

O Futuro das Certificações

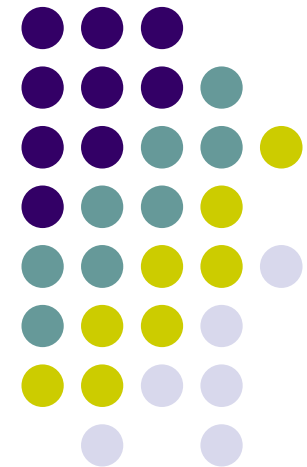
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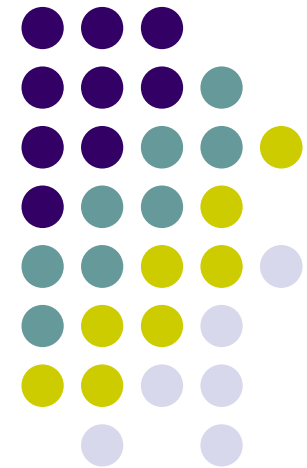
Member, ISO/TC176 Chairman's Strategic Advisory Group

Member, ISO/CASCO Chairman's Policy Committee

Member, IAF/ILAC/ISO Joint Working Group



Management System Standards



International Standards (JTCG)



- ISO/TC 8 - Supply chain security and ship recycling management
- ISO/TC 34 - Food safety management
- ISO/TC 176 - Quality management
- ISO/TC 207 - Environmental management
- ISO/TC 210 - Medical devices (quality management)
- ISO/TC 223 - Societal security – business continuity management
- ISO/TC 241 - Road traffic safety management
- ISO/PC 242 - Energy management
- ISO/TMB WG on risk management
- ISO/IEC JTC1/SC27 - Information security management
- ISO TC 46/SC11/WG9 – Records management

→ PC 250 - sustainable event management soon to join

Several options are under discussion for ISO 9001



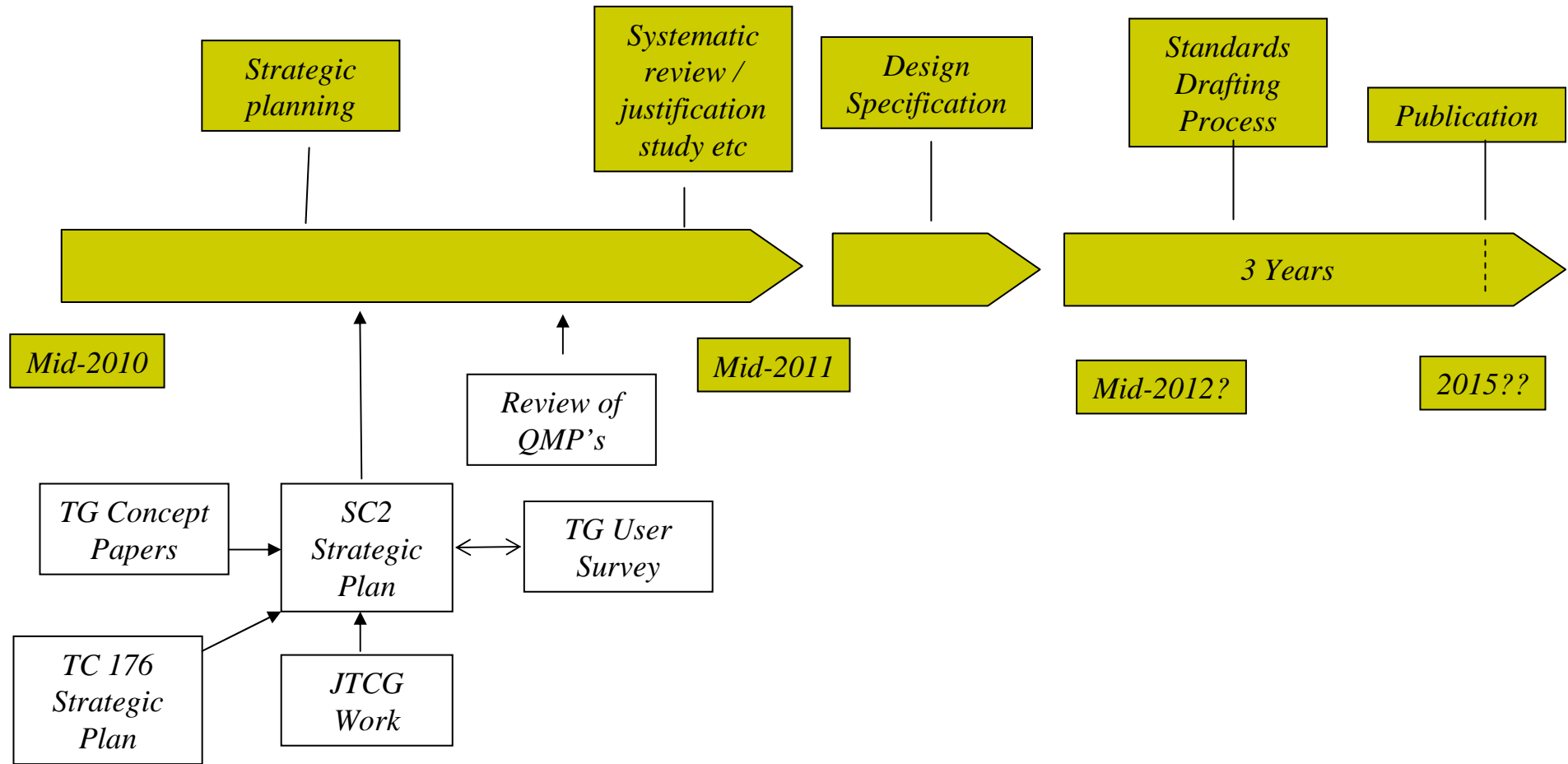
- Web-based survey from Oct 2010 – Feb 2011)
- 12 000 responses worldwide
- Some options under consideration.....
 - ***Revise ISO 9001 to include new concepts***
 - Keep ISO 9001:2008 as it is, and develop a new requirements standard (using new structure and content to align with other MSS's)
 - Revise ISO 9001 and allow for different “maturity levels” of certification
 - Replace ISO 9001 with 2 or 3 new standards with different “levels” of requirements
 - Others

Review of Quality Management Principles



- Task Group formed – first meeting Dec 2010
- Led by Prof. Yoshinori Iizuka (Japan)
 - High level “strategic thinkers”
- Aim is to review existing 8 QMP’s
 - Are they still relevant?
 - Any modifications needed
 - Any new principles to be added?
 - Ethics?
 - Organizational agility?
 - Others?

Possible high-Level Timing for ISO 9001



Mar 2011

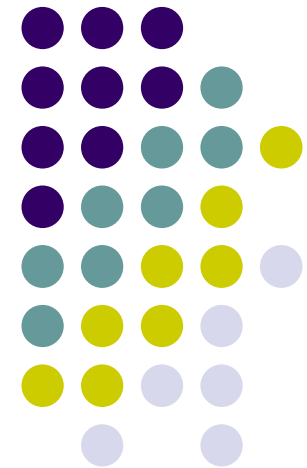
(c) Nigel H Croft

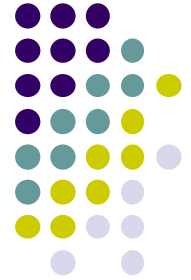


Private Voluntary Standards

- Quality
 - TL 9000
 - AS 9100
- Health & Safety
 - OHSAS 18001
- GFSI Benchmarked Standards
 - BRC, IFS, SQF etc – Based on ISO Guide 65
 - FSSC 22000, Synergy 22000 – Based on ISO 17021/22003
- Forestry stewardship
 - FSC, PEFC etc (consumer pressure, particularly in Europe)
- SA 8000 – NO certification to ISO 26000!!
 - Schemes such as BSCI, ICTI, WRAP
- Fairtrade, Rainforest Alliance etc

Conformity Assessment Standards





ISO/IEC 17021:2011

- Published Feb 1st 2011
- Initially conceived as “ISO/IEC 17021 Part 2”
- Now combined as a single standard
- New text related to auditors and audit process
- 2-year transition period for CB’s to comply
- Currently being translated by ABNT/CB-25



ISO/IEC 17021:2011

- Additional requirements for audit process
- Focus on auditor (and support personnel) **competence**
- Recognizes need for:
 - Competent auditors and support staff
 - Competent **use** of competent auditors (team selection)
 - **Resources** to allow a competent audit **team** to carry out a competent **audit** (mainly time)
- “Add-on” QMS-specific, EMS-specific requirements for auditor competence under development
- Revision to ISO 19011 being carried out in parallel (many common team members)



“COMPETENCE”

- Paradigm shift introduced in ISO 9000:2000, ISO 19011:2002 and ISO/IEC 17021:2006
- Move away from prescriptive requirements for experience and training
- Move towards defining, achieving and applying skills and knowledge needed to do the job
- Many organizations, CB's & AB's still have difficulty!



Definition of Competence

- Revised definition “*demonstrated ability to apply knowledge and skills **to achieve intended results***”

ISO/DIS 19011 adds a NOTE – “ability implies the appropriate application of personal behaviour during the audit process”

A few words about ISO 19011.....



- Provides guidance on auditing (all types of) management systems
- Facilitates combined (integrated) audits
- Introduction of risk based auditing:
 - Priority to audit more significant topics within the management system
 - Audit programme & objectives based on management priorities and risks to the organization
- Greater focus on Internal Audits
- Currently at the Final Draft International Standard stage
 - FDIS released any time now



Product certification

- ISO Guide 65 *Requirements for bodies certifying products, processes and services* currently being revised (ISO/CASCO WG 29)
 - Will be published as ISO/IEC 17065
 - Currently being prepared as DIS
 - Probable publication early 2012
 - Greater alignment with ISO/IEC 17021
 - Emphasizes important role of scheme owner
- ISO Guide 67 *Fundamentals of product certification* currently being revised (ISO/CASCO WG 32)
 - Will be published as ISO/IEC 17067
 - Planned for late 2012 / early 2013



Greenhouse Gas

- ISO 14064/1,2,3 – Verification/Validation
- ISO 14065 used for accreditation
- Various international & local protocols
 - VCS, CCX etc
 - Carbon trading (regulated)
- Intergovernmental accreditation
 - UNFCCC /CDM



Joint ISO/IAF Action Plan

- Developed by IAF/ILAC/ISO Joint Working Group
- Key elements
 - Recognition that **“OUTPUT MATTERS”**
 - Is the management system delivering on its promise?
 - Need for CB’s to focus on “the clients’ customers”
 - Are they satisfied with their supplier’s **performance**?
 - Need for a **more aggressive posture** from ALL “PLAYERS” in the conformity assessment community
 - To separate the “Good Guys” from the “Bad Guys”
- Currently being deployed throughout ISO and IAF



Conclusions

- Strategic planning for the next 10 years of ISO 9001 is underway. Expected to be completed by mid-2011.
- No new revision to ISO 9001 before 2015
- Many new management system standards under development
- ISO/CASCO just published ISO/IEC 17021:2011 – New revisions being prepared for ISO Guide 65 and 67
- Many new initiatives underway within ISO and IAF to maintain and improve credibility of management systems certification
- Remember – **“OUTPUT MATTERS”!**

THANK YOU!

Questions?



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