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# **Certified ISO 9001 systems: in search of added value**

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NEN, Society and Environment

29 November 2016

# Agenda

- Why is this topic relevant?
- Added value of the the new generation of ISO management system standard
- Research findings of Erasmus University
  - Added value of applying MSS
  - Added value of certification
- Discussion
- Role for ISO/TC 176

# Why is this important?

The screenshot shows the ISO website homepage. At the top, there is a navigation bar with the ISO logo on the left and links for 'Standards', 'About us', 'Standards Development', 'News', and 'Store' in the center. On the right side of the navigation bar, there are links for 'Français | Русский', 'Members area', and a shopping cart icon. Below the navigation bar is a search bar with the text 'Search ISO' and a magnifying glass icon. The main content area features a large image of a group of people with their hands stacked in a circle. Overlaid on this image is a text box that reads 'On the same page' and 'A new standard for management consultancy services ensures everyone is a winner.' Below this text box is a 'Learn more' button. To the right of the image is a section titled 'Popular standards' (circled in red in the original image), which lists several ISO standards: ISO 9000 Quality management, ISO 14000 Environmental management, ISO 3166 Country codes, ISO 26000 Social responsibility, ISO 50001 Energy management, ISO 31000 Risk management, ISO 22000 Food safety management, ISO 27001 Information security management, ISO 45001 Occupational health and safety, ISO 37001 Anti bribery management systems, and ISO 13485 Medical devices. At the bottom of the page, there is a call to action box that asks 'Are you looking to buy an ISO standard?' and includes a 'Visit the ISO Store' button.

http://www.iso.org/iso/home.html

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**On the same page**  
A new standard for management consultancy services ensures everyone is a winner.  
Learn more

**Popular standards**

- ISO 9000 Quality management
- ISO 14000 Environmental management
- ISO 3166 Country codes
- ISO 26000 Social responsibility
- ISO 50001 Energy management
- ISO 31000 Risk management
- ISO 22000 Food safety management
- ISO 27001 Information security management
- ISO 45001 Occupational health and safety
- ISO 37001 Anti bribery management systems
- ISO 13485 Medical devices

Are you looking to buy an ISO standard?  
Visit the ISO Store

# Why is this important?

## The ISO Survey of Management System Standard Certifications 2015

### Executive Summary

The ISO Survey of Certifications is an annual survey of the number of valid certificates to ISO management system standards worldwide.

A summary of the 2015 results is shown below:

Standard	Number of certificates in 2015	Number of certificates in 2014	Change	Change in %
ISO 9001**	1033936	1036321	-2385	-0.2%
ISO 14001***	319324	296736	22 588	8%
ISO 50001	11935	6765	5 220	77%
ISO 27001	27536	23005	4 531	20%
ISO 22000	32061	27690	4 371	16%
ISO/TS 16949	62944	57950	4 994	9%
ISO 13485	26255	26280	-25	-0.1%
ISO 22301	3133	1757	1 376	78%
ISO 20000-1	2778		2 778	
<b>TOTAL</b>	<b>1519952</b>	<b>1476504</b>	<b>43 448</b>	<b>3%</b>

Largest user community of ISO standards

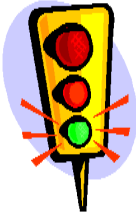
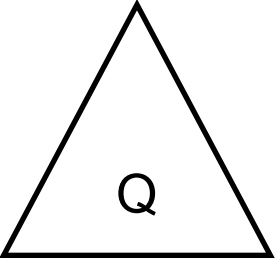
# The beginning: model for quality assurance



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**This is how ISO 9001:1986 started**

# Development management system standards

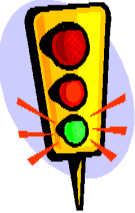


ISO 9001  
1<sup>st</sup> edition

ISO 9001  
2<sup>nd</sup> edition



SAGE



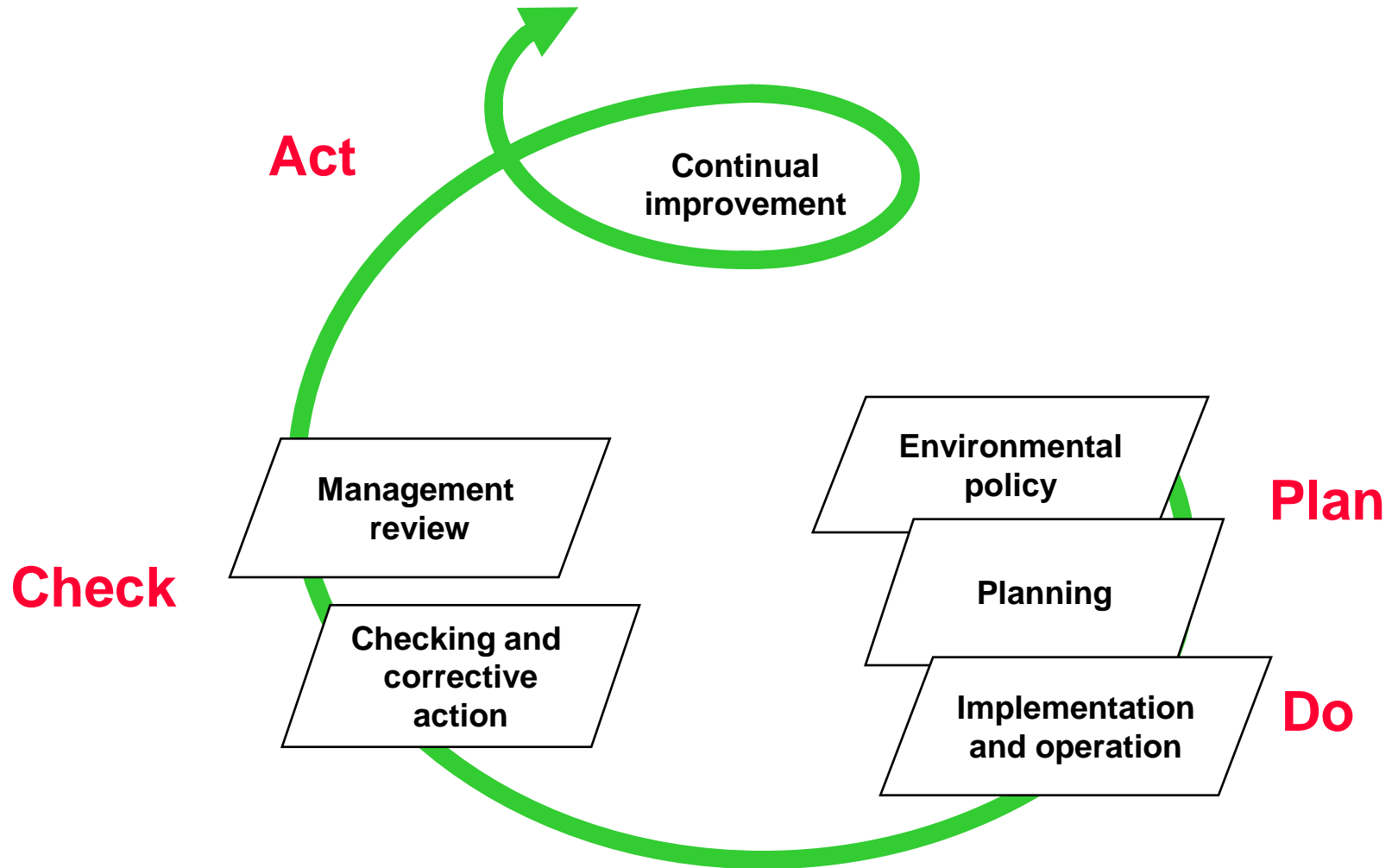
ISO 14001  
1<sup>st</sup> edition



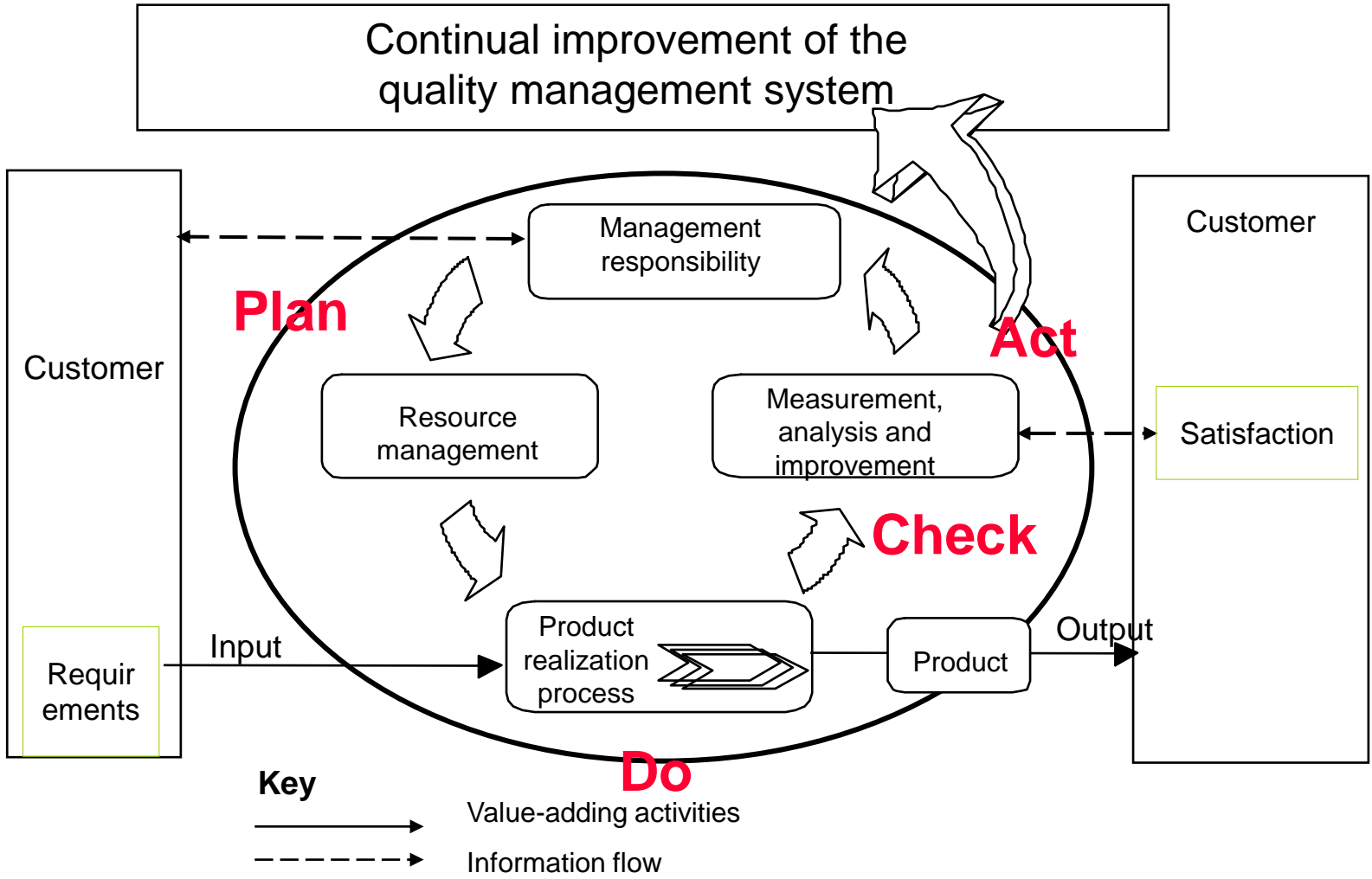
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# ISO 14001: PDCA model

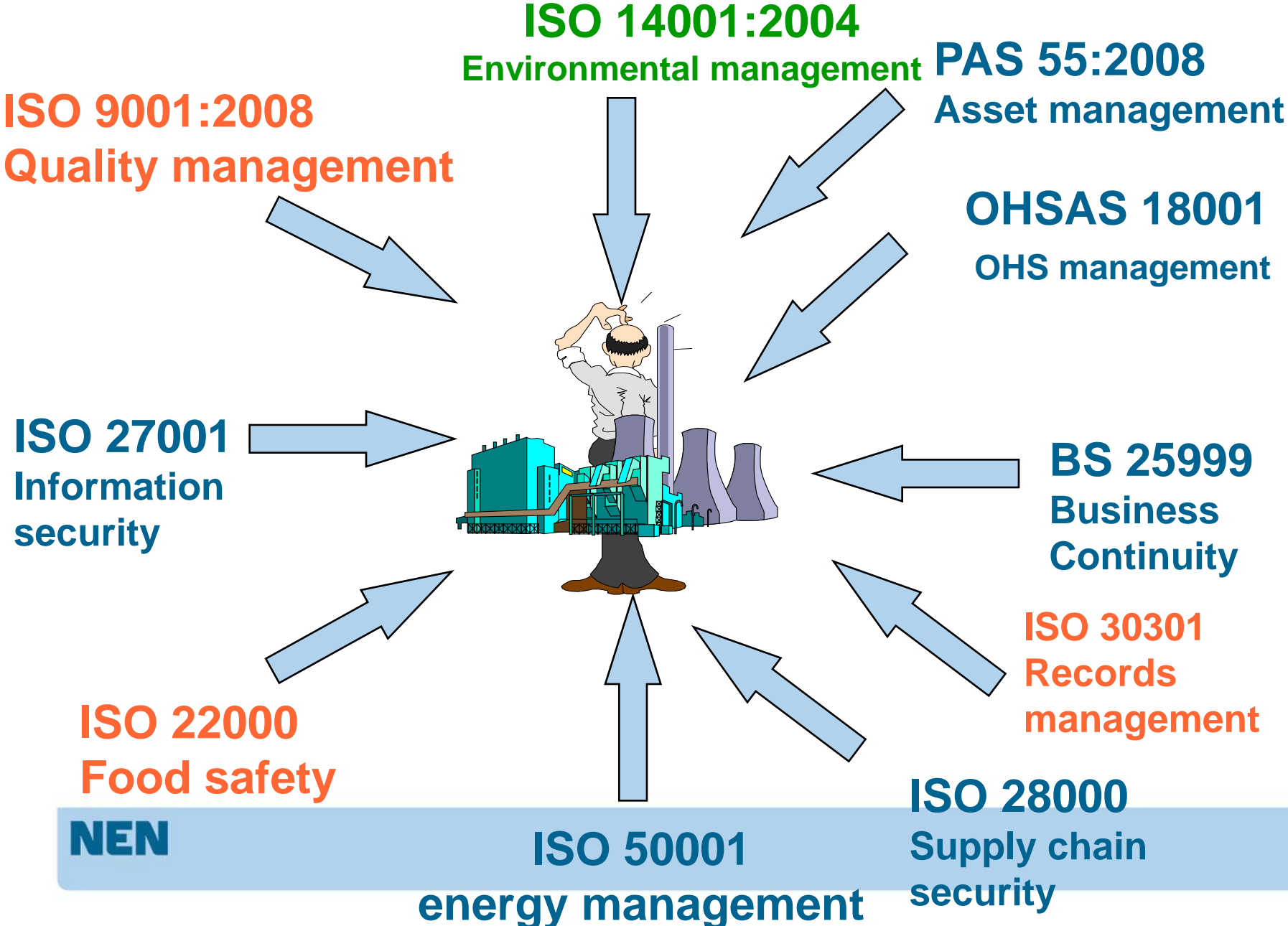


# ISO 9001: process model for quality management

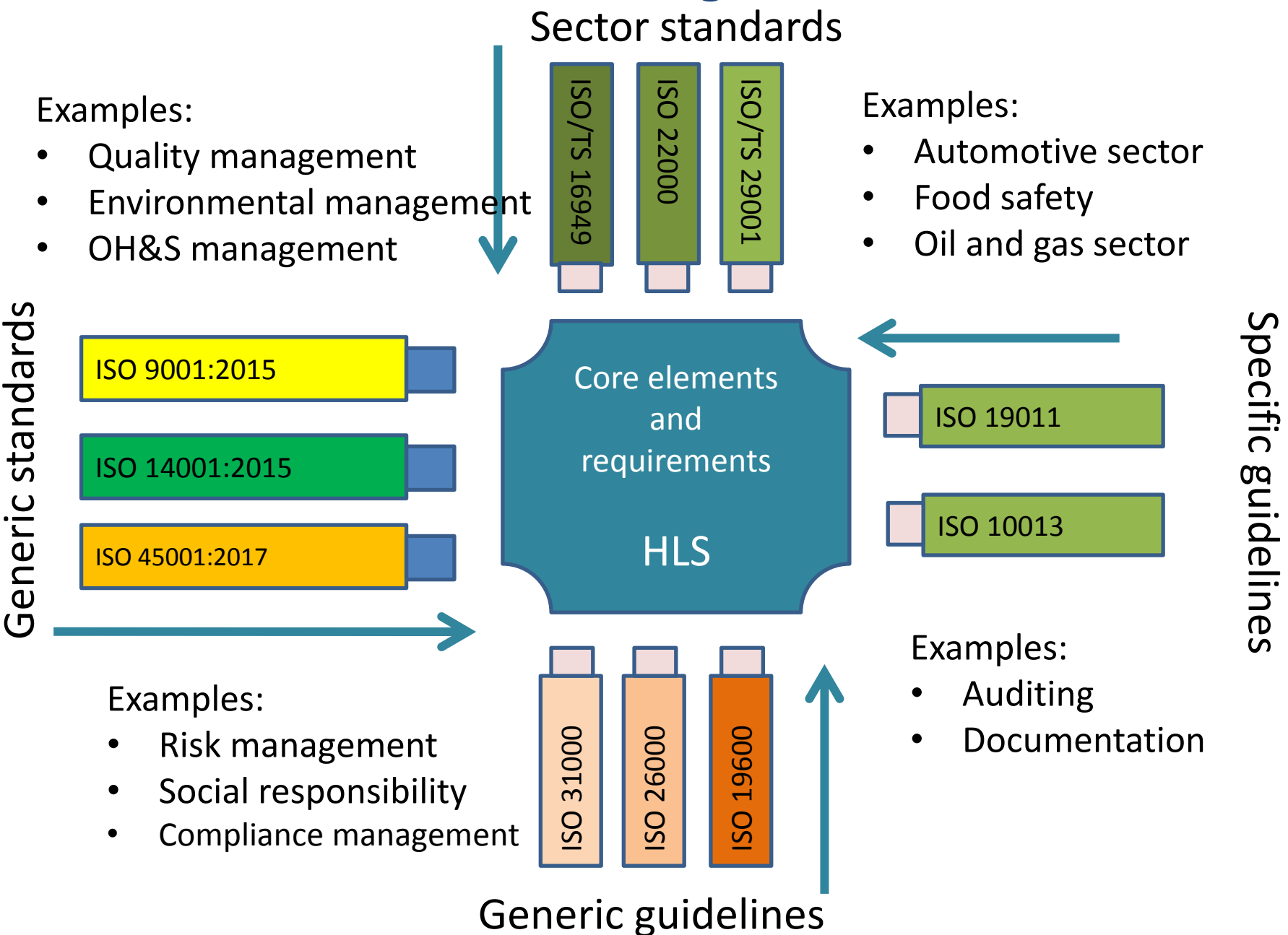




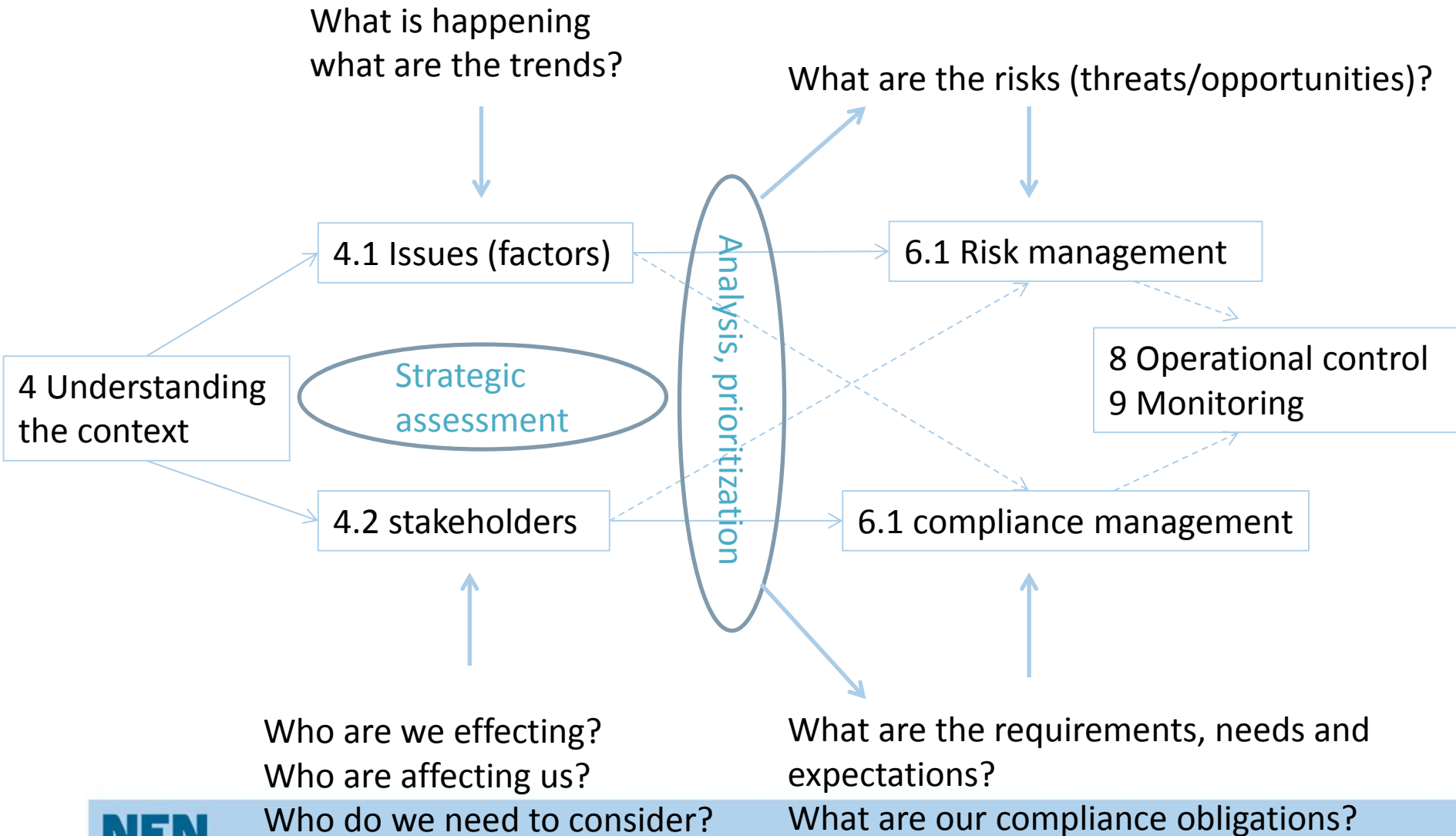
# The Challenge for businesses



# The solution from ISO: the Plug-in model for MSS

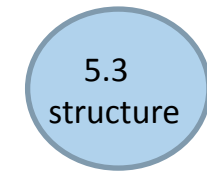


# HLS: risk based thinking

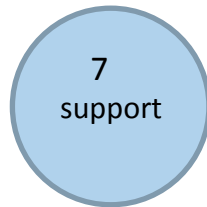


# HLS: linking strategy and operations

**Strategic level**  
“doing the right things”



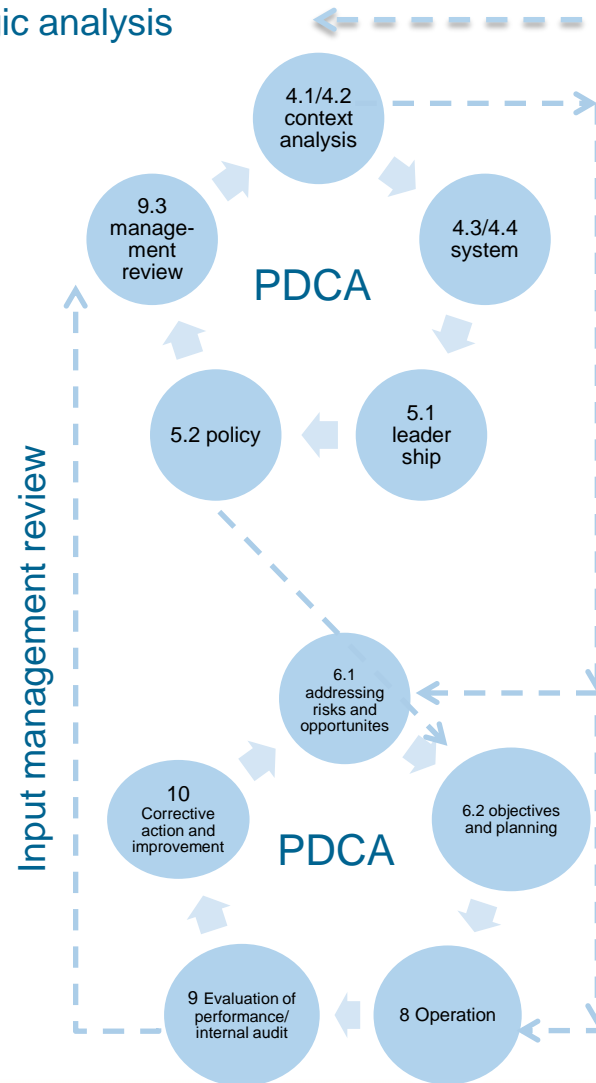
Supporting  
elements



**Operational level**  
“doing the things right”

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strategic analysis



External/internal issues and developments  
Stakeholders, needs and expectations

Operational  
Risk assessment

Operational  
controls

# Importance HLS/plugin model

- companies:
  - ISO management systems become part of the corporate governance
  - Integration and expansion of systems becomes much easier
  - Assists in dealing with future challenges
- Stakeholders:
  - Interests (*issues and requirements*) are taken into account in managing the organization

# Importance HLS/Plug-in model

- For governmental supervision/inspection:
  - Risk management and compliance management are an integral part of (certified) management systems

# Challenges for ISO

- Full understanding and acceptance by TC/PC
- Commitment at all levels in the business community and other stakeholders
- Scientific basis for the plug-in model and the HLS/identical requirements
- **Monitoring effectivity of application of ISO MSS, including certification experiences**
- Further development of HLS
- Communicating the message!