independent european certification

ISO 9001: 2015 & ISO 14001: 2015 Upgrading

Once you are ready to apply for the upgrade to the new 2015 standards we would request you complete an application form (which can be downloaded from our website www.eurcert. iecmalaysia.com.my) and return it to ourselves.
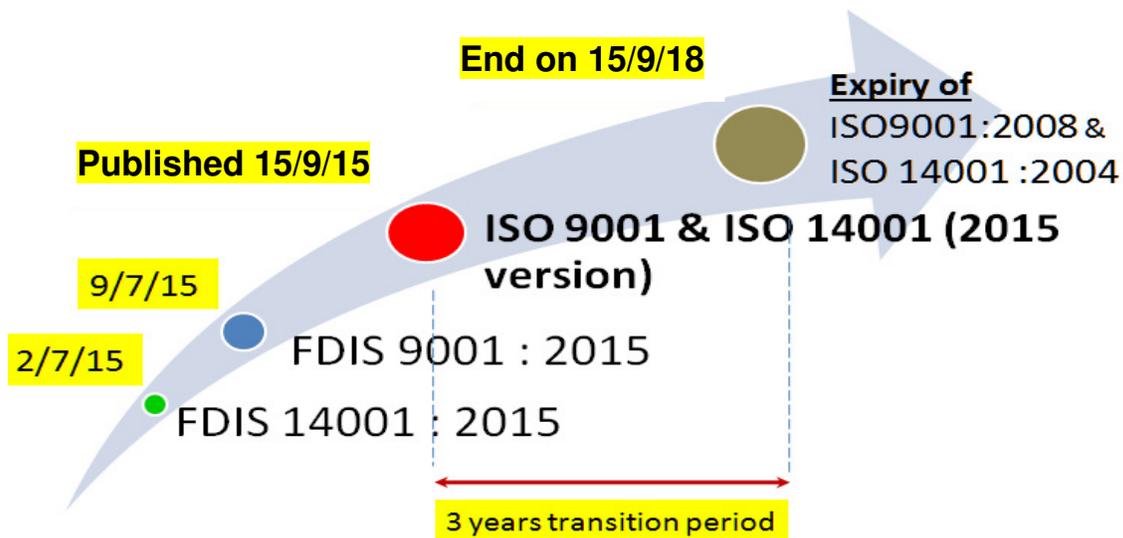
Questions about the change

1. Why has it been decided to issue a new version of ISO 9001?

Business needs and expectations have changed significantly since the last major revision of ISO 9001 in the year 2000 and ISO 14001 in 2004. Examples of these changes are ever more demanding customers, the emergence of new technologies, increasingly more complex supply chains and a much greater awareness of the need for sustainable development initiatives.

2. Transition/Validity of certifications to ISO 9001:2008 and ISO 14001:2004

The International Accreditation Forum and the ISO Committee for Conformity Assessment passes a resolution endorsing a 3 year transition period for the new ISO 9001:2015 and ISO 14001:2015 as such all certificates issued and maintained during the transition period will end on the 15th September 2018 – when the existing certificates to ISO 9001:2008 and ISO 14001:2004 will cease to be valid.

Transition Timescale

End on 15/9/18

Published 15/9/15

Expiry of
ISO9001:2008 &
ISO 14001 :2004

ISO 9001 & ISO 14001 (2015 version)

9/7/15

2/7/15

FDIS 9001 : 2015

FDIS 14001 : 2015

3 years transition period

3. Recommended actions

It is recommended that you take the following actions:
I.   Identify organisational gaps which need to be addressed to meet the new requirements.
II. Develop an implementation plan.
III. Provide appropriate training and awareness for all parties that have an impact on the effectiveness of the organisation.
IV. Update the existing quality management system (QMS) and/or environmental management system (EMS) to meet the revised requirements and provide verification of effectiveness

**4. How has the structure of the standard changed?**

The structure has been changed to align with the common 10-clause high level structure developed by ISO to ensure greater harmonization among its many different management system standards. The new revision to ISO 9001 & ISO 14001 also adopts this same structure, which is built around the PDCA (Plan-Do-Check-Act) sequence. All ISO management system standards are now required to adopt this structure. This will make it easier for organizations to address the requirements of more than one ISO Management System Standard within a single, integrated system.

5. What are the main differences in content between the old and new version for ISO 9001:2008 and ISO 9001:2015?

- The adoption of the high level structure as set out in Annex SL of ISO Directives Part 1
- An explicit requirement for risk-based thinking to support and improve the understanding and application of the process approach
- Fewer prescriptive requirements
- More flexibility regarding documentation
- Improved applicability for services
- A requirement to define the boundaries of the QMS
- Increased emphasis on organisational context
- Increased leadership requirements
- Greater emphasis on achieving desired process results to improve customer satisfaction
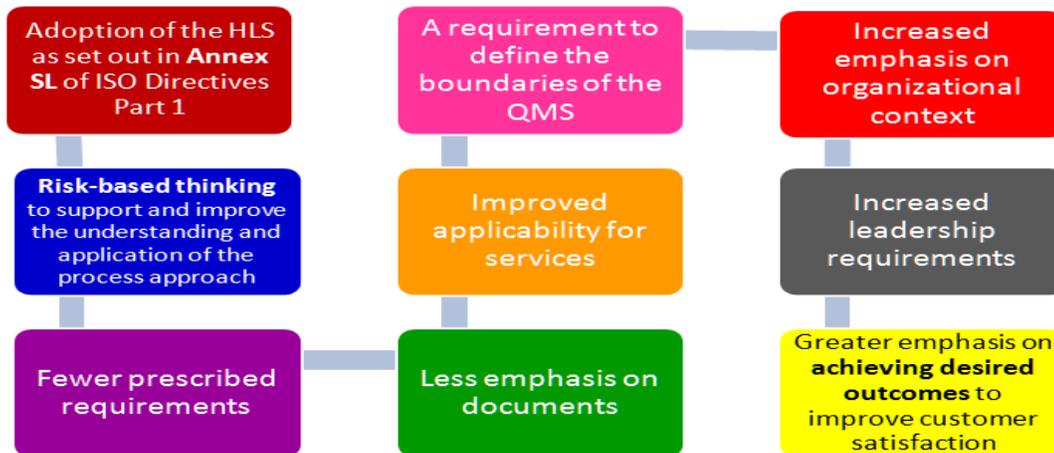
6. What are the main differences in content between the old and new version for ISO 14001:2004 and ISO 14001:2015?

Strategic Environmental Management – There is an increased prominence of environmental management within the organization's strategic planning processes. A new requirement to understand the organization's context has been incorporated to identify and leverage opportunities for the benefit of both the organization and the environment. Particular focus is on issues or changing circumstances related to the needs and expectations of interested parties (including regulatory requirements) and local, regional or global environmental conditions that can affect, or be affected by, the organization. Once identified as a priority, actions to mitigate adverse risk or exploit beneficial opportunities are integrated in the operational planning of the environmental management system.

Leadership – To ensure the success of the system, a new clause has been added that assigns specific responsibilities for those in leadership roles to promote environmental management within the organization.

Protecting the environment – The expectation on organizations has been expanded to commit to proactive initiatives to protect the environment from harm and degradation, consistent with the context of the organization. The revised text does not define 'protect the environment' but it notes that it can include prevention of pollution, sustainable resource use, climate change mitigation and adaptation, protection of biodiversity and ecosystems, etc.

Environmental performance – There is a shift in emphasis with regard to continual improvement, from improving the management system to improving environmental performance. Consistent with the organization's policy commitments the organization would, as applicable, reduce emissions, effluents and waste to levels set by the organization.

Lifecycle thinking – In addition to the current requirement to manage environmental aspects associated with procured goods and service, organizations will need to extend their control and influence to the environmental impacts associated with product use and end-of-life treatment or disposal. This does not imply a requirement to do a life cycle assessment.

Communication – The development of a communications strategy with equal emphasis on external and internal communications has been added. This includes a requirement on communicating consistent and reliable information, and establishing mechanisms for persons working under the organization's control to make suggestions on improving the environmental management system. The decision to communicate externally is retained by the organization but the decision needs to take into account information reporting required by regulatory agencies and the expectations of other interested parties.

Documentation – Reflecting the evolution of computer and cloud based systems for running management systems, the revision incorporates the term 'documented information', instead of 'documents' and 'records'. To align with ISO 9001, the organization will retain the flexibility to determine when 'procedures' are needed to ensure effective process control.

7. **What is risk-based thinking and why has it been introduced into the standard?**

The phrase risk-based thinking is used to describe the way in which ISO 9001:2015 and ISO 14001:2015 addresses the question of risk. The concept of risk has always been implicit in ISO 9001 & ISO 14001, by requiring the organisation to plan its processes and manage its business to avoid undesirable results. Organisations have typically done this by putting greater emphasis on planning and controlling processes that have the biggest impact on the quality of the products and services they provide. The way in which organisations manage risk varies depending on their business context (e.g. the criticality of the products and services being provided, complexity of the processes, and the potential consequences of failure). Use of the phrase risk-based thinking is intended to make it clear that while an awareness of risk is important, formal risk-management methodologies and risk assessment are not necessarily appropriate for all business situations and organisations.

8. **Are organisations still allowed to exclude requirements of ISO 9001:2015?**

ISO 9001:2015 no longer refers to "exclusions" in relation to the applicability of its requirements to the organization's quality management system. However, an organization can determine the applicability of requirements. All requirements in the new standard are intended to apply. The organization can only decide that a requirement is not applicable if its decision will not affect its ability or responsibility to ensure the conformity of products and services and the enhancement of customer satisfaction.

Use of Logo

We have been informing all clients over the past 18 to 24 months that the UKAS logo has changed and as such unfortunately that if you use the logo's you will have to change to the new ones as soon as possible please – these new versions are available on our website at http://www.iecmalaysia.com.my/client-resources/download-certification-logos.html - the ISO 9001, ISO 14001 and OHSAS 18001 UKAS logos are the same and no known as management systems and not as previously e.g. quality management and environmental management systems etc.