

ISO - Risk Management and Customer Retention

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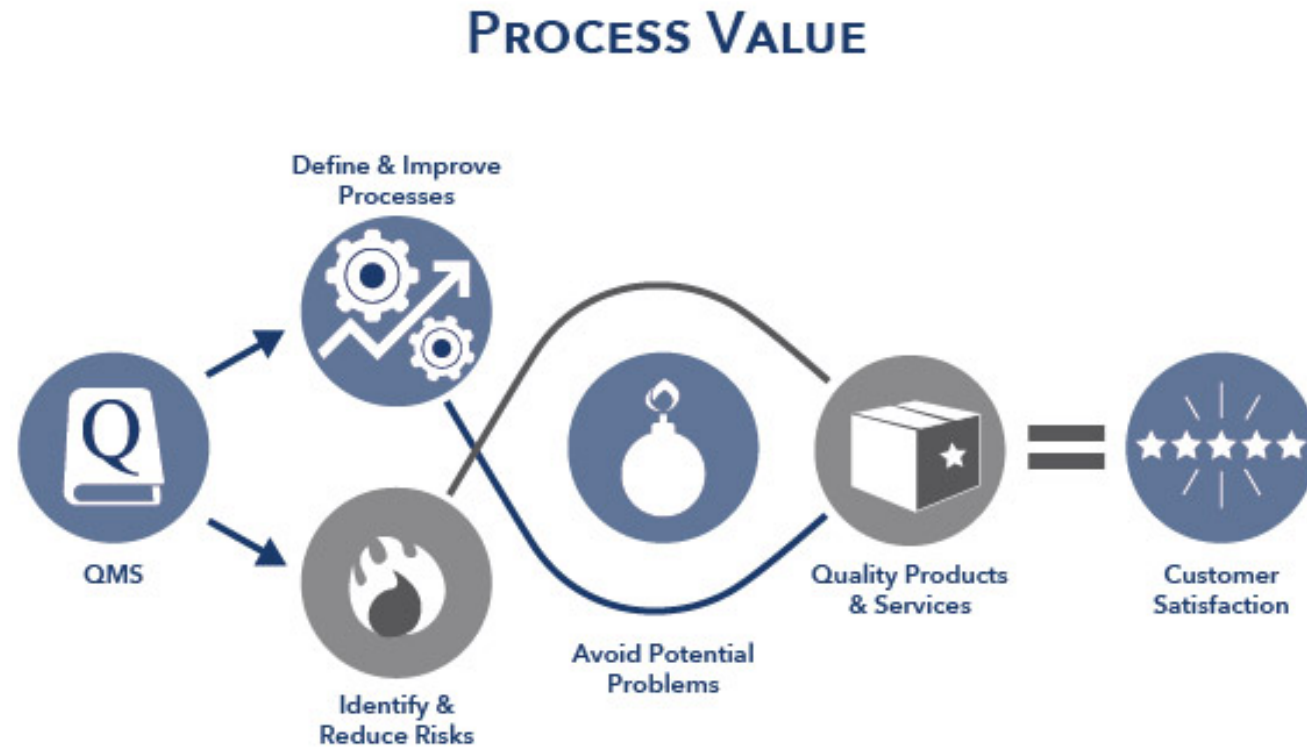
Core Business Solutions

Value of a Management System

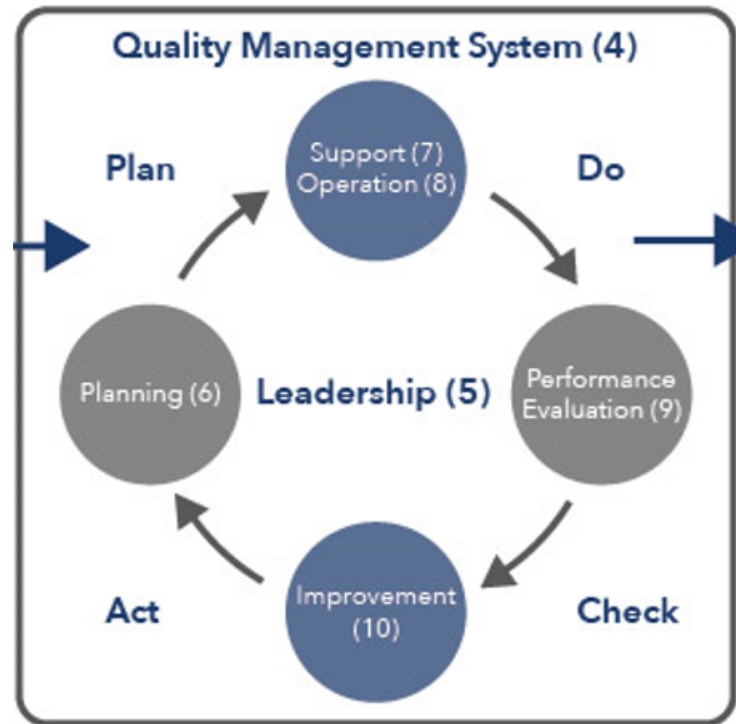
Provides a **Structure**

- Continuous Improvement
- Customer Satisfaction

Value of a Management System



Plan Do Check Act



Plan Do Check Act

- Context of the organization
- Quality management system and its processes
- Leadership
- Planning
- Support
- Operation
- Performance evaluation

Context of the Organization (Inherent Issues)

- Risk
- Opportunity

The Golden Circle



ISO 14001 Environmental Management Systems

- What aspects of our organization could have an impact on the environment?
- How are going to reduce the threat or enhance the benefit?
- How will we measure the success?
- What Statutory or Regulatory obligation do we have?
- What are our Emergency Plans?

ISO 45001 Occupational Health and Safety

- What Hazards do our activities pose to employees, customers or visitors
- How are we going to eliminate or reduce likelihood?
- How are we going to involve workers from all levels of the organization?
- How are we going to manage hazards through purchasing?