - Global Aquaculture Alliance BAP Standards
  - ASC Standards
  - ASC Chain of Custody

- **Medical Devices**
  - ISO 13485: 2003

- **Forestry**
  - FSC
  - SFI
  - PEFC
  - CoC
  - CAN/CSA Z809
  - CERTFOR

- **Packaging**
  - IFS PACsecure
  - BRC Packaging
  - SQF
  - FSSC 22000
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- Public training and improvement courses include:
  - ISO 9001 – Quality Management System Training Course
  - ISO 9001 – Understanding and Implementing Course for Senior Management
  - Implementing a Quality Management System
  - Corrective and Preventative Action (CAPA) Course
  - Conducting and Leading Management System Audits
  - Process Mapping for Process improvement
  - Enhancing Management Representative Skills to Support Organizational Success
  - Transitioning to ISO 9001:2015 Quality Management System

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Transitioning to ISO 9001:2015 Quality Management System Course Outline (1-day)

The purpose of this one-day course is to provide advance information on and interpretation of the requirements of the Draft/DIS ISO 9001:2015 International Standard. Attendees will gain an introduction to the potential changes in the upcoming revision and how these could affect their organization's quality management system. The course will also explore the implementation timeframe and the impact on current registrations.

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