

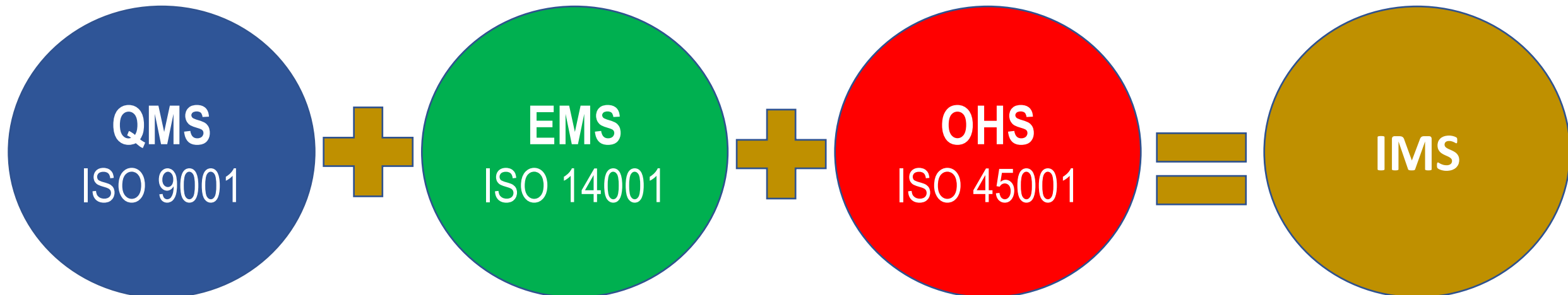
An Overview of Integrated Management System (IMS)

G-Certi Inc., June 30, 2020

Guest Speaker, Rashid Hussain CHRL/CQA

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Welcome to G-Certi Inc.



Please keep social distance and stay safe. Thanks

Introduction of Guest Speaker – Rashid Hussain

Education	MSc. TQM, MBA, MBE, B.Com
Designations	<ul style="list-style-type: none">• Certified Human Resources Leader (CHRL), HRPA• Certified Human Resources Professional (CHRP), HRPA• Certified Quality Auditor (CQA), ASQ
Lead Auditor Certifications	<ul style="list-style-type: none">• QMS (ISO 9001 & IATF 16949)• EMS (ISO 14001)• OHS (ISO 45001 & OHSAS 18001)
Experience	<ul style="list-style-type: none">• Leadership: President, CEO, Member of Leadership Committees• Management: Quality, Human Resources, Environment, Health & Safety• Consulting/Training/Internal Auditing: ISO 9001, IATF 16949, ISO 14001 & ISO 45001• 3rd Party Auditing: ISO 9001, ISO 14001 & ISO 45001
Volunteer	<ul style="list-style-type: none">• Program Chair: ASQ Kitchener Section (2020)• Mentor: Guelph & District Human Resources Professional Association (GDHRPA)• Member: Mentorship Committee, GDHRPA
Membership	<ul style="list-style-type: none">• Human Resources Professional Association of Canada (HRPA)• American Society of Quality (ASQ)

Meeting Agenda

- What is an Integrated Management System (IMS)?
- Which management systems can be integrated?
- How different management system can be integrated ?
- Examples of Integrated Management System
- What are the benefits of an integrated management system?

An Integrated Management System (IMS)

A management system which consolidates two or more management systems from different disciplines into one system is called an Integrated Management System

Examples

- QHSE (Quality, Health, Safety & Environmental)
- HSE (Health, Safety & Environment)

Why we need to Integrate Management Systems?

There can be multiple objectives of integrating management systems depending on the requirement of an organization, but one of the key objectives is an effective management and operations of different management systems as a single system.

Which management systems can be integrated?



All management systems operating in an organization can be integrated to a certain extent



Integration of Quality (ISO 9001), Environmental (ISO 14001) and Safety (ISO 45001) Management Systems and Health **OR** Safety & Environmental Management Systems (i.e. ISO 45001 & ISO 14001) are very common examples



Interested parties requirements can also be integrated with relevant management system(s) e.g. In Automotive Industry often FORD, GM, FCA requirements are integrated into QMS Documented Information and same as Compliance Obligations are integrated into EHS Management System.



Different business policies, processes and systems operating in an organization can also be integrated

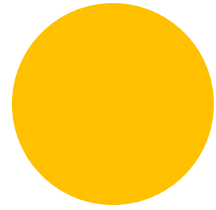
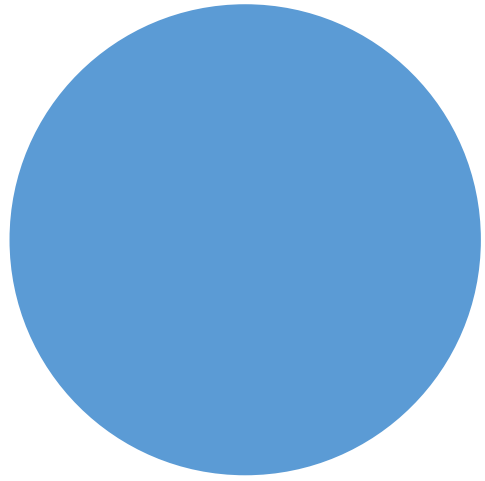
How different management systems can be integrated?

- Take a lead to identify the objective(s), scope and benefits of an IMS
- List the resources including time and budget for implementation
- Sell the cost vs benefits of IMS to leadership for their approval
- Present the proposal to Process Owners and relevant Interested Parties for their buy-in
- Establish a team using multidisciplinary approach
- Provide initial training to implementation team & process owners
- Identify the common elements of different management systems which can be integrated e.g. Manual, Policies, Procedures, Job Descriptions, Work Instructions and Objectives etc.
- Prepare a project plan including timelines for documented information, training (i.e. process owners and end users), implementation, internal auditing, management review and certification (if required)

How different management systems can be integrated? – Contd.

- Complete the documented information with the engagement of relevant process owners and interested parties
- Implement the documented information by providing training/support to end users
- Conduct internal audit and management review to see effectiveness of IMS
- Establish objectives for continual improvement based on internal audit results and decisions/actions agreed in management review
- Conduct pre-assessment if required
- Call certification body for 3rd party audit

Note: You may hire a competent consultant to integrate management systems if internal competence and resources (e.g. time & human resources) are not available



Examples of IMS

5.2 Management System Policy or QHSE Policy



We at G-Certi believe in the philosophy of continual improvement to achieve the highest standards of Quality, Health, Safety and Environment (QHSE). **We meet and where possible exceed customer satisfaction** and expectations of our interested parties by:

- creating awareness of risk-based thinking throughout the organization
- defining responsibilities to achieve IMS objectives
- training employees for effective use of its management system
- **providing reliable and timely services**
- **eliminating hazards and reducing OH&S risks**
- **ensuring consultation and participation of employees**
- **preventing injuries and work-related illnesses**
- **protecting environment, preventing pollution and achieving environmental performance**
- **minimizing and where possible eliminating the environmental impact of business activities**
- **making the most efficient use of natural resources**
- complying with applicable regulators and other interested parties' requirements
- reviewing the policy for continuing suitability and establishing objectives for continual improvement

We communicate this policy to all employees and make it available to interested parties by posting it on our website.

President
Rashid Hussain

4.3 Scope of IMS or QHSE

G-CERTI Inc. located at 100 Matheson Blvd E, Mississauga, ON L4Z 3P8 provides “Management Systems Certification and Training Services” subject to following exclusions:

- “Clause 7.1.5, Monitoring and Measuring Resources” is not applicable as organization doesn’t have any monitoring and measuring equipment which require calibration.
- “Clause 8.5.1f, Control of Product and Service Provision” is not applicable as SMS does not have any special process for which the resulting output cannot be verified by testing.

4.2 Interested Parties & their Expectations

Interested Parties	Expectations
Customers	<ul style="list-style-type: none"> • Product and services quality • On-time delivery • Response time to enquiries, concerns and complaints • Environmentally friendly operations • Highest standards of health and safety at workplace
Suppliers	<ul style="list-style-type: none"> • Communication of onsite health and safety hazards/risks • Communication of onsite environmental aspects/impacts • Clear specification of products & services • Compliance with contractual terms and conditions
Regulators	<ul style="list-style-type: none"> • Compliance with applicable legal requirements
Leadership	<ul style="list-style-type: none"> • Return on investment • Compliance with applicable requirements interested parties • Conformance with company policies and procedures • Meeting and exceeding customer satisfaction • Most efficient use of natural resources • Safety first
Employees	<ul style="list-style-type: none"> • Safety at work • Provision of training to perform assigned tasks • Environmentally friendly workplace

Management System Objectives

#	Objectives	Action Plan/Milestones	Responsibility	Resources Required	Status
1	To increase the on-time delivery of projects from 90% to 95% by Dec 31/2020	<ul style="list-style-type: none"> To establish a plan for effective communication with clients and interested parties (customers, consultants, auditors & trainers) To use Risk-based-Philosophy to improve scheduling and reviews with clients To use project management tools to track project timelines 			
2	To get ISO 45001 certification by Nov 20, 2020	<ul style="list-style-type: none"> To establish ISO 45001 implementation team To provide required training to implementation team To conduct ISO 45001 Gap Analysis from documentation, implementation and integration prospect To establish and integrate required ISO 45001 documented information to existing IMS To train interested parties and implement the updated IMS To conduct Internal Audit & Management Review To identify the opportunities for improvement and action plan To identify Certification Body and schedule certification audit 			
3	To reduce the use of paper by 50% in training business by Dec 31/2020	<ul style="list-style-type: none"> To provide option of soft copies to all participant with the message of playing their role to conserve natural resources 			
4	To develop a team of 7 competent internal auditors from different functions to conduct audit of IMS by Jul 19, 2020	<ul style="list-style-type: none"> To identify training requirement of existing and potential internal auditors To identify and select training provider To establish training schedule and provide required training 			

Benefits of Integrated Management System



Cost Saving

- Organization can save lot of cost including but not limited to internal auditing, certification, training, implementation, management and consulting

Easy Management & Operations

- It's easy to manage/operate IMS instead of managing individual systems

Efficient/Effective Use of Resources

- Resources are used efficiently/effectively when operating and managing IMS

Improved Communication

- IMS improves internal/external communication to achieve intended results

Responsibilities & Authorities

- IMS eliminates conflicting responsibilities and authorities

Time Saving

- Organization can save lot of time including but not limited to auditing (both 1st, 2nd & 3rd party auditing), training, implementation, management and consulting



Benefits of Integrated Management System – Cont.

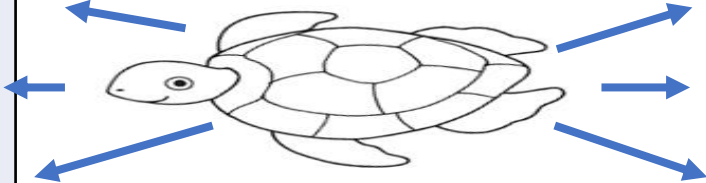
- **Effective Risk Management**
 - IMS provides better understanding of risk to entire organization by portraying bigger picture of risk on canvas than impact of risk on individual management systems
- **Effective Management of Opportunities**
 - IMS provides better understanding of opportunities by portraying bigger picture of continual improvement



Example of Common and Standard Specific Requirements

Clause #	Common (9K,14K & 45K)	Common (14K & 45K)	Only QMS (9K)	Only EMS (14K)	Only OHS (45K)
4	4.1, 4.2, 4.3, 4.4				
10	10.1, 10.2 & 10.3				
9	9.1.1, 9.2, 9.3	9.1.2			
8	8.1.1 8.4 (9K) & 8.1.4 (45K)	8.1 (14K) & 8.1.1/8.1.2 (45K) 8.1.2 8.2	8.1, 8.2, 8.3, 8.5, 8.6, 8.7	*8.1	*8.1.1, 8.1.2

4.4./9.2 Turtle Diagram – A Tool for Process Risk Management

With What? (Material/Financial/Other Resources)	Opportunities	With Who? (Human Resources)
<ul style="list-style-type: none"> • Infrastructure (Hardware, Software, Office etc.) • Time • Resources for Audit (Financial/Materials/Others etc.) 	<ul style="list-style-type: none"> • Use of Risk-based-Thinking in Auditing • Effective Audit Planning • Effective Training • Maintaining adequate number of competent Auditors 	<ul style="list-style-type: none"> • Qualified Auditors • Lead Auditor • Auditee
Inputs	Internal Auditing Process	Output
<ul style="list-style-type: none"> • Audit Plan /Schedule • Audit Criteria (Req of IMS, ISO 9001, ISO 14001, ISO 45001 and Interested Parties) • Risks & Opportunities (QMS, EMS & OHS) • Importance and Criticality of Processes • Changes affecting the Organization (QMS, EMS & OHS) • Results from previous audits • Internal and external performance trends • Complaints from Customer & Interested Parties 		<ul style="list-style-type: none"> • Audit Report • Summary of Audit Findings • Non-Conformity Report (if any)
How? (Methods/Control/Documented Information)	Risks	Monitoring/Measuring (KPIs/Process Results)
<ul style="list-style-type: none"> • Audit Planning • Documented Information (i.e. Policies, Procedures etc.) • Audit Checklists • Audit Frequency • Audit Methods (Interviews, Observations and Review of Documented Information) 	<ul style="list-style-type: none"> • Poor Audit Planning (not based on Risk) • Ineffective Audit Training • Auditor's Competence • Availability of Competent Auditors • Infrastructure Failure • Lack of Resources • Inadequate Frequency 	<ul style="list-style-type: none"> • Quality, Health, Safety & Environmental (QHSE) Targets • QHSE Risks & Opportunities • Internal/External Audit Results • Effectiveness of Corrective Actions • # of Nonconformities & Noncompliance • Maintenance of Certification (ISO 9001, ISO 14001, ISO 45001) • Number of Safety & Environmental Incidents & Near Misses • Lost Time/Workdays • Workers Compensation Cost

Example of some common procedures to integrate



Control of Documented Information



Competence, Training and Awareness



Internal Audit



Management Review



Control of Nonconformity



Corrective Actions

Example of some common procedures to integrate – Contd.



Management of Risks & Opportunities



Change Management



Monitoring & Measuring Resources (Calibration)



Communication



Monitoring, Measurement, Analysis and Evaluation



Continual Improvement

Three decorative circles of varying sizes and colors (blue, yellow, and grey) are arranged in a descending line from left to right. A large grey curved shape is also present in the top right corner of the slide.

Free Resources/Events

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www.gcerti.ca



THANK
YOU!

I wish you to stay Safe.



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