

Total's Carbon Capture and Storage Project at LAGO (A): Risk Opportunity in Public Engagement

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What are the major changes?

The "context of the organization" must be determined

*i.e., internal and external issues relevant to the organization

The "needs and expectations of interested parties" must be determined

Key Changes – Clause 9

stronger monitoring and measurement requirements

Objective of Revisions

- Enhance an organization's ability to satisfy customers and ensure the new standard reflects the needs of all potential user groups
- Maintain relevance, provide integrated approach to organizational management, and integrate with other management systems..
- to provide confidence in the organization's ability to consistently provide customers with conforming goods and services
- Set a consistent foundation for next 10 years.

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Why is ISO 9001 changing?

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- ISO standards are reviewed for suitability and effectiveness every 5-7 years*
- ISO 9001 was last updated in 2008
- A formal global review of ISO 9001 was completed in 2012 among ISO member bodies. This resulted in a decision to revise the standard

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Why is ISO 9001 changing?

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- In the last 25 years, many other Management Systems Standards have come into use world wide
- Organizations that use multiple Management System Standards are increasingly demanding a common format and language that is aligned between those standards Annex SL

Reasons For The Changes

- **Decrease** the emphasis on Documentation
- **Increase** the emphasis on Achieving Value for the Organization and its customers
- **Increase** emphasis on Risk Management to achieve objectives

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Tools to identify the need and type of change?

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- Weisbord's 6 box organisational model
- 7s model
- 5 whys
- Content, context and process model
- Soft systems methodology
- Process modelling
 - ✓ Process flow
 - ✓ Influence diagrams

ISO = International Organization for Standardization

- Based in Switzerland
- Made up of over 100 National Standards Bodies ("NSB's")
- Almost 20,000 standards in the ISO portfolio
- All standards are based on INTERNATIONAL CONSENSUS

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ISO standards are usually developed by its Technical Committees ("TC's") and Sub-committees ("SC's")

ISO/TC176/SC2 (Quality Systems) is responsible for ISO 9001

ISO 9001:2015 is being developed by a specific SC2 Working Group ("WG24")

WG24 is composed of international experts nominated by their NSB or from formal liaison member to ISO (typically industry associations)
WG23 is responsible for Communications and Product Support

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