International Organization for Standardization

www.iso.org

Overview of ISO 9001 and ISO 14001

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ISO 9001 and ISO 14001 in brief

- ISO 9001 and ISO 14001 are among **ISO's most well known standards** ever.

- They are implemented by some **887 770 organizations** in **161 countries**.

- **ISO 9001** helps organizations to implement **quality management.**

- **ISO 14001** helps organizations to implement **environmental management**.

Quality management

- ISO 9001 is for **quality management**.

- **Quality** refers to all those features of a product (or service) which are required by the customer.

- **Quality management** means what the organization does to

- ensure that its products or services satisfy the customer's **quality requirements** and

- comply with any **regulations** applicable to those products or services.

Quality management *(cont.)*

- Quality management also means what the organization does to

- enhance **customer satisfaction**, and

- achieve **continual improvement** of its performance.

Environmental management

- ISO 14001 is for **environmental management**. This means what the organization does to:

- **minimize harmful effects** on the environment caused by its activities,

- to conform to applicable **regulatory requirements**, and to

- achieve continual improvement of its **environmental performance**.

Generic standards

ISO 9001 and ISO 14001 are **generic** standards.

Generic means that the same standards can be applied:

- to **any organization**, large or small, whatever its product or service,

- in **any sector** of activity, and

- whether it is a business enterprise, a public administration, or a government department.

Generic standards *(cont.)*

Generic also signifies that

- no matter what the organization's scope of activity

- if it wants to establish a **quality management system**, ISO 9001 gives the essential features

- or if it wants to establish an **environmental management system**, ISO 14001 gives the essential features.

Management systems

- **Management system** means what the organization does to manage its processes, or activities in order that

- its products or services meet **the organization's objectives**, such as

- satisfying the **customer's quality requirements**,

- complying to **regulations**, or

- meeting **environmental objectives**

Management systems

- To be really efficient and effective, the organization can manage its way of doing things by **systemizing** it.

- Nothing important is left out.

- **Everyone is clear about who is responsible** for doing what, when, how, why and where.

- Management system standards provide the organization with an international, state-of-the-art **model** to follow.

Management systems *(cont.)*

- Large organizations, or ones with complicated processes, could not function well without management systems.

- Companies in such fields as aerospace, automobiles, defence, or health care devices have been operating management systems for years.

- The **ISO 9001** and **ISO 14001** management system standards now make these successful practices available **for all organizations**.

Processes, not products

- Both ISO 9001 and ISO 14001 concern **the way an organization goes about its work**.

- They are not product standards.

- They are not service standards.

- They are **process** standards.

- They can be used by **product manufacturers and service providers**.

Processes, not products *(cont.)*

- Processes affect final products or services.

- **ISO 9001** gives the requirements for what the organization must do to manage **processes affecting quality** of its products and services.

- **ISO 14001** gives the requirements for what the organization must do to manage **processes affecting the impact of its activities on the environment**.

Certification and registration

- **Certification** is known in some countries as **registration**.

- It means that an **independent, external body** has audited an organization's management system and verified that it conforms to the requirements specified in the standard (ISO 9001 or ISO 14001).

- **ISO does not carry out certification** and does not issue or approve certificates,

Accreditation

- **Accreditation** is like certification of the certification body.

- It means the formal approval by a specialized body - an accreditation body - that a certification body is competent to carry out ISO 9001:2000 or ISO 14001:2004 certification in specified business sectors.

- Certificates issued by accredited certification bodies - and known as **accredited certificates** - may be perceived on the market as having increased credibility.

- **ISO does not carry out or approve accreditations.**

Certification not a requirement

- **Certification is not a requirement of ISO 90001 or ISO 14001.**

- The organization can implement and benefit from an ISO 9001 or ISO 14001 system without having it certified.

- The organization can implement them for the **internal benefits** without spending money on a certification programme.

Certification is a business decision

- Certification is **a decision to be taken for business reasons**:

- if it is a contractual, regulatory, or market requirement,

- If it meets customer preferences

- it is part of a risk management programme, or

- if it will motivate staff by setting a clear goal.

ISO does not certify

- **ISO does not carry out ISO 9001 or ISO 14001 certification**.

- ISO does not issue certificates.

- ISO does not accredit, approve or control the certification bodies.

- ISO develops **standards and guides to encourage good practice** in accreditation and certification.

The ISO 9000 family

- **ISO 9001** is the standard that gives the requirements for a **quality management system**.

- **ISO 9001:2000** is the latest, improved version.

- It is the **only standard** in the ISO 9000 family that can be used for **certification**.

- There are **14 other standards** in the family that can help an organization on specific aspects such as performance improvement, auditing, training…

The ISO 14000 family

- **ISO 14001** is the standard that gives the requirements for an **environmental management system.**

- **ISO 14001:2004** is the latest, improved version.

- It is the **only standard** in the ISO 14000 family that can be used for **certification**.

- The ISO 14000 family includes **21 other standards** that can help an organization specific aspects such as auditing, environmental labelling, life cycle analysis…
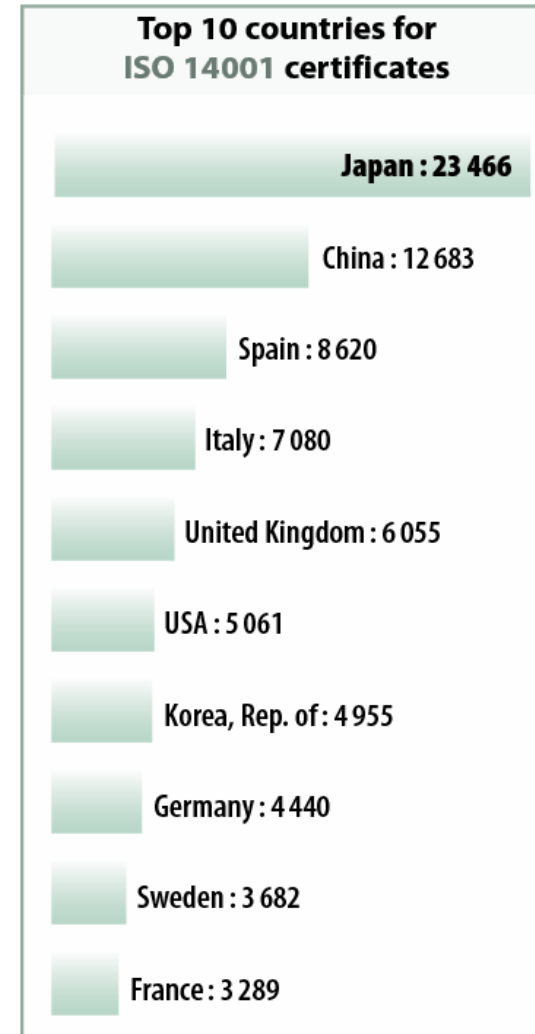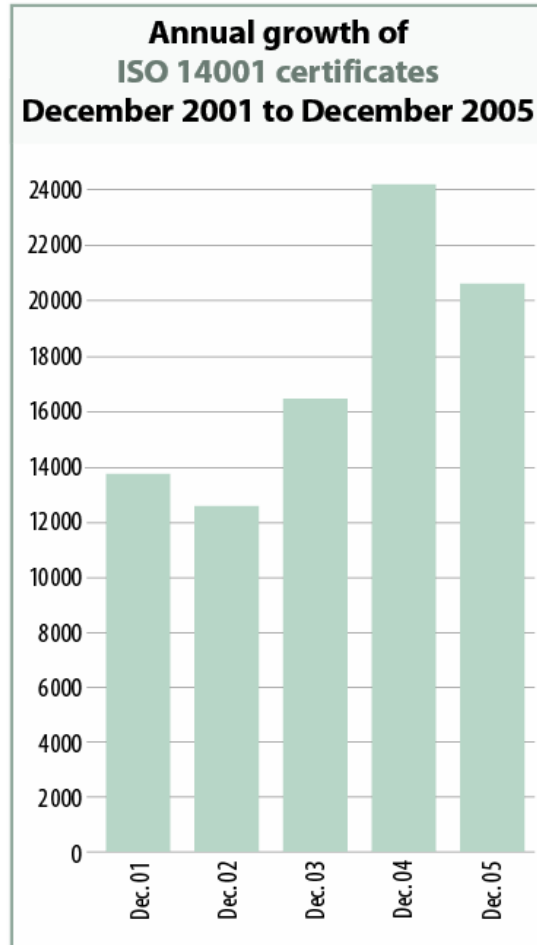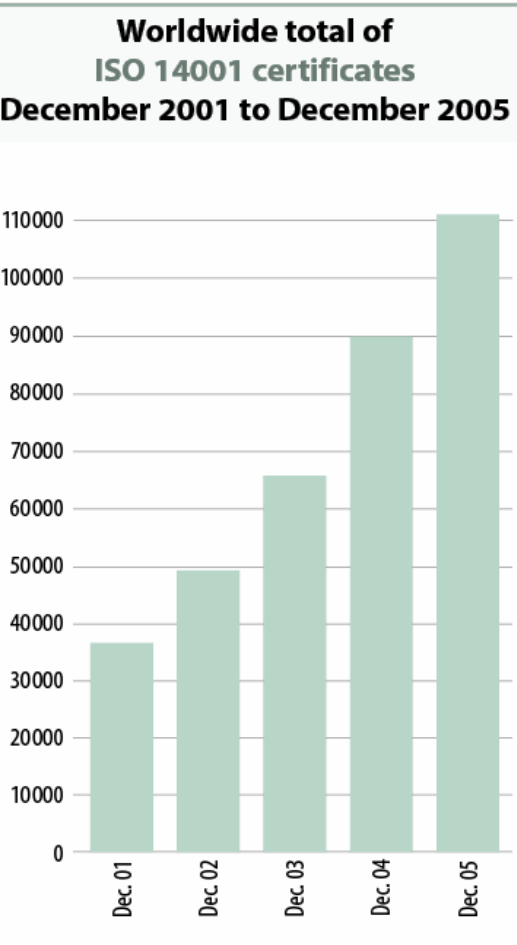
The ISO Survey *(cont.)*
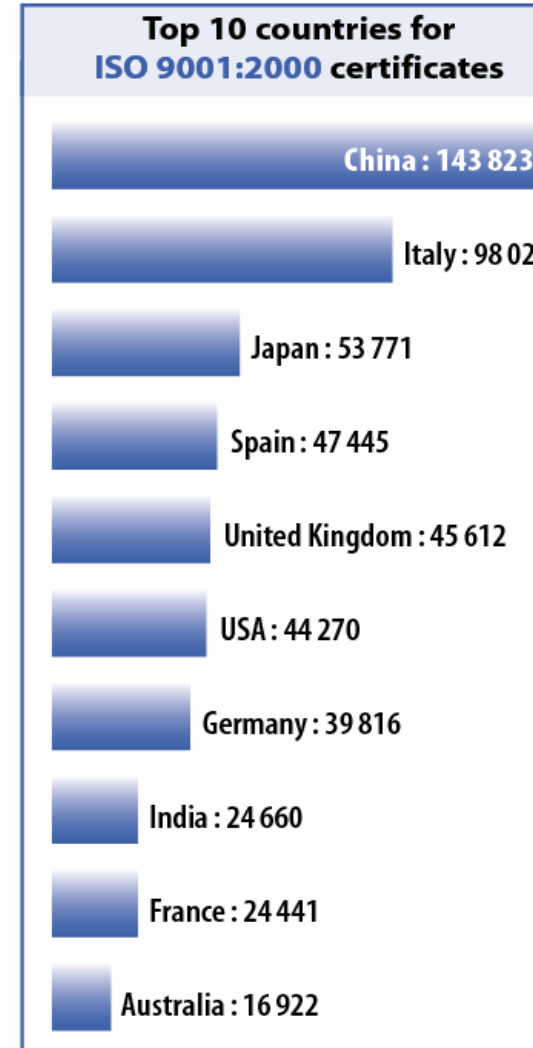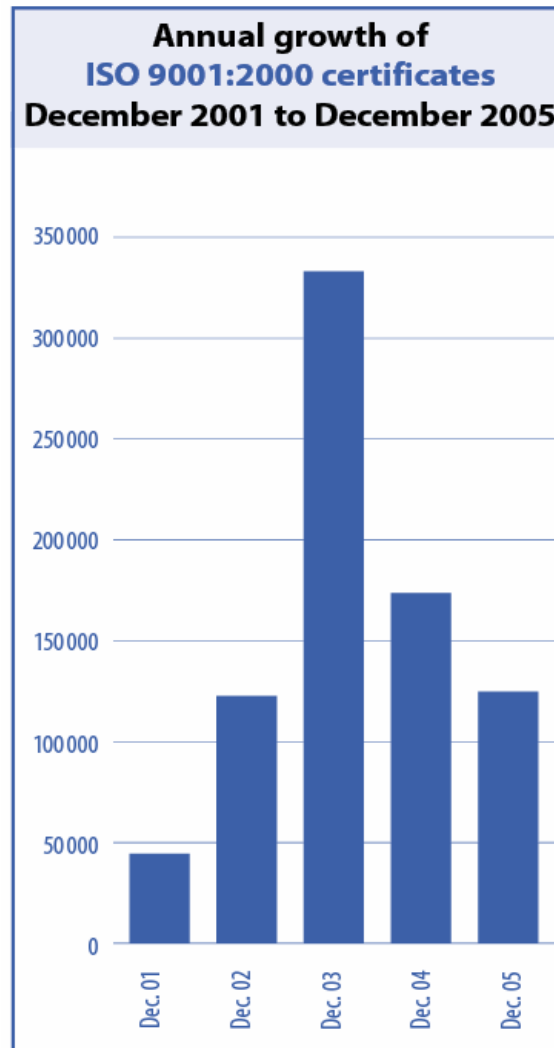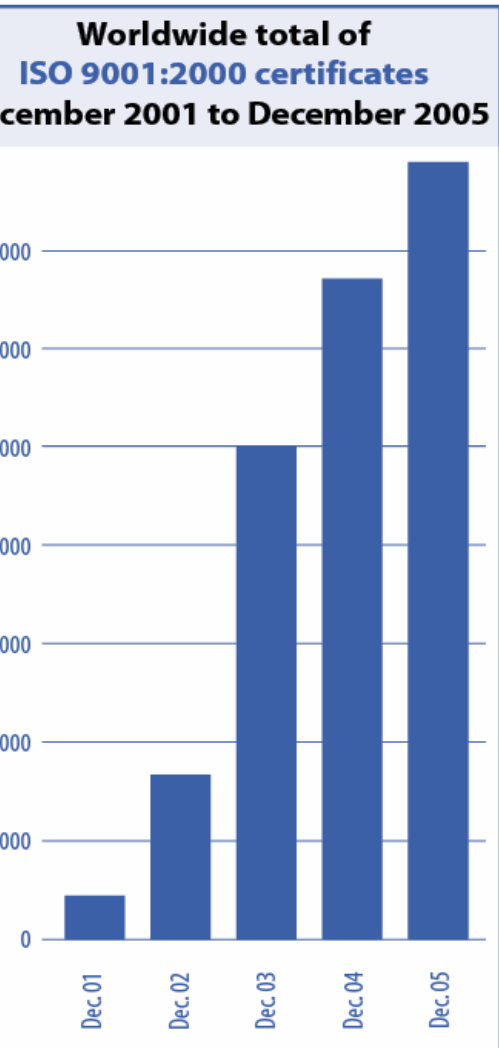
- The **worldwide total of certificates to ISO 9001:2000** at the end of **2005** was 776 608.

- This was **increase of 18 %** over 2004 when the total was 660 132 certificates.

- Certificates had been issued in **161 countries** compared to 154 the previous year.

Worldwide total of ISO 14001 certificates December 2001 to December 2005

Annual growth of ISO 14001 certificates December 2001 to December 2005

Top 10 countries for ISO 14001 certificates

Japan : 23 466

China : 12 683

Spain : 8 620

Italy : 7 080

United Kingdom : 6 055

USA : 5 061

Korea, Rep. of : 4 955

Germany : 4 440

Sweden : 3 682

France : 3 289

The ISO Survey *(cont.)*

- The **worldwide total** of **ISO 14001** certificates at the end of **2005** was 111 162.

- This was an **increase of 24 %** over 2004 when the total was 89 937.

- Certificates had been issued in **138 countries** compared to 127 the year before.

Benefits of ISO 9001 and ISO 14001

- International, expert consensus on state-of-the-art practices for quality and environmental management.

- Common language for dealing with customers and suppliers worldwide in B2B.

- Increase efficiency and effectiveness.

- Model for continual improvement.

- Model for satisfying customers and other stakeholders.

- Build quality into products and services from design onwards.

- Address environmental concerns of customers and public, and comply with government regulations.

- Integrate with global economy.

- Sustainable business

- Unifying base for industry sectors

- Qualify suppliers for global supply chains

- Technical support for regulations

- Transfer of good practice to developing countries

- Tools for new economic players

- Regional integration

- Facilitate rise of services

More information

- ISO 9000/ISO 14000 section on **ISO Web site**:

  iso.www.org

- **ISO Management Systems** magazine

  www.iso.org/ims

- **IMS Alerts** free electronic newsletter

  www.iso.org/imsalerts

Resources

ISO Management Systems Magazine Database

28 issues, 430 articles
1 CD-ROM

- Integrates global business and standards intelligence
- Shares know-how on achieving results and avoiding problems through ISO standards
- Offered at 48 Swiss francs (about USD 39, or EUR 31) !

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When Results Count. ISO Standards.

Government

- Spain
- France
- Argentina
- Egypt
- Italy
- Mexico

India in the 'top 10'

ISO 14001 in public sector