# ISO 9000 – Quality management

The ISO 9000 family addresses various aspects of quality management and contains some of ISO's best known standards. The standards provide guidance and tools for companies and organizations who want to ensure that their products and services consistently meet customer's requirements, and that quality is consistently improved. ISO 9001:2008 sets out the requirements of a quality management system , ISO 9000 covers the basic concepts and language and ISO 9004 focuses on how to make a quality management system more efficient and effective. ISO 19011 sets out guidance on internal and external audits of quality management systems.

## ISO 9001:2008

ISO 9001:2008 sets out the criteria for a quality management system and is the only standard in the family that can be certified to (although this is not a requirement). It can be used by any organization, large or small, regardless of its field of activity. In fact ISO 9001:2008 is implemented by over one million companies and organizations in over 170 countries.

The standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. These principles are explained in more detail in the Quality Management Principles. Using ISO 9001:2008 helps ensure that customers get consistent, good quality products and services, which in turn brings many business benefits.

Checking that the system works is a vital part of ISO 9001:2008. An organization must perform internal audits to check how its quality management system is working. An organization may decide to invite an independent certification body to verify that it is in conformity to the standard, but there is no requirement for this. Alternatively, it might invite its clients to audit the quality system for themselves. Read more about certification to management system standards.

# ISO 14000 – Environmental management

The ISO 14000 family addresses various aspects of environmental management. It provides practical tools for companies and organizations looking to identify and control their environmental impact and constantly improve their environmental performance. ISO 14001:2004 and ISO 14004:2004 focus on environmental management systems. The other standards in the family focus on specific environmental aspects such as life cycle analysis, communication and auditing.

The ISO 14000 family addresses various aspects of environmental management. It provides practical tools for companies and organizations looking to identify and control their environmental impact and constantly improve their environmental performance. ISO 14001:2004 and ISO 14004:2004 focus on environmental management systems. The other standards in the family focus on specific environmental aspects such as life cycle analysis, communication and auditing.

## ISO 14001:2004

ISO 14001:2004 sets out the criteria for an environmental management system and can be certified to. It does not state requirements for environmental performance, but maps out a framework that a company or organization can follow to set up an effective environmental management system. It can be used by any organization regardless of its activity or sector. Using ISO 14001:2004 can provide

assurance to company management and employees as well as external stakeholders that environmental impact is being measured and improved.

The benefits of using ISO 14001:2004 can include:
- Reduced cost of waste management
- Savings in consumption of energy and materials
- Lower distribution costs
- Improved corporate image among regulators, customers and the public

# ISO 26000 – Social Responsibility

Business and organizations do not operate in a vacuum. Their relationship to the society and environment in which they operate is a critical factor in their ability to continue to operate effectively. It is also increasingly being used as a measure of their overall performance.

ISO 26000 provides guidance on how businesses and organizations can operate in a socially responsible way. This means acting in an ethical and transparent way that contributes to the health and welfare of society.

## ISO 26000:2010

ISO 26000:2010 provides guidance rather than requirements, so it cannot be certified to unlike some other well-known ISO standards**.** Instead, it helps clarify what social responsibility is, helps businesses and organizations translate principles into effective actions and shares best practices relating to social responsibility, globally. It is aimed at all types of organizations regardless of their activity, size or location.

The standard was launched in 2010 following five years of negotiations between many different stakeholders across the world. Representatives from government, NGOs, industry, consumer groups and labour organizations around the world were involved in its development, which means it represents an international consensus.

# ISO 50001

ISO 50001 provides organizations with an internationally recognized framework for efficiently managing and improving their energy performance. The standard addresses the following:
- Energy use and consumption
- Measurement, documentation, and reporting of energy use and consumption
- Design and procurement practices for energy-using equipment, systems, and processes
- All variables affecting energy performance that can be monitored and influenced by the organization.

ISO 50001 is based on the Plan-Do-Check-Act approach to continual improvement, which supports energy performance improvement over time based on the best data available to the organization. Continual improvement of energy performance requires a comprehensive energy management system involving a variety of stakeholders within an organization. The standard does not prescribe minimum performance criteria, energy reductions, or targets.

# BS EN 15900:2010 Energy efficiency services. Definitions and requirements

Energy Efficiency Service (EES) are defined as agreed tasks designed to lead to an energy efficiency improvement and other agreed performance criteria. The EES shall include energy audit as well as identification, selection and implementation of actions and verification. A documented description of the proposed or agreed framework for the actions and the follow-up procedure must be provided. The improvement of energy efficiency shall be measured and verified over a contractually defined period of time through contractually agreed methods using EN 15900:2010.

Energy efficiency services play a very important role in the control of energy consumption and the improvement of energy efficiency. They are applicable in all sectors. Improved energy efficiency can be achieved by, in particular, increasing the availability and use of energy efficiency services.

BS EN 15900 may be used as a reference document for appropriate qualification, accreditation and/or certification schemes for providers of energy efficiency services, as mentioned in Article 8 of Directive 2006/32/EC.

BS EN 15900 is written to provide guidance to both customers and providers of energy efficiency services, as mentioned in Article 1 of Directive 2006/32/EC, and to contribute to the development of a market for energy efficiency services.

BS EN 15900 specifies the definitions and minimum requirements for an energy efficiency service.

# OHSAS 18001 Occupational Health and Safety

OHSAS 18001 represents an international consensus on what organizations should manage with respect to occupational health and safety, no matter where they are in the world or what sector they operate in. It focuses equally on occupational ill-health as much as safety as it recognises that increasingly, occupational ill-health is becoming an equally significant cause of human misery and cost to organizations, society and the economy of the country.

It recognises that most countries in the world have laws and regulations in place that must be complied with and the standard must take this into account and not conflict with these requirements. It adopts the risk based approach of identifying what harm could occur and the likelihood of such an event or events happening. The organization is required to control all those that are of concern by establishing a management system to continually improved performance. The suite of standards is:
- OHSAS 18001:2007 Occupational health and safety management systems – Requirements
- OHSAS 18002: 2008 Occupational health and safety management systems - Guidelines for the implementation of OHSAS 18001:2007
- BS 18004: 2008 Guide to achieving effective occupational health and safety performance
- PAS1010: 2011 Guidance on the management of psychosocial risks in the workplace

Requirement standards such as OHSAS 18001 are fairly short and identify what must be in place – the clauses of the document use the term "shall" whereas the international support document OHSAS18002, talks in terms of "should" giving guidance on how the requirement in OHSAS 18001 might be met.

# Conclusions

A combination of ISO standards is possible. The structures of the ISO standards: 9001, 14001 and OHSAS 18001 are identical to each other and allow you to integrate the ISO standards into one integrated management system (IMS). The audit can be carried out combined, leading to greater efficiency and effectiveness.