

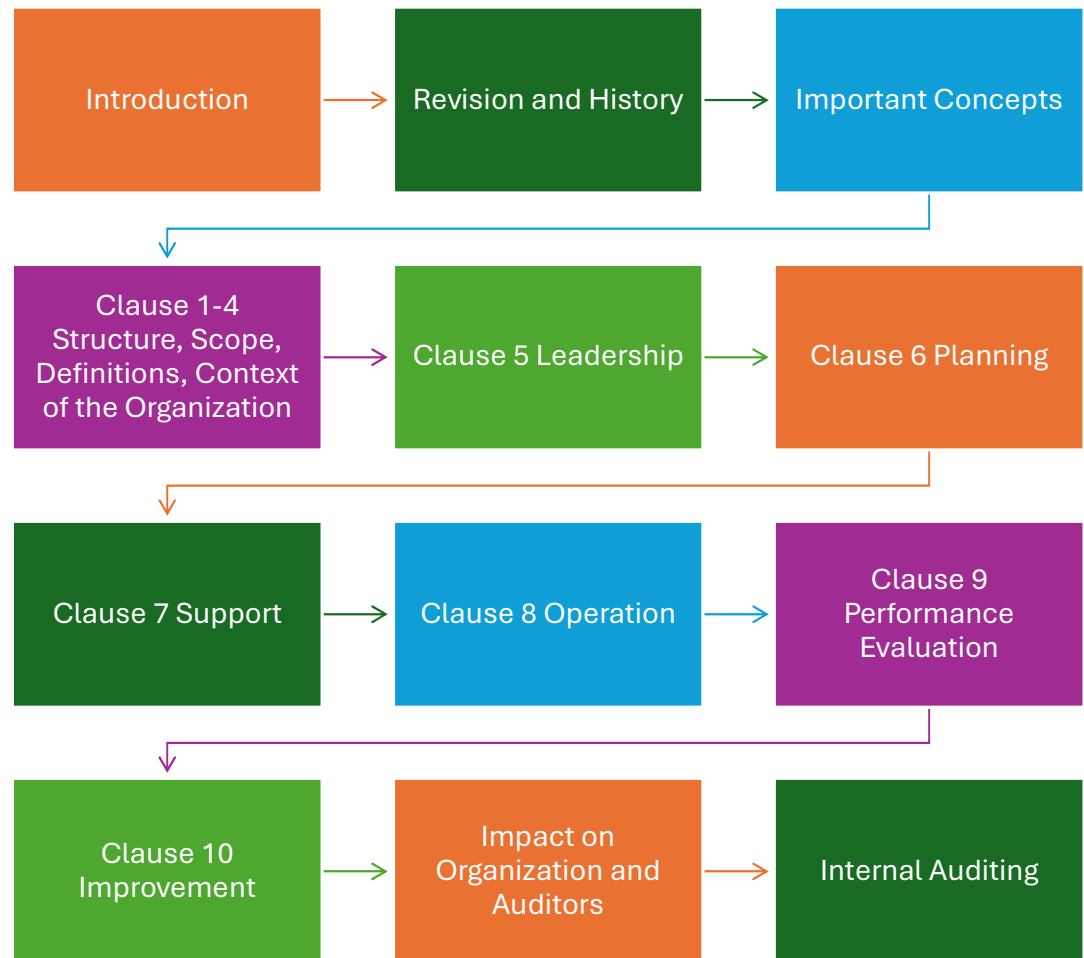
Free ISO 45001:2018 Internal Auditor Training



From Quality Asia Certifications
Private Limited



Structure of the Course



Objectives



Understand the fundamentals and the key requirements of ISO 45001:2018



Develop skills as an internal auditor



Learn how to contribute to occupational health & safety management within the organization

Outcomes



Implement an effective OHS management system



Improve the safety and health of your employees



Reduce workplace accidents and injuries



Enhance your organization's reputation



Meet regulatory requirements

Trainer Introduction



- **Mr. Atul Suri**
- BE (Electrical), MBA
- Certified Lead Auditor:
ISO 9001, 14001, 45001, 50001, 22000, 27001,
13485, and 26000
- BEE Certified Energy Auditor (CEA)
- Professional Experience:
 - 30+ Years in the industry, with a strong foundation in engineering and management.
 - 20+ Years as a seasoned Management Systems Auditor and Trainer, delivering expertise across multiple sectors.
- Worked with Various Top Notch Certification Bodies as a Lead Auditor and Reviewer like Quality Asia, Intertek, Apave, Moody International, IRQS, etc

About Quality Asia



Mission: Clearly state Quality Asia's mission, such as "To empower organizations with world-class quality standards and sustainable practices."

Vision: Describe the company's vision, like "To be the leading provider of quality assurance and certification solutions in India."

NABCB accredited: Quality Asia is accredited by the National Accreditation Board for Certification Bodies (NABCB), which means that their certifications are recognized internationally.

Ethical Certifications: We are committed to providing 100% audit and compliance services, ensuring transparency and integrity in every certification we issue.

Comprehensive Expertise: We specialize in ISO 9001, ISO 14001, ISO 45001, and more, offering a full spectrum of certification services tailored to your organization's needs.

Free ISO 9001 Internal Auditor Training: We empower your team with free training, helping you build internal expertise and maintain compliance with international standards.

Global Reach, Local Touch: Serving clients across multiple Indian cities and international locations, we combine global expertise with personalized local service.

Commitment to Excellence: Our mission is to support businesses in achieving and maintaining their certification, unlocking new opportunities and improving operational efficiency.

ABOUT FREE LIVE INTERNAL AUDITOR PROGRAM



Monthly Training Programs

We offer a focused training session on a different ISO standard each month, ensuring continuous learning and up-to-date knowledge for your team.

Flexible Learning Options

Missed a session? No problem! Our training programs are available for later viewing through the Quality Asia School on our website, allowing you to learn at your own pace. Log on to

Our Mission

We are dedicated to increasing awareness about ISO standards and enhancing internal auditor competence. Our goal is to uplift industry operational standards by empowering professionals with the knowledge and skills they need to drive excellence in their organizations.

Impact of Occupational health & Safety

- Nearly 3 million people die every year due to work-related accidents and illnesses.
- Almost 400 million workers suffer non-fatal accidents.

(ILO – International Labour Organization)

**2.93
million**

workers die
each year as a
result of work-
related factors

**395
million**

workers
worldwide
sustain a non-
fatal work
injury each
year

**2.41
billion**

workers are
exposed to
excessive heat
each year

**\$361
billion**

could be saved
globally by
implementing
improved
safety and
health
measures to
prevent injuries
from excessive
heat in the
workplace



ISO 45001:2018 – Purpose and Revision History



ISO 45001:2018

- International standard
- Defines requirements for an OH&S management system
- Can be used by any organization
- Has a similar high-level structure to that of other management system standards (e.g., ISO 9001, ISO 14001...)



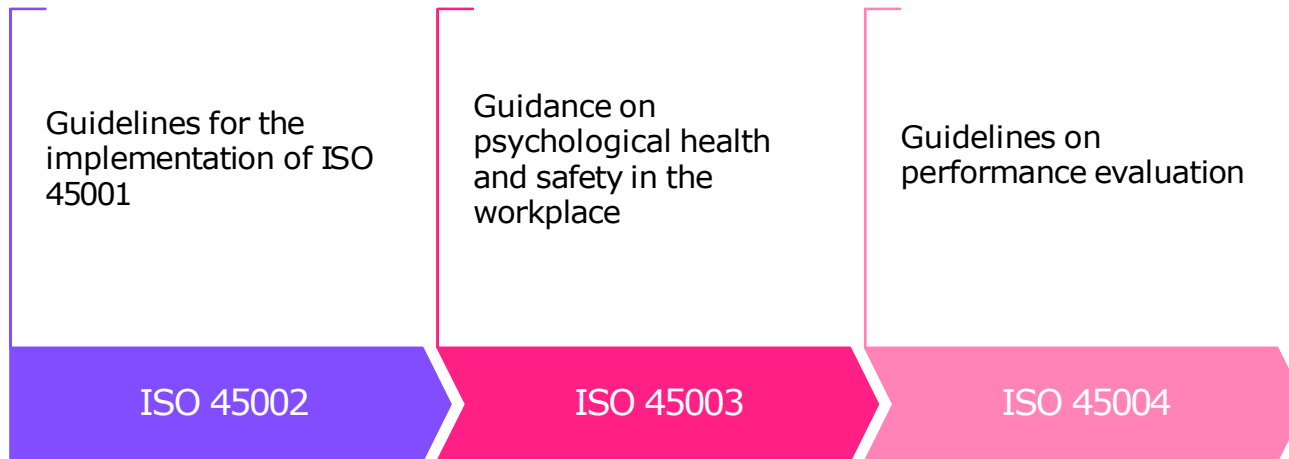
Structure of ISO 45001:2018

1. Scope
2. Normative references
3. Terms and definitions

4. Context of the organization
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance evaluation
10. Improvement

→ Requirements for the OHSMS

Other standards for OH&S management



Evolution of ISO 45001



ISO 45001:2018 replaces OHSAS 18001, which was widely used for occupational health and safety (OHS) management.



Developed by the International Organization for Standardization (ISO) to align with other management system standards like ISO 9001 and ISO 14001.



Incorporates the Annex SL High-Level Structure (HLS), ensuring consistency across various ISO standards.



Why Occupational Health & Safety Management?

Preventing Work-Related Injuries and Illnesses: Establish systems to identify hazards, assess risks, and implement controls.

Promoting a Safe and Healthy Workplace: Foster a culture of safety and well-being for employees, reducing absenteeism and improving morale.

Meeting Legal Obligations: Ensures compliance with national and international health and safety regulations, reducing the risk of legal action.

Reduced Incidents and Costs: A systematic approach lowers workplace incidents, minimizing costs associated with accidents, insurance, and compensation.


Building Trust with Stakeholders: Demonstrates a commitment to safeguarding the well-being of workers, enhancing organizational reputation.

Alignment with International Standards: Aligning with ISO 45001 ensures global applicability and facilitates integration with other management systems (e.g., ISO 9001 and ISO 14001).

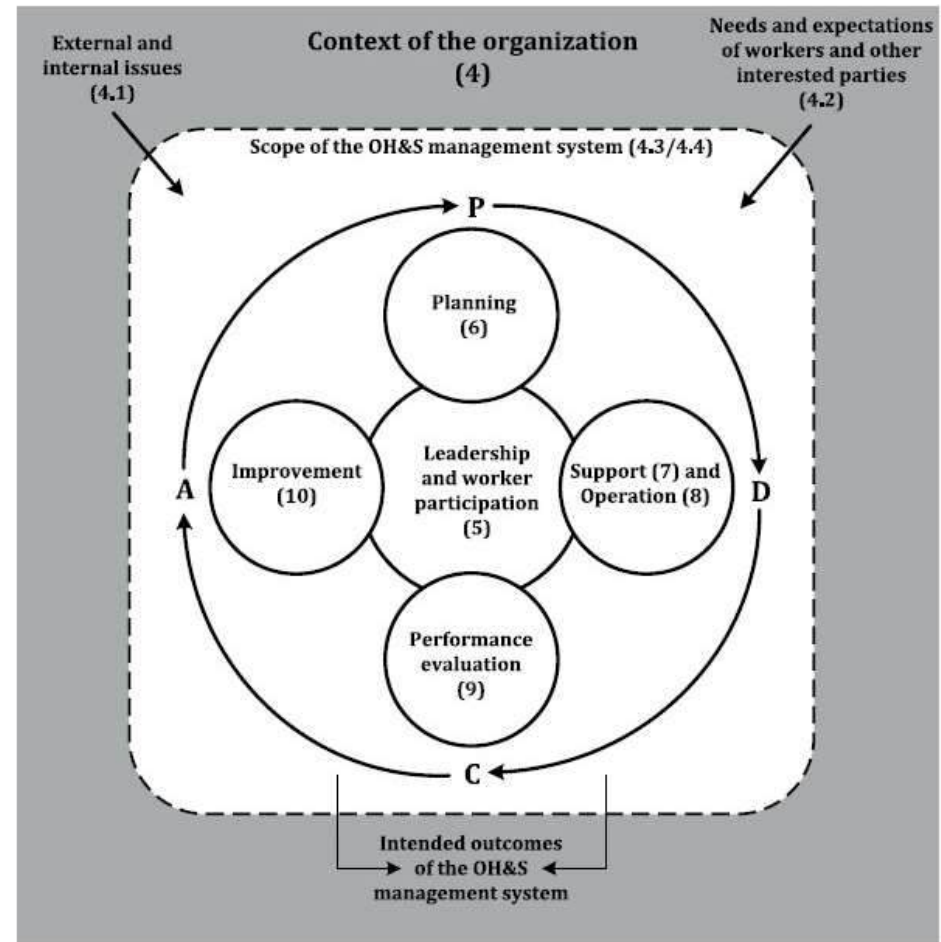


Occupational Health & Safety Management System



- **Management system** - set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives
 - **OHS management system** - A management system that helps an organization achieve its OH&S objectives
- 

PDCA (Plan – Do – Check – Act)



Workshop 1 - Introduction to ISO 45001 (10 Points)

1. What is the primary objective of ISO 45001? * (2 Points)

- ☐ To improve product quality
- ☐ To enhance the environmental management system
- ☐ To reduce workplace risks and improve occupational health and safety (OHS) ✓
- ☐ To increase market share

2. ISO 45001 is designed to help organizations improve which of the following? * (2 Points)

- ☐ Environmental performance

Clause 4: Context of the organization

S. No.	Clause No.	Clause name
1.	4.1	Understanding the organization and its context
2.	4.2	Understanding the needs and expectation of workers and other interested parties
3.	4.3	Determining the scope of the occupational health & safety management system
4.	4.4	Occupational health & safety management system

4.1. Context of the organization

- The organization shall **determine external and internal issues** that are relevant to its purpose and that affect its ability to achieve the ***intended outcomes*** of the OH&S management system



Context of the organization

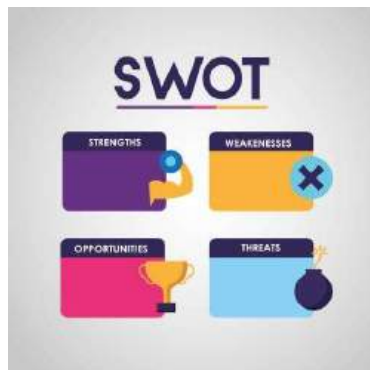
External issues

- Economic and political situation
- OH&S requirements in the supply chain
- Technological innovations in the sector
- Geographical location
- War, social unrest, terrorist threats
- Social aspects (e.g., availability of workforce)
- Legislation and voluntary agreements...

Internal issues

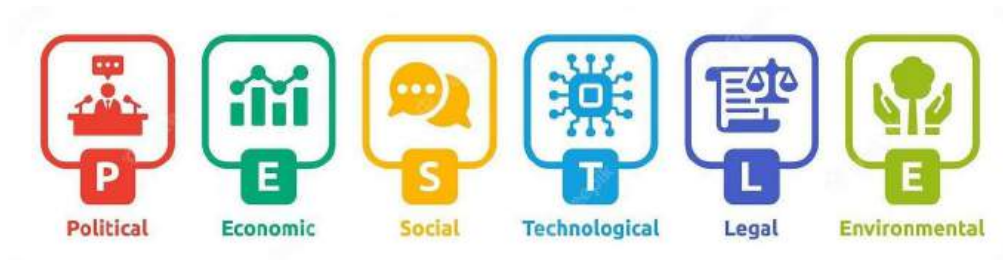
- Organization's structure, governance and resources
- Processes, products and services
- Internal regulations and requirements
- Workers' demographics
- Workers' involvement in OH&S decisions
- Subcontractors working on the company's premises
- Work program and arrangements...

Context of the organization



SWOT Analysis

The context of the organization can change in time, so the internal and external issues should be **monitored**



PESTLE Analysis

Interested party (*stakeholder*)

- Person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity



4.2. Needs and expectations of workers and other interested parties

- Identify other interested parties, besides workers
- Determine the needs and expectations (requirements) of workers and other stakeholders
- Determine which needs and expectations are, or could become, legal and other requirements

Needs and expectations of interested parties

Interested party	Need and/ or expect the organization to...
Workers	<ul style="list-style-type: none"> - implement effective controls to protect their safety and health - facilitate their participation in the decisions that refer to their work - provide training about hazards and risks and the controls applied - ensure transparency on health and safety matters - recognize that different groups of workers may be exposed to different OH&S risks
Shareholders	<ul style="list-style-type: none"> - manage OH&S risks properly and protect their investment
Authorities	<ul style="list-style-type: none"> - comply with legislation and regulations
Customers	<ul style="list-style-type: none"> - offer products and services that are safe to use
Suppliers	<ul style="list-style-type: none"> - inform them about its requirements in relation to occupational health and safety

4.3. THE SCOPE OF THE OH&S MANAGEMENT SYSTEM

The organization shall determine to what and where its OH&S management system applies



Scope of the OH&S management system

The organization shall clarify what is inside and what is not covered by the OH&S management system, in terms of locations, activities and operations.

THE SCOPE OF THE OH&S MANAGEMENT SYSTEM

- Consider the ability to control or influence activities, products and services.
- Do not define the scope as to exclude activities or facilities with a significant impact on health and safety, to evade legal requirements or to mislead stakeholders.
- The scope shall be available as documented information.



4.4. OH&S management system

- The organization shall establish, implement, maintain and continually improve an OH&S management system, in accordance with the requirements of ISO 45001



Climate action changes



- Amendment 1 to ISO 45001:2018 from February 2024

CLIMATE ACTION CHANGES

- The organization shall determine whether climate change is a relevant issue (for its context)



CLIMATE ACTION CHANGES

- Interested parties can have requirements related to climate change





Recapitulation (Context of the organization)



The organization and its context

Determine external and internal issues that can affect the organization's ability to achieve the intended outcomes of the OH&S management system

The scope of the OH&S management system

Establish and document the scope of the OH&S management system

Interested parties and their needs and expectations

Determine the relevant requirements of workers and other interested parties

OH&S management system

Establish, implement, maintain and continually improve an OH&S management system in accordance with the requirements of ISO 45001

Workshop 2 - ISO 45001 Clause 4 (10 Points)

1. Why is it important for an organization to understand its external and internal issues, as mentioned in Clause 4.1? * (2 Points)

- ☐ To improve customer satisfaction
- ☐ To develop a detailed financial plan
- ☒ To determine factors that can affect the OHS management system ✓
- ☐ To meet regulatory requirements for documentation

2. Which of the following is an example of an internal issue under Clause 4.1 of ISO 45001? * (2 Points)

- ☐ Legal requirements in the industry



Clause 5: Leadership and worker participation

S. No.	Clause No.	Clause name
1.	5.1	Leadership and commitment
2.	5.2	OH&S policy
3.	5.3	Organizational roles, responsibilities and authorities
4.	5.4	Consultation and participation of workers

5.1. Leadership and commitment

- The top management shall demonstrate leadership and commitment with respect to the OH&S management system



The top management shall...



Develop, promote and lead a culture that support OH&S



Take overall responsibility and accountability for the prevention of injury and ill health and the provision of safe and healthy workplaces



Ensure the integration of the OH&S management system in the business processes



Communicate on the importance of effective OH&S



Ensure that the resources for this management system are available

The top
management
shall...

Ensure that a policy and OH&S objectives are established

Protect workers from reprisals when reporting incidents, hazards, risks and opportunities

Ensure that worker consultation and participation processes exist

Support the functioning of health and safety committees

The top management shall...



Ensure that the management system achieves its intended outcomes



Promote continual improvement



Direct and support persons to contribute to the OH&S management system



Support other management roles to demonstrate their leadership in their areas of responsibility

5.2. OH&S policy

- Top management shall establish, implement and maintain an OH&S policy
- The policy must be documented, communicated in the organization and available to interested parties



The OH&S policy shall ...

- Include a commitment to prevent injuries and ill health and to provide safe and healthy working conditions
- Include a commitment to eliminate hazards and reduce risks
- Include a commitment for continual improvement
- Include a commitment to fulfil legal and other requirements
- Include a commitment for the consultation and participation of workers
- Be appropriate to the purpose, size and context of the organization
- Be appropriate to the nature of OH&S risks and opportunities
- Provide a framework for setting the OH&S objectives



OH&S policy

Communicated and understood

Available to external stakeholders, as appropriate

Reviewed regularly and, if necessary, updated

5.3. Roles, responsibilities, authorities



Top management shall assign and communicate responsibilities and authorities for relevant roles



There should be clarity about responsibilities and interfaces



Responsibilities and authorities must be understood

Roles, responsibilities, authorities

- The top management shall assign the responsibility and authority for the OH&S management system



5.4. Consultation and participation of workers

- The organization shall establish processes for the consultation and participation of workers at all levels in the planning, implementation, performance evaluation and improvement of the OH&S management system.





Consultation and participation

- Provide mechanisms, time, training and resources for consultation and participation
- Provide clear, timely information about the OH&S management system
- Remove (or minimize) obstacles to consultation and participation
- Consider specific groups of workers
- Emphasize the consultation and participation of non-managerial workers

Recapitulation (Leadership and worker participation)

Leadership and commitment

Top management shall demonstrate leadership and commitment with respect to the OH&S management system

Organizational roles, responsibilities and authorities

Top management shall ensure that responsibilities and authorities for relevant roles in the OH&S management system are assigned and communicated

OH&S policy

Top management shall establish, implement and maintain an OH&S policy

Consultation and participation of workers

Establish, implement and maintain processes for the consultation and participation of workers at all levels and functions

Workshop 3 - ISO 45001 Clause 5 (10 Points)

1. According to Clause 5.1, leadership and commitment must ensure that the OHS policy and objectives are: * (2 Points)

- ☐ Communicated only to top management
- ☐ Aligned with business growth targets
- ☒ Consistent with the strategic direction of the organization ✓
- ☐ Based solely on legal requirements

2. What is the purpose of the OHS policy mentioned in Clause 5.2? * (2 Points)

- ☐ To define the organization's financial goals



Guest speaker

MR SANDEEP SHARMA (FLIPKART GROUP OF COMPANIES)

- **Mr. Sandeep Kumar Sharma**
 - Graduate Engineer in E & C and MBA (Marketing).
 - Lead Auditor for ISO 9001 & ISO 14001.
 - 24+ years experience in Service Operations & Quality Domain.
 - F1 Info Solutions & Services Pvt Ltd & Jeeves Consumer Services Pvt Ltd (Flipkart Group of Companies) as Manager Quality Assurance.
 - F1 into repairs of Mobiles, Laptops and other Electronic Products
 - Jeeves is into Installation & Repairs of TV, AC, HA, Fur. & Other Products which are bought by Customers through Flipkart Portal.

Benefits of Implementing ISO 45001:2018 in Organizations

Framework to systematically manage OH&S risks

Reduced workplace incidents and injuries

Demonstrated commitment to worker health and safety

Ensured compliance with OH&S regulations

Increased organizational resilience

Continual improvement of OH&S performance.

Gaining a competitive advantage.

Trust of Internal & External stakeholders.

Increased reputation with consumers.

Benefits for Professional getting Certified for ISO 45001:2018 Internal Auditor Program



- This training program dives deep into Occupational Health & Safety Management Systems and equips you with the expertise to effectively audit organizations against the ISO 45001 standard.
- A certified auditor can help Organizations to identify Potential Health & Safety Risks within Organization and improves overall performance and compliance.
- Internal auditor helps increase efficiency and potential cost savings after managing OH & S related risks.
- You'll gain valuable knowledge that strengthens your credibility and marketability, making you a more sought-after professional.

Clause 6: Planning

S. No.	Clause No.	Clause name
1.	6.1	Action to address risk and opportunities
2.	6.1.1	General
3.	6.1.2	Hazard identification and assessment of risk and opportunities
4.	6.1.3	Determination of legal requirements and other requirements
5.	6.1.4	Planning actions
6.	6.2	OH&S objectives and planning to achieve them
7.	6.2.1	OH&S objectives
8.	6.2.2	Planning actions to achieve OH&S objectives

6.1. Actions to address risks and opportunities

- The organization shall determine risks and opportunities that need to be addressed
- OH&S risks vs. Other risks



Hazard vs. Risk

- **Hazard** –source with a *potential* to cause injury or ill health
- **OH&S risk** –combination of the *likelihood* of occurrence of a work-related hazardous event or exposure and the *severity* of injury and ill health that can be caused by the event or exposure

Hazards

- A hazard is something that can cause harm.
 - Physical
 - Chemical
 - Biological
 - Fire
 - Ergonomic Electrical
 - Material handling



PHYSICAL HAZARD

- A physical hazard is an agent, factor or circumstance that can cause harm with contact. They can be classified as type of occupational hazard or environmental hazard. Physical hazards include ergonomic hazards, radiation, heat and cold stress, vibration hazards, and noise hazards.



CHEMICAL HAZARD

- A chemical hazard is a type of occupational hazard caused by exposure to chemicals in the workplace. Exposure to chemicals in the workplace can cause acute or long-term detrimental health effects
- Chemicals can be hazardous for numerous reasons and can combine with other chemicals to make new hazards



Chemical hazard

- The degree of hazard associated with a particular chemical will depend on:
 - Its physical properties
 - Its toxicity
 - The way it is used
 - The environment in which it is encountered.



Chemical Handling - MSDS

- MSDS is a document which discusses all the information of the material related to identification, hazard, handling/storage requirement, first aid measures and disposal information.
- Physical/chemical and reactivity properties.

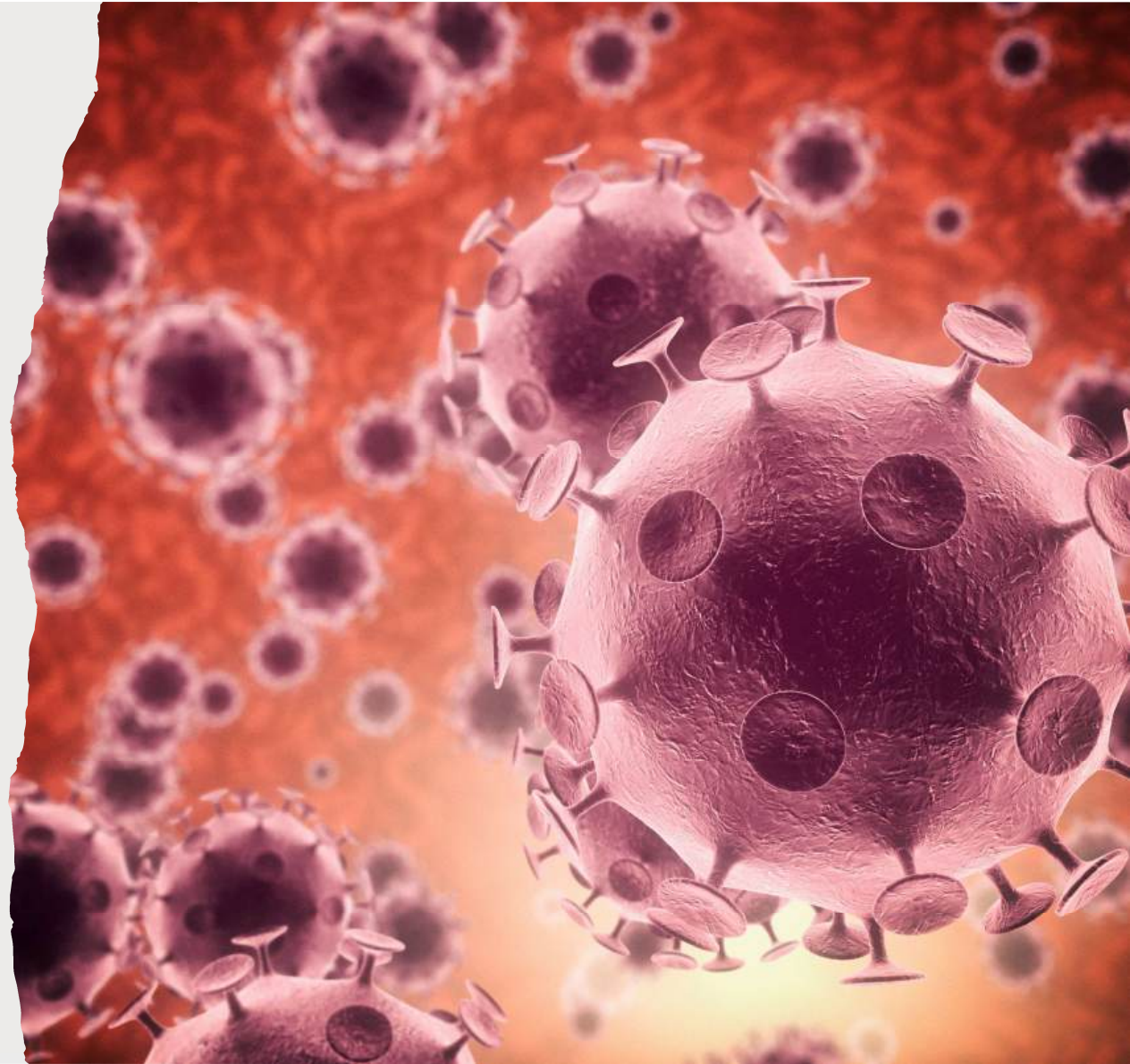


Material

Material
Safety
Data
Sheets

BIOLOGICAL HAZARD

- A biological hazard, or biohazard, is a biological substance that poses a threat to the health of living organisms, primarily humans. This could include a sample of a microorganism, virus or toxin that can adversely affect human health.



FIRE HAZARD

- A fire hazard is any condition or situation that could lead to a fire. It's essential to be aware of and address these hazards to prevent fires and ensure safety.





ERGONOMIC HAZARD

- Ergonomic hazards are factors in the workplace that can cause physical discomfort, pain, or injury due to repetitive motions, awkward postures, or excessive force. These hazards can lead to a variety of musculoskeletal disorders (MSDs)
 - Back Pain
 - Neck Pain
 - ...

ELECTRICAL HAZARD

- Electrical hazards are one of the most common causes of workplace injuries and fatalities. They can occur in any setting, from homes and offices to construction sites and industrial facilities.



MATERIAL HANDLING HAZARD

- **Material handling hazards** are risks associated with the movement, storage, and handling of materials. These hazards can lead to a variety of injuries.



6.1.2.1. Hazard identification

- Establish, implement and maintain a **process for hazard identification** that is ongoing and proactive
- Identify **sources, situations or tasks** with the potential to cause injuries and ill health

Hazard identification

The organization shall (also) take into account...

- Situations in the vicinity of the workplace (not controlled by the organization) that may cause injuries or ill health
- Changes in knowledge and information about health and safety hazards



Sources of information for hazard analysis

- Records of incidents and near-miss situations
- Input from workers (and stakeholders)
- On-site observation
- Public information
- Site plans, designs, information about the work environment
- ...

Unsafe Conditions

- are hazards that have the potential to cause injury or death to an employee. Some of these hazards include erroneous safety procedures, malfunctioning equipment or tools, or failure to utilize necessary safety equipment.



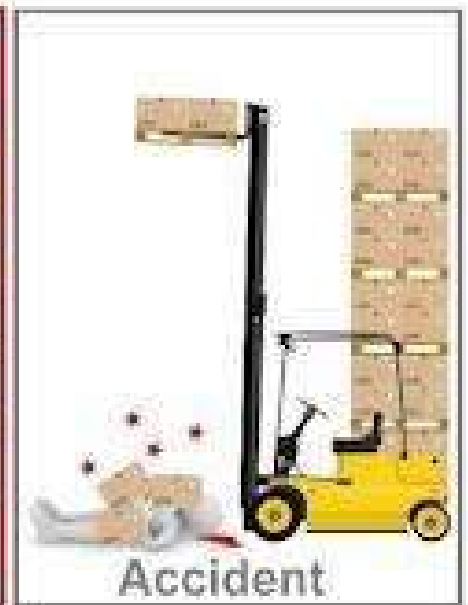
How to deal
with unsafe
conditions?

IT IS SIMPLE:



**REPORT ANY
UNSAFE CONDITIONS!**





Accident / Incident

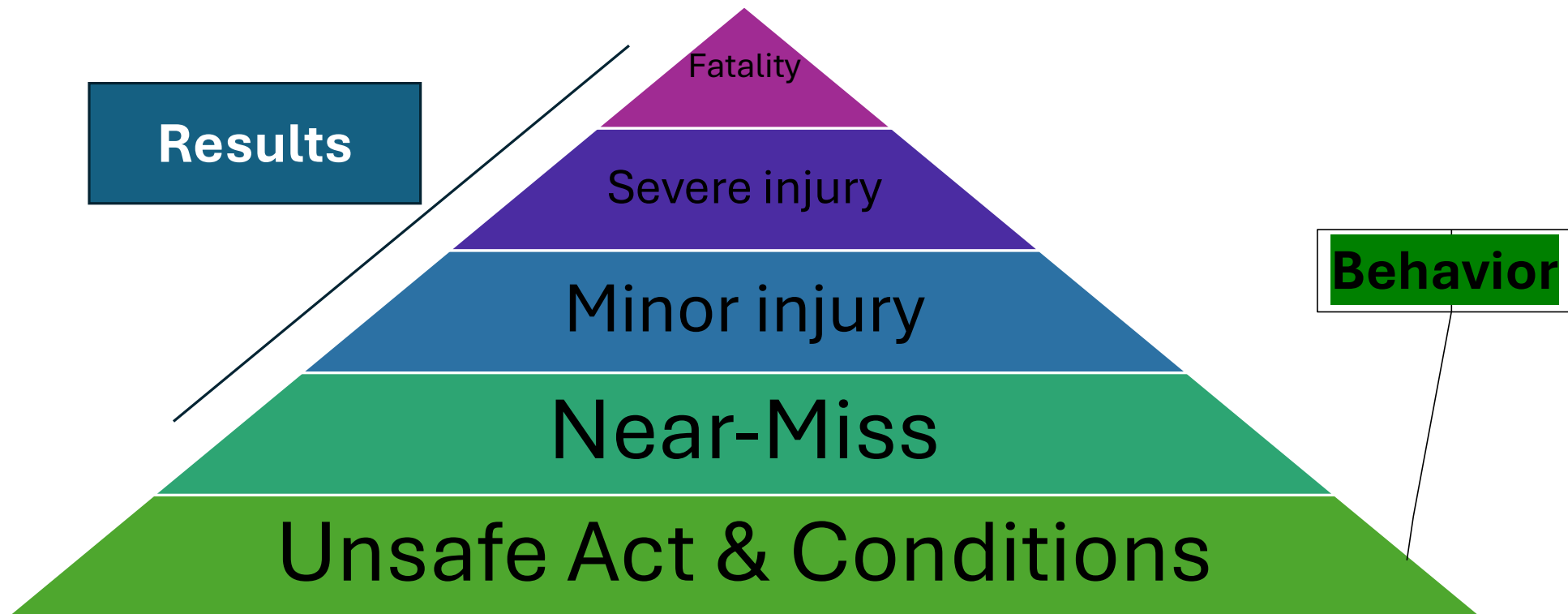
- ACCIDENT / INCIDENT: is defined as an unplanned event that results in personal injury or property damage.
 - Major
 - Minor
 - First aid



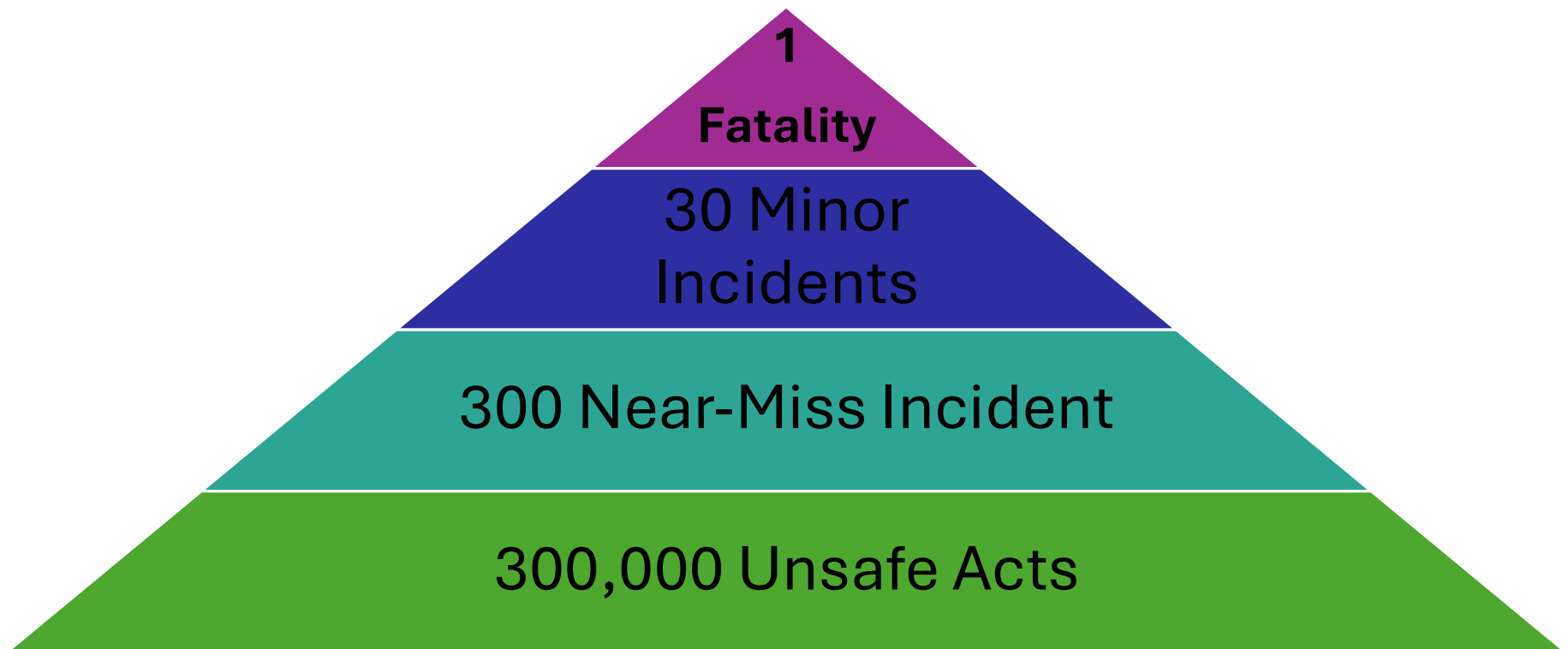
Near-Miss

- An incident where no property was damaged, and no personal injury was sustained but has potential to do so.





Safety Pyramid





Spot the Hazard

Spot the Hazard



Hazard analysis

Activity	Hazards
Excavating a trench for an oil pipeline	Getting struck by equipment, dust, noise from machinery, fall from height, trench collapsing
Food preparation	Spoiled food, hot surfaces and steam, sharp objects (knives), torn electric cables and appliances, wet and oily floors

6.1.2.2. OH&S risk assessment

- Establish, implement and maintain a process for the assessment of OH&S risks

Risk = likelihood x severity



OH&S risk assessment

- Assesses OH&S risks from the hazards identified
- According to a methodology
- Possibly regulated
- Conducted by competent assessors

OH&S risk assessment

Activity	Hazards	Consequence/ likelihood	Risk level
Excavating a trench for an oil pipeline	Getting hit by excavator	Injury/ crushing by heavy equipment but this has not happened	Medium
	Exposure to dust	Respiratory problems or eye irritation, and this is common	Medium
	Falling from height (the open trench)	Injuries (or worse) from falls, but this is very rare	Medium
	Noise from machinery	Workers are exposed to high noise during longer periods, and this can cause hearing loss	High
	Trench collapse	Crushing/ suffocation from falling materials. Rare	High
Food preparation	Spoiled food	Severe food poisoning in rare cases	Medium
	Hot surfaces or steam	Burns which are quite frequent	High
	Sharp objects (e.g., knives)	Minor cuts that are rare	Low
	Wet and oily floors	Injuries from slips and falls that are quite frequent	High
	Torn electric cables and appliances	Electric shock, very rare	Low

OH&S risk assessment

Severity (1 to 5)	Likelihood (1 to 5)				
	Very unlikely (1)	Unlikely (2)	Possible (3)	Likely (4)	Very likely (5)
Death or permanent disability (5)	5	10	15	20	25
Permanent partial disability and/ or hospitalization (4)	4	8	12	16	20
Injury or illness resulting in one or more days away from work (3)	3	6	9	12	15
Injury or occupational illness not resulting in a lost workday (2)	2	4	6	8	10
First aid only, no injury or illness (1)	1	2	3	4	5

OH&S risk assessment

Hazard and risk	Likelihood	Severity	Risk level
Employees getting hit by cover falling from above	3	4	12 (High)



Controlling OH&S risks

Hierarchy of controls	Multiply risk level by
Eliminate the hazard	0
Substitute with less hazardous processes, operations, materials or equipment	0,2
Use engineering controls and reorganization of work	0,4
Use administrative controls, including training	0,6
Use adequate PPE	0,8
Do nothing	1

Risk level (12) x 0.6 (administrative) = 7,2 (rounded 7)

7 x 0,8 (use of PPE) = 5,6 (rounded 6 – **Medium** risk)

OH&S risk assessment

- Should be reviewed periodically
- Documented information on the methodology and criteria

Other risks to the OH&S management system

- The organization shall determine and assess other risks related to its OH&S management system

Risk source	Risk	Risk level
Lack interest for OH&S from top management	No visible leadership and support for the OH&S system	High
Lack of financial resources for OH&S improvement	The organization not able to implement effective OH&S controls	Medium
Suppliers of PPE not able to deliver goods on time and/ or according to requirements	The organization not able to provide workers sufficient and adequate PPE	Medium

OH&S and other opportunities

- Establish, implement and maintain a **process** to assess OH&S and other opportunities
- **Opportunity \neq Control**

OH&S and other opportunities

OH&S opportunities (examples)

- Training on defensive driving
- Ergonomic workplace assessment
- Stress management and mindfulness training
- Access to fitness programs
- ...

Other opportunities (examples)

- Improve worker participation
- Learn from others (experience exchange)
- ...

6.1.2.3. Assessment of opportunities

Opportunity	Assessment	Worthwhile to be pursued?
Implement a program for defensive driving in partnership with an authorized school	Would be welcomed by employees and can improve driving behavior for both work and personal purposes. Not too expensive. Can be done outside work program. Providers available.	Yes
Perform an ergonomic workplace assessment	May be useful and it can provide interesting insights. Difficult to find suitable providers for such services	Revisit next year
Improve worker participation in health and safety decisions and meetings	Firsthand information about hazards and feedback on the effectiveness of controls is obtained. Workers feel valued. Requires time for meetings during work time.	Yes

6.1.3. Legal and other requirements



Establish, implement and maintain a process to determine and have access to up-to-date legal and other requirements, applicable to the OH&S hazards and risks

Determine how legal and other requirements apply, and what needs to be communicated

Take legal and other requirements into consideration in the OH&S management system

Legal and other requirements

- Identify sources
- Establish responsibilities
- Maintain and retain documented information
- Keep the information up-to-date



6.1.4. Planning action

- **The organization shall plan actions to...**
 - address risks and opportunities
 - address legal and other requirements
 - prepare for and respond to emergencies
- **Integrate** the actions into the OH&S management system processes or other business processes.
- **Evaluate** the effectiveness of actions

6.2.1. OH&S objectives

- The organization shall establish OH&S objectives at relevant functions and levels



OH&S objectives

- Consistent with the OH&S policy
- Measurable, or capable of performance evaluation
- Consider applicable requirements, the results of risks and opportunities assessments, the results of consultation with workers



OH&S objectives

- Monitored
- Communicated
- Updated, as appropriate





OH&S objectives

Area/ activity	Objective next year
Training on health & safety	Increase 10%
Site tours by OH&S inspectors during night shifts	Increase 15%
Worker absenteeism in outdoor yards and ports during winter months, due to low temperatures	Decrease 25%
Incidents involving outdoor workers	Decrease 13%
Monitoring outsourced processes	Maintain: one audit per year; two inspections per month

6.2.2. Planning for OH&S objectives

The organization shall **plan for the achievement of its OH&S objectives** and determine...

- what will be done
- what resources will be required
- who will be responsible
- when each objective will be completed
- how results will be evaluated
- how the actions will be integrated into the business processes

Planning for OH&S objectives

- Reduce night driving to less than 5% of the total driving time

Action						
	1	2	3	4	5	6
Gather all necessary information (customers, current contacts, drivers' home addresses, etc.)	Task Group (TG)					
Develop basic requirements (maximum time of continuous driving, criteria to change drivers during the trip, criteria for meals and resting time)		TG				
Develop a preliminary mathematical model that can allocate the best trip plan for each delivery that meets the basic requirements			Contractor			
Test the software in one branch				Operations + contractor		
Extend the use of the software to the whole company					Operations + contractor	
Check if night driving is reduced to 5% or lower						TG
Insert the use of the model in the business processes						Sales

Recapitulation (Planning)

Actions to address risks and opportunities

Determine risks and opportunities, considering the context of the organization, the requirements of stakeholders and the scope of the OH&S management system

OH&S risk assessment

Assess OH&S risks according to a defined methodology

Hazard identification

Establish, implement and maintain a process for hazard identification, that is ongoing and proactive

Assessment of other risks

Determine and assess other risks to the OH&S management system

Recapitulation (Planning)

OH&S and other opportunities

Determine and assess OH&S and other opportunities

Planning action

Plan actions to address hazards, risks, opportunities, to meet legal and other requirements, to prepare and respond to emergencies

Legal and other requirements

Establish, implement and maintain a process to identify and have access to up-to-date legal and other requirements

OH&S objectives and planning for their achievement

Establish OH&S objectives at relevant functions and levels and plan for their achievement



Scan the QR or use
link to join



<https://forms.office.com/r/FxN4U7feti>

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60 responses submitted

Which of the following is an example of a physical hazard?



Previous question

Treemap

Bar



4 of 5



Hide correct answer



Scan the QR or use
link to join



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60 responses submitted

Which of the following is an example of a physical hazard?



Previous question

Treemap

Bar



4 of 5



Hide correct answer

Clause 7: Support

S. No.	Clause No.	Clause name
1.	7.1	Resources
2.	7.2	Competence
3.	7.3	Awareness
4.	7.4	Communication
5.	7.4.1	General
6.	7.4.2	Internal communication
7.	7.4.3	External communication
8.	7.5	Documented Information
9.	7.5.1	General
10.	7.5.2	Creating and updating
11.	7.5.3	Control of documented information

7.1. Resources

- Determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the OH&S management system



7.2. Competence

- ability to apply knowledge and skills to achieve intended results
- Workers whose activities impact occupational health, and safety shall have the required competence



7.2. Competence

- **Process to ensure competency**
 - Determine the **necessary competence** for workers
 - Ensure that workers are **competent** (based on education, training and experience)
 - **Take action** to acquire or maintain the necessary competence (e.g., training, mentoring, re-assignment of responsibilities, hiring, etc.).
 - Retain **documented information**

7.3. Awareness

Workers shall be aware of...

- the OH&S **policy and objectives**
- their **contribution** to the OH&S management system
- the implications and consequences of **not conforming** to requirements
- **hazards and OH&S risks** relevant to their jobs
- **OH&S incidents** and the outcomes of **investigations**
- their ability to **remove themselves** from situations of danger, without fear of reprisals

Awareness through...

- Induction and regular training
- Meetings, speeches and discussions Displaying the OH&S policy and objectives
- Incident reporting
- Worker involvement in incident investigation
- Demonstration of correct behavior
- ...



7.4. Communication

- **Establish, implement and maintain processes for internal and external communication and determine...**
- on what to communicate
- when to communicate
- with whom to communicate
- how to communicate

Communication

Effective

Reliable and transparent

- Internal communication should enable workers to contribute to continual improvement
- Processes for receiving, documenting and responding to communications from external stakeholders
- Documented information as evidence of communication

7.5. THE OH&S MANAGEMENT SYSTEM DOCUMENTATION INCLUDES...

- documented information required by ISO 45001
- and
- documented information not required, but considered necessary



Documented information **required** by ISO 45001

- scope of the OH&S management system
- OH&S policy
- risks and opportunities
- responsibilities and authorities
- OH&S objectives and plans for their achievement
- legal and other requirements
- competence

Documented information required by ISO 45001

- communication
- processes of the OH&S management system and their control
- processes and plans for emergency situations
- monitoring, measurement, analysis and performance evaluation
- compliance evaluation (with legal and other requirements)
- internal audits
- management review
- incidents, nonconformities and actions taken in response
- continual improvement

Documented information not required by ISO 45001, but that may be considered **necessary**

- Procedures, regulations, records ...
- An OH&S management system manual is not required, but can be useful

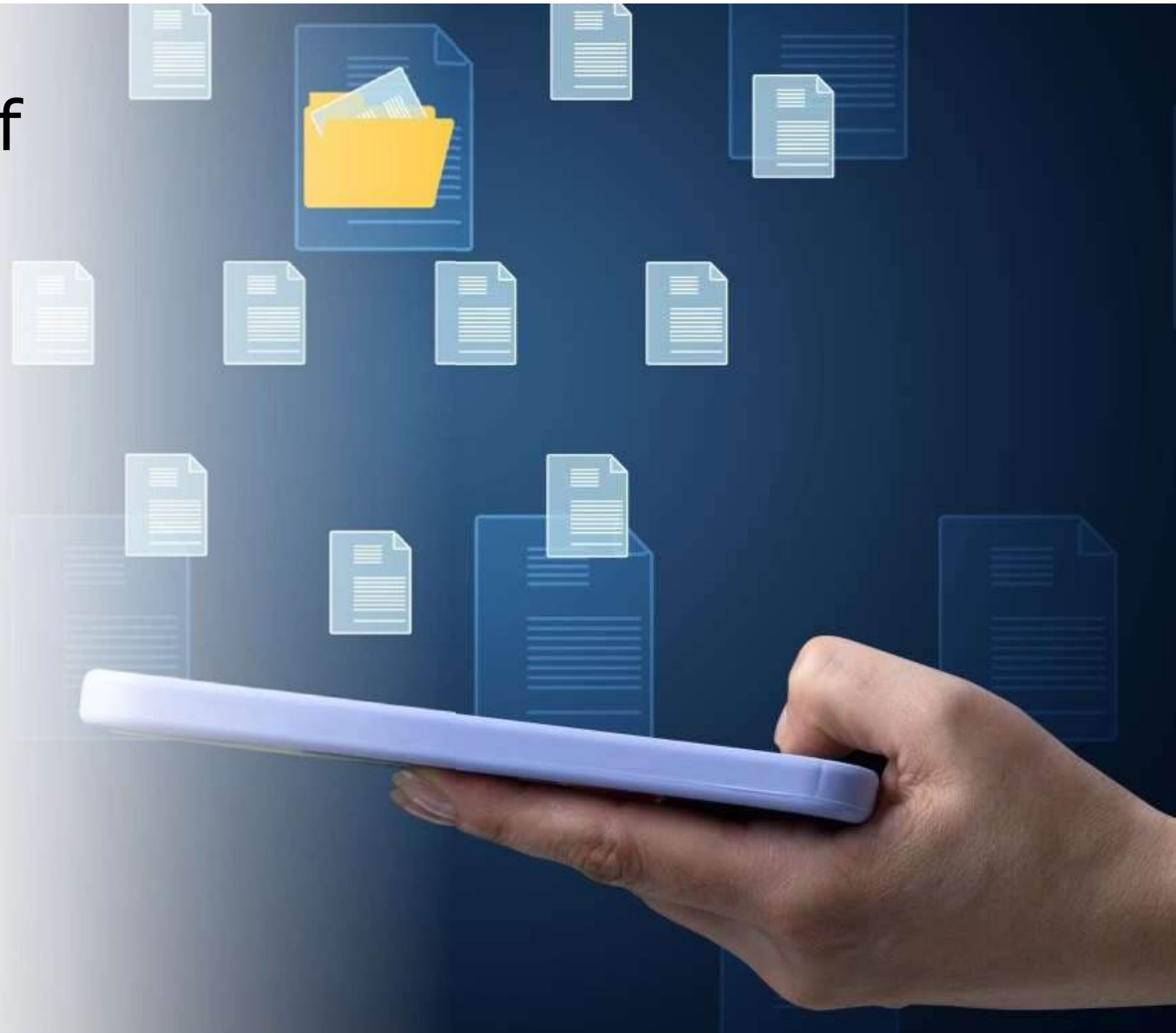
7.5.2. Creating and updating documented information

Ensure appropriate...

- identification and description
- format and media
- review and approval

7.5.3. Control of documented information

- To ensure that documents are adequately protected, available and suitable for use where and when needed



Controlling documented information

- **The following activities shall be addressed...**
 - distribution, access, retrieval and use
 - storage and preservation
 - control of changes
 - retention and disposition
- **The controls apply to external origin documents, as well**



Recapitulation (Support)



Resources

Determine and provide the resources needed for the OH&S management system

Competence

Ensure that the persons who work for the organization and who can have an impact on the OH&S performance have the necessary competence

Awareness

Ensure the awareness of workers about the OH&S management system, hazards, risks, opportunities, etc.

Communication

Establish effective processes for internal and external communication relevant to the OH&S management system

Documented information

Adequate identification, description, format and media for management system documents. Review and approve documents. Control documented information to ensure that it is protected, available and suitable for use

Recapitulation (Support)



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link to join



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Why is documented information important as per Clause 7.5?



Treemap

Bar



5 of 5



Hide correct answer



Scan the QR or use
link to join



<https://forms.office.com/r/PniNpxeZL4>

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58 responses submitted

Why is documented information important as per Clause 7.5?



Treemap

Bar



5 of 5



Hide correct answer

Clause 8: Operation

S. No.	Clause No.	Clause name
1.	8.1	Operational planning and control
2.	8.1.1	General
3.	8.1.2	Eliminating hazards and reducing OH&S risks
4.	8.1.3	Management of change
5.	8.1.4	Procurement
6.	8.2	Emergency preparedness and response

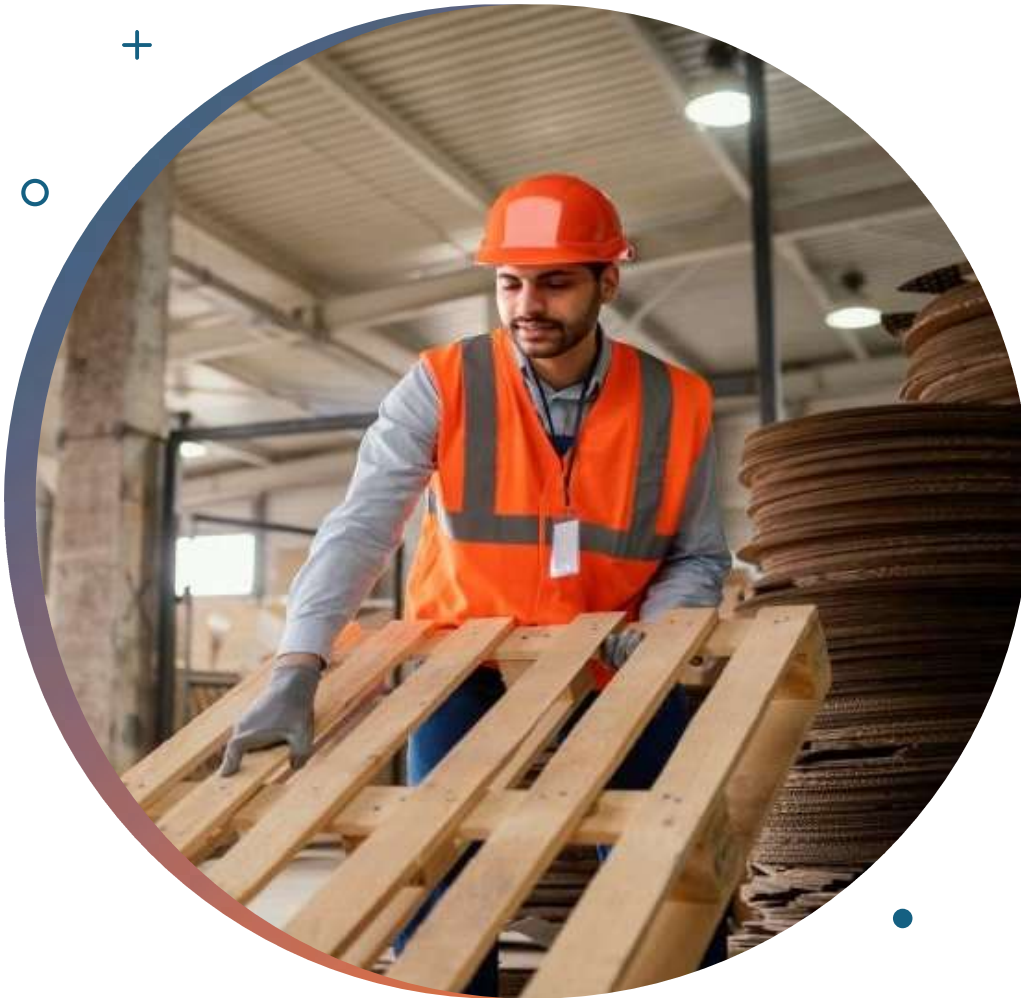
8.1. Operational Planning and control

- Plan, implement, control and maintain the processes needed to meet requirements, to address risks and opportunities and to achieve the OH&S objectives
- Establish operating criteria for the processes
- Implement controls in accordance with criteria
- Keep documented information



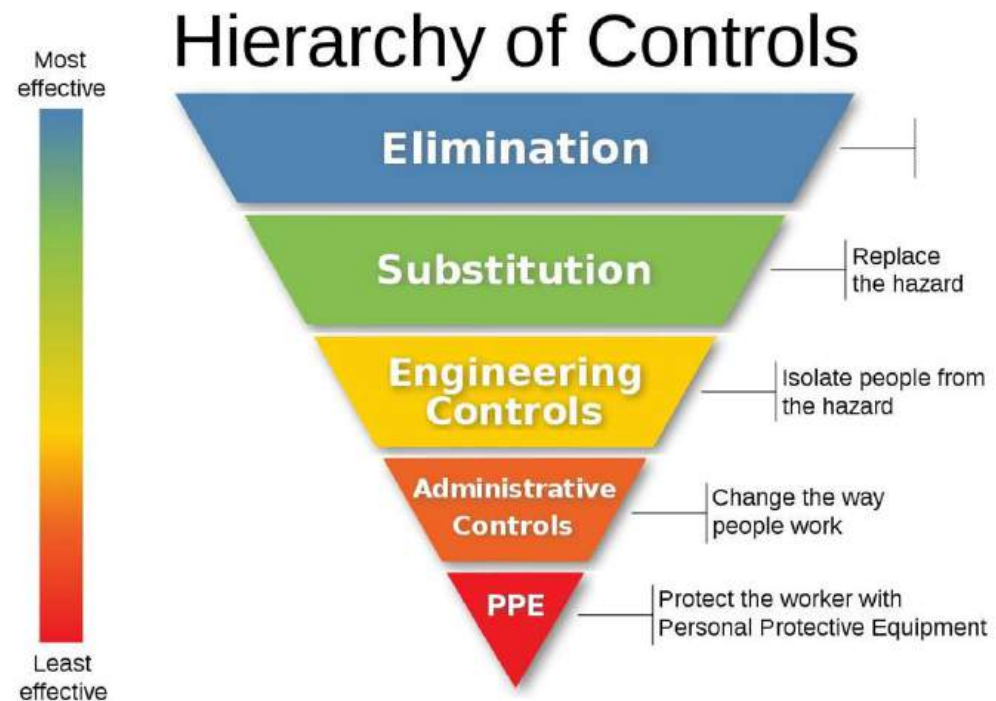
Adapt work to workers

- Avoid unwanted consequences caused by mismatches between the requirements of work and the capabilities of workers



8.1.2. Eliminating hazards and reducing OH&S risks

- Establish, implement and maintain a process (processes) for hazard elimination and for reducing OH&S risks



Identify the Risk





Measure/Evaluate the Risk

Eliminate the Risk (Elimination)



Substitute the
Risk
(Substitution)



Isolate the
Risk(Engineering
Controls)



Training (Administrative Control)

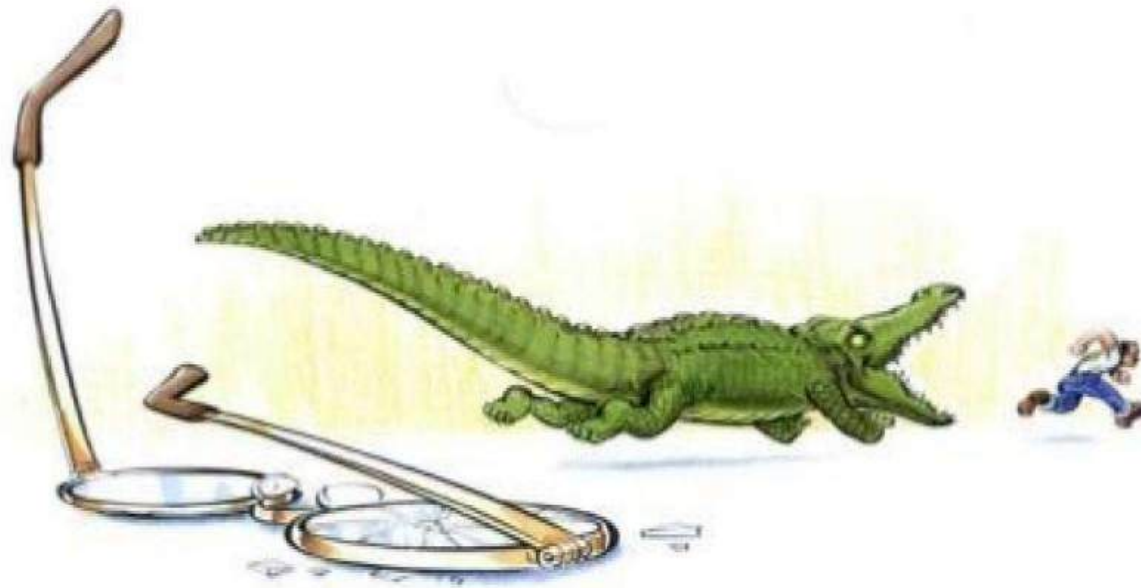




Personal Protective Equipment(PPE)

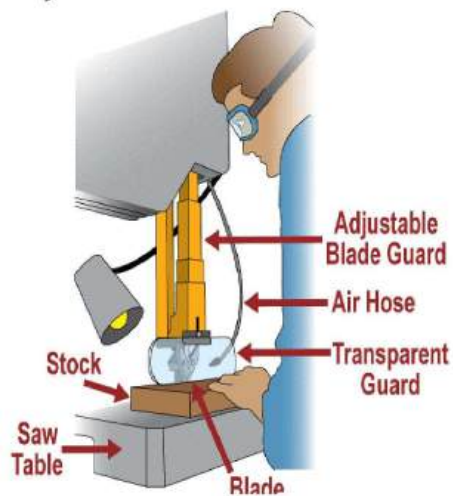
Or else.....Run Away!!!

Don't Do It!!!

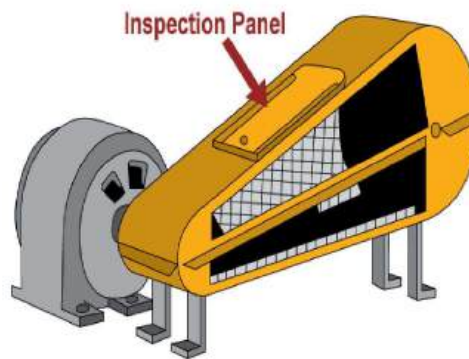


ENGINEERING CONTROL

Adjustable Guard On Band Saw



Fixed Guard Enclosing Belt & Pulleys



Before Ergonomics Improvement



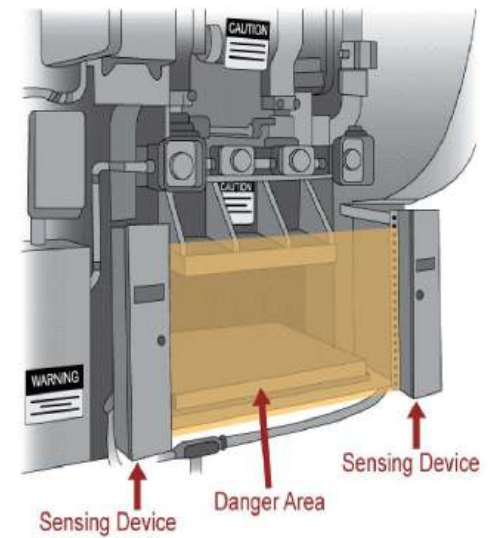
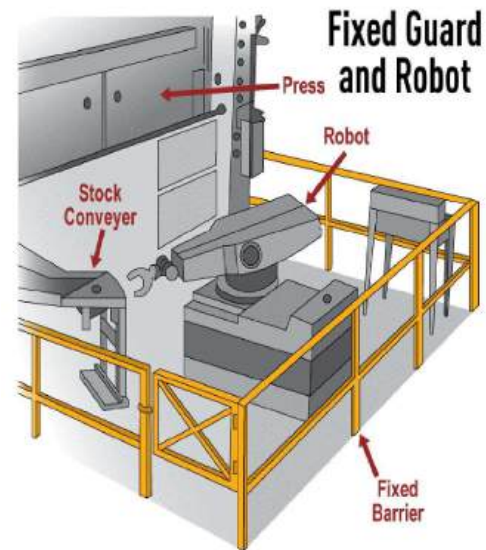
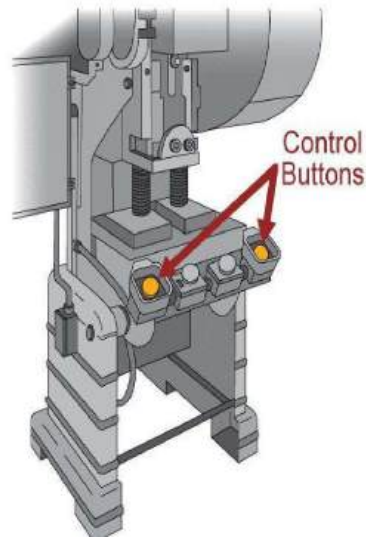
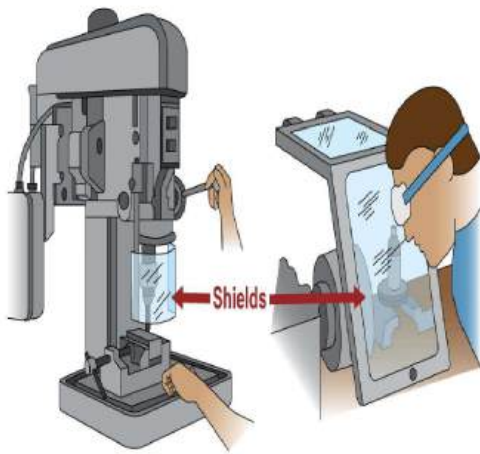
After Ergonomics Improvement



Direct benefit : Fatigue reduction & output increase by approx 5 %

ENGINEERING CONTROL

Transparent Shields on Drill and Lathe



PPE – The last line of Defense



8.1.3. Change management

- Plan and implement changes (permanent or temporary) in a controlled manner to avoid any negative consequences for OH&S



Change management

Planning for change

- Consider possible **consequences**
- Understand the **resources** required
- Effective **communication** with stakeholders
- Assign **responsibilities**
- **Test** on a sample (if possible)

Unintended changes

- Review their **consequences**
- **Mitigate** any adverse effects

8.1.4. Procurement

- Process (processes) to control the procurement of products and services
 - Define requirements for products and services
 - Evaluate and select suppliers
 - Verify conformity to specifications
 - Clarify usage requirements, protective measures
 - ...

Contractors

- Coordinate procurement processes with contractors to identify hazards, to assess and control OH&S risks



Outsourcing

- Control outsourced functions and processes
- The type and degree of control will vary based on different factors





8.2. EMERGENCY PREPAREDNESS AND RESPONSE

- Establish, implement and maintain a process (processes) to prepare for and respond to emergency situations
- Consider potential emergencies
- Establish a planned response for emergencies

Emergency preparedness

The preparations for emergency situations...

- assignment of responsibilities
- availability of materials and equipment
- development of emergency plans
- Provision of training



Testing the emergency plans and preparations

- The organization shall test and exercise periodically its planned response capacity
 - Discussion-based exercises
 - Table-top exercises
 - Live exercises



Emergency preparedness and response

- Establish contacts
- Obtain useful information
- Train workers
- Assign responsibilities
Establish procedure(s)
- Make necessary arrangements
- Conduct drills
- Improve as necessary

Recapitulation (Operation)

Operational planning and control

Establish criteria for processes and control them according to criteria, to address hazards and risks and to achieve the OH&S objectives

Eliminating hazards and reducing OH&S risks

Eliminate hazards and address OH&S risks using a hierarchy of controls

Management of change

Control planned changes, review and address the consequences of unexpected changes

Procurement

Control the procurement of products and services to ensure their conformity with the OH&S requirements

Emergency preparedness and response

Prepare for and respond to potential emergency situations. Test the preparations periodically and improve them, as necessary

Recapitulation (Operation)



65 responses submitted

Clause 8.1 focuses on operational planning and control. What must an organization do to meet the requirements?

Scan the QR or use
link to join



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Identify hazards and opportunities

4%

Plan, implement, and control processes to
meet OHS management system...

95%

Develop a marketing strategy

0%

Focus solely on financial risk control

0%

Treemap

Bar

Next question



1 of 5



Show correct answer

Clause 9: Performance Evaluation

S. No.	Clause No.	Clause name
1.	9.1	Monitoring, measurement, analysis and evaluation
2.	9.1.1	General
3.	9.1.2	Evaluation of Compliance
4.	9.2	Internal audit
5.	9.2.1	General
6.	9.2.2	Internal audit programme
7.	9.3	Management review



9.1. Monitoring, measurement, analysis and performance evaluation

Establish, implement and maintain a process (processes) for monitoring, measurement, analysis and performance evaluation and determine...

- what needs to be monitored and measured
- methods (to ensure valid results)
- criteria to evaluate the OH&S performance
- when to monitor and measure
- when to analyze, evaluate and communicate the results

Monitoring, measurement, analysis and performance evaluation

What?	Measure/ monitor	When?	Who?	Criteria	Result	Evaluation
Workers' complaints	Monitor	As they occur	Supervisor	All answered within 48 hours	10% not answered	Not acceptable Take action
Particles in the air inside the plants	Measure	Continuously	Sensor with alarms	Less than 50 parts per million (ppm) (legal)	34 ppm Average in the last month without exceeding 50 ppm	Acceptable
Time to close nonconformities	Measure	Every 3 months	OH&S manager	All closed in less than 30 days	20% > 30 days	Continue with the plan until December
Health condition of workers in the laboratory	Monitor (e.g. X-ray) and measure (blood test)	Every 6 months	Health center hired	Health features established by the law	X-ray image and blood test of each worker	Acceptable? No further action Not acceptable? Further tests needed
Workers' competence	Monitor	Continuously	Supervisor	Meet the requirements	Not met in 6% of workers	Not acceptable Consider the need of additional training
Use of PPE in all production sites	Monitor	Continuously	Supervisor	100%	2 out of 56 workers with no PPE	Unsafe act Take action

Monitoring, measurement, analysis and performance evaluation

Examples of KPIs (Key Performance Indicators)

- number of incidents
- total time lost due to injuries and illnesses
- severity rate (SR)
 - $(\text{number of lost workdays} / \text{total hours worked}) \times 200.000$
- lost time injury frequency rate (LTIFR)
 - $(\text{number of lost time injuries} / \text{total hours worked}) \times 1.000.000$
- near-miss reporting rate
- cost of OH&S related activities
- legal and regulatory compliance
- ...

Monitoring, measurement, analysis and performance evaluation

- Monitoring and measuring equipment (if used) shall be calibrated or verified, as applicable and maintained properly
- Documented information:
 - evidence the results of monitoring, measurement, analysis and performance evaluation
 - maintenance, calibration or verification of equipment

9.1.2. Compliance evaluation

Process to evaluate compliance with legal and other requirements

- The organization determines the frequency and methods
- Evaluation conducted by competent persons
- Helps maintain knowledge and understanding of the compliance status
- May identify actions that need to be taken
- Documented information to be retained



9.2. Internal Audit

- Conduct internal audits of the OH&S management system at planned intervals



Audit programme

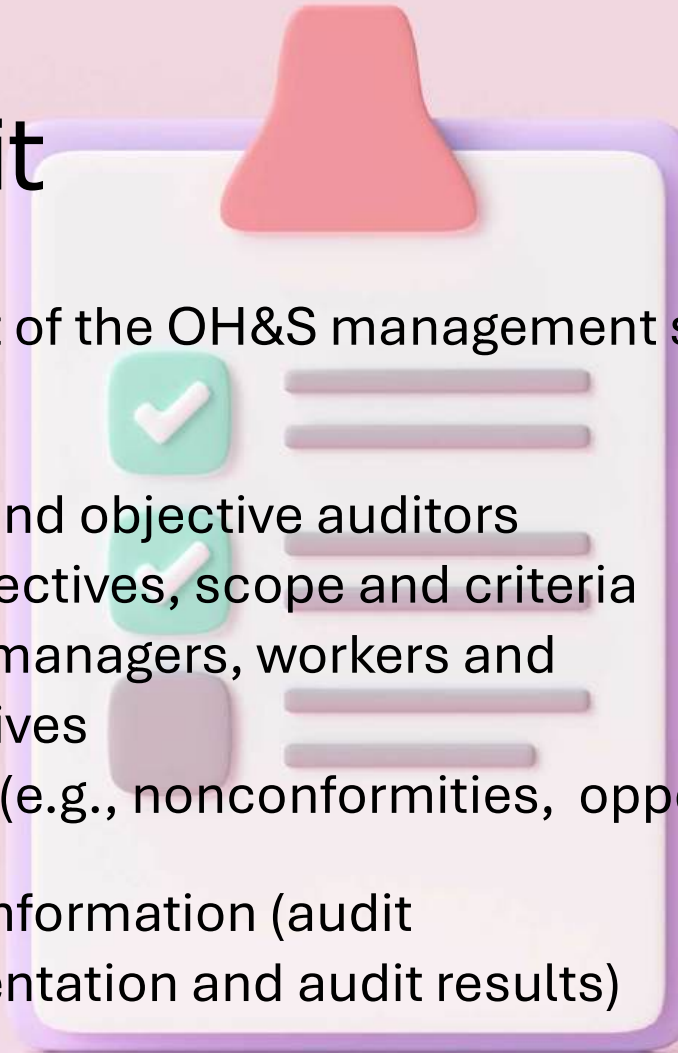
- **Establish, implement and maintain an internal audit programme that will take into account the importance of processes and the results of previous audits**



Internal audit

For each internal audit of the OH&S management system the organization shall ...

- appoint competent and objective auditors
- identify the audit objectives, scope and criteria
- report the results to managers, workers and
- workers' representatives
- address the findings (e.g., nonconformities, opportunities for improvement)
- retain documented information (audit
- programme implementation and audit results)



9.3. Management review

- The top management shall review the OH&S management system at planned intervals, to ensure its continuing suitability, adequacy and effectiveness

Management review inputs

The management review shall include consideration of...

- changes (needs and expectations of stakeholders, risks and opportunities, legal and other requirements...)
- OH&S policy and the achievement of OH&S objectives
- the performance of the OH&S management system (e.g., incidents, nonconformities, results of audits, monitoring and measurement results, consultation and participation of workers...)
- adequacy of resources
- communication with interested parties
- opportunities for improvement

Management review outputs

The outputs of the management review shall include decisions related to...

- the continuing suitability, adequacy and effectiveness of the OH&S management system in achieving intended outcomes
- continual improvement opportunities
- the need for changes to the OH&S management system
- resources needed
- actions, if needed
- opportunities to integrate the management system with other business processes
- implications for the strategic direction of the organization



Recapitulation (Performance evaluation)

Monitoring, measurement, analysis and performance evaluation

Determine what needs to be monitored and measured. Analyze the data obtained to evaluate the OH&S performance

Internal audit

Conduct internal audits regularly to determine if the OH&S management system complies to requirements and is effectively implemented and maintained

Compliance evaluation

Evaluate compliance with legal and other requirements at planned intervals

Management review

Top management shall review the OH&S management system to ensure its continuing suitability, adequacy and effectiveness

Workshop 7 - ISO 45001

Clause 9

Oct 20, 2024

You are invited!
Location of the event.



Total: 10 Points

Clause 10: Improvement

S. No.	Clause No.	Clause name
1.	10.1	General
2.	10.2	Incident, nonconformity and corrective actions
3.	10.3	Continual improvement

10.2. Nonconformity vs. Incident

Nonconformity – non-fulfilment of a requirement

Incident – occurrence arising out of, or in the course of, work that *could or does* result in injury and ill health

Incidents and nonconformities

- The investigation of incidents can reveal nonconformities (or not)
- Under-reporting may be an issue that needs addressing

Managing incidents and nonconformities



React in a timely manner



Investigate to determine the root cause(s)



Implement a **corrective action(s)**



Review the **effectiveness** of corrective actions



Review the **hazard identification** and **OH&S risk assessment**



Retain **documented information**

10.3. CONTINUAL IMPROVEMENT

- The organization shall improve continually the suitability, adequacy and effectiveness of the OH&S management system
- Possible sources of improvement opportunities:
 - suggestions from employees or other stakeholders
 - audits
 - investigation of incidents
 - benchmarking



Continual Improvement

- Promote the **participation of workers** in improvement initiatives
- **Communicate** the results to workers
- Maintain and retain **documented information**

Recapitulation (Improvement)

Incidents, nonconformities and corrective actions

Establish, implement and maintain a process (processes) to **manage nonconformities and incidents**, including reporting, investigating and taking action

Continual improvement

Improve continually the suitability, adequacy and effectiveness of the OH&S management system



Workshop 8 - ISO 45001 Clause 10

Oct 20, 2024

You are invited!

Total: 10 Points



Workshop 8 - ISO 45001 Clause 10

Oct 20, 2024

You are invited!

Total: 10 Points

Certification for organizations



- achievable for **any organization**
- following an **initial certification audit**
- valid for **3 years**
- annual **surveillance audits**



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Audits: Definition, Principles, and Types



Audit

- “Systemic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.”
- Alternative Definitions:
 - Impartial documented activity
 - Follows written checklists and documentation
 - Uses examination of audit evidence to determine the existence of objective evidence
 - Verifies that applicable processes of a QMS have been identified and are effectively controlled.

Effective Audits - Requirements



Timely access to facilities, documents and personnel, including top management



Defined auditing procedures



Support/involvement of management



Competent audit team



Impartial and objective audit team

Types of Audits

First Party Audit	Second Party Audit	Third Party Audit
Definition: An Audit by the organization of its own systems and procedures.	Definition: An assessment by a body which is independent of the organization, its suppliers and customers.	Definition: An audit performed by the organization on suppliers and sub-contractors
Objective: To assure maintenance and development of the quality system.	Objective: To determine that an organization's quality system has been documented and implemented according to a specified standard.	Objective: To determine suitability of suppliers and sub-contractors, and to appraise suppliers' and sub-contractors' performance.

Phases of an Audit

Phases of an Audit

- Planning
- Preparation
- Performance
- Reporting and Follow Up

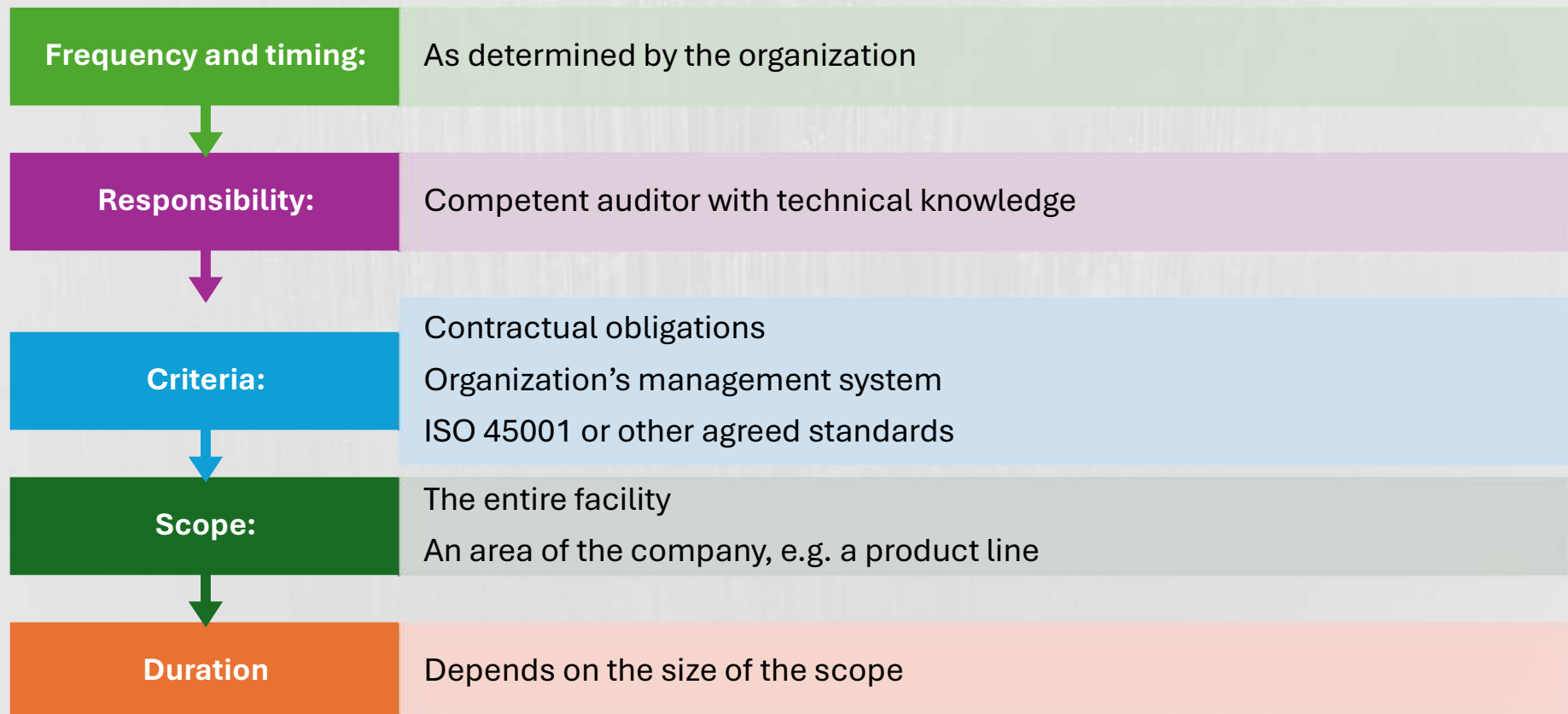
Planning the Audit Stage

- Frequency and timing
- Responsibility
- Criteria
- Scope
- Methods
- Duration

Planning Internal Audits

Frequency and timing:	Based on status and importance
Responsibility:	Competent auditor with technical knowledge
Criteria:	Organization's own procedures, specifications, documents, etc. Internal Standards e.g., ISO 45001:2018
Scope:	A process An area of the company, e.g. distribution
Duration	Depends on the size of the scope

Planning Second Party Audits



Planning third Party Audits

Frequency and timing:	Responsibility:	Criteria:	Scope:	Duration
<ul style="list-style-type: none">• As determined by the accreditation	<ul style="list-style-type: none">• Qualified auditor with technical knowledge & experience	<ul style="list-style-type: none">• ISO 45001 or other standards	<ul style="list-style-type: none">• Entire organization• Management system operations as defined by applicable standard	<ul style="list-style-type: none">• Depends on accreditation requirements

Audit preparation



Notify person to be audited and agree to a date and time



Review documents: procedures, forms, previous reports, corrective action requests, work instructions, etc.



Prepare/review/update checklists



Brief auditor/team

Audit Checklist

The Checklist

- To be used as a working document and as a record
- Tool to audit company processes, not standard
- Should follow the natural process of the organization

The Purpose of the Checklist

- To provide guidance to the auditor
- To ensure that the audit scope is covered (processes, activities)
- To reinforce the objectives and scope of the audit
- To act as a record

Risks of the Checklist

- Too focused on a single area
- Insufficient information included to evaluate conformance in interviews
- Not customized to reflect company's practices

Audit Performance

Opening meeting

Conduct the audit

Review findings

Closing meeting

Opening Meeting

- Introduce auditors or audit team
- Discuss audit scope and process
- Explain reporting and follow-up procedures
- Necessary for:
 - a) Good communication
 - b) Co-operation
 - c) Openness

The Auditor must:

Deal with top management

Understand the key issues in the organization

Focus on the critical processes

Audit for business improvement

Meet the area representative first

Always talk to those performing the task

Explain the purpose of the visit

Be calm, polite, reassuring

Never talk down

Never act superior

Speak clearly and carefully

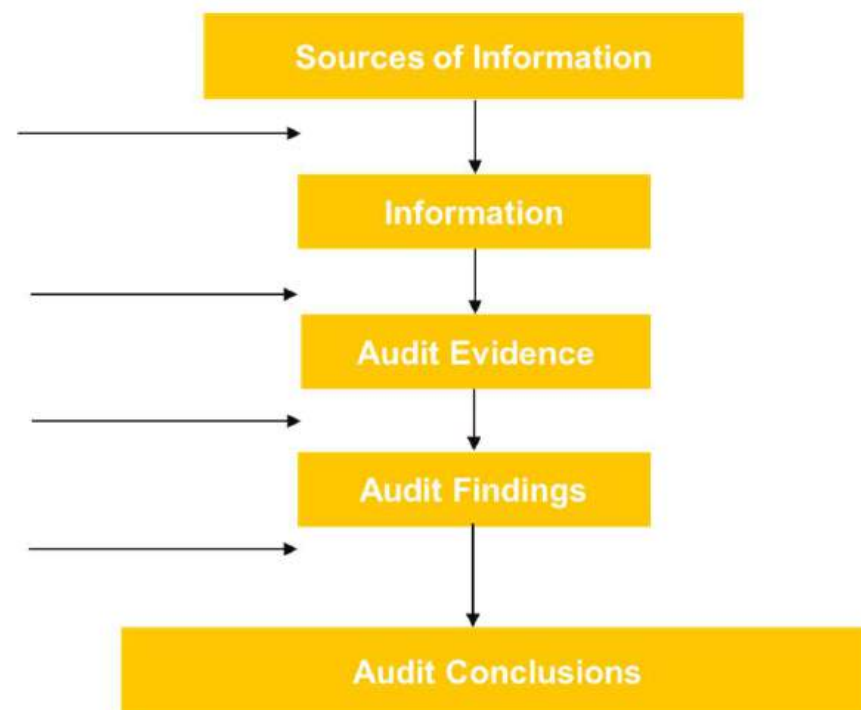
The Auditor Process

Gathering & selecting
(by document review, interviewing,
observing, etc.)

Verification

Comparison with audit criteria

Review



Obtaining objective (audit) Evidence

May be gathered from:

- Interviews with people
 - Observation of activities
 - Interactions between functions, activities, processes
 - Measurement of processes and programs
 - Documents/records
 - Data summaries, reports from other sources (e.g., customer feedback)
- People:
 - Does anyone understand the systems and documentation?
 - Are the employees competent?
 - Is there co-operation?
 - Are there any system problems?

Obtaining objective (audit) Evidence (Continued)

- Observation of activities
 - Are the processes efficient?
Effective?
 - Are things in logical sequence?
 - Are the interactions between processes defined?
 - What is the significance of links between processes?
 - Can inputs and outputs be identified?
- Measurement of processes and programs
 - Capacity of processes
 - Product measurement
 - Accuracy
 - Dependability
 - Cycle times
 - Resource utilization
 - Productivity

Obtaining objective (audit) Evidence (Continued)

Documents/records

- Issue status?
- Complete and concise?
- Condition?
- Legibility?
- Identity?
- Approval?
- Availability?

Data summaries

- Customer feedback
- Vendor analysis
- Internal Audits
- Financial measurements
 - Preventive, appraisal and failure cost analysis (Cost of quality)
 - Cost of nonconformity

Examine objective Evidence

Examine:

- Documents/data
 - Fully complete
 - Accurate data
 - Check for authorization
 - Review analysis of data
- Physical Evidence
- Environmental Conditions

Establish:

- Extent of conformity/nonconformity
- Nature for nonconformity
- Sample: According to the amount and variety of evidence

Use the Checklist

- To record conformity/nonconformity
- To track where you are and manage time
- To control the pace of the audit and manage auditee personalities
- To ensure all areas are covered
- To make notes for follow-up in other areas
- For future reference

Questioning Techniques



Who?



What?



When?



Where?





Why?





How?


Controlling the Audit

 Insist that people being questioned answer for themselves


 Do as little talking as possible

 Do not let others dictate the pace

 Rephrase misunderstood questions

 Give compliments

 Say, “Thank you”

 Be aware of hidden agendas and emotional blackmail

Some Basic Issues

- Establish that the company is demonstrating control over the operation
- Involve management in the audit process
- Observe work progression when possible
- Evaluate physical objective evidence
- Examine inputs and outputs
- Make comprehensive notes

Some Basic Rules

Seek verification

- Do not assume people will lie, but seek to verify statements if necessary

Do not accept pre-prepared samples

- Choose your own

General Principles of Auditing

- **Integrity** – the foundation of professionalism
- **Fair presentation** – the obligation to report truthfully and accurately
- **Due professional care** – the application of diligence and judgment in auditing
- **Confidentiality** – security of information
- **Independence** – the basis for the impartiality of the audit and objectivity of the audit conclusions
- **Evidence-based approach** – the rational method for reaching reliable and reproducible audit conclusions in a systematic audit process



Auditor's Personal Attributes

Ethical – Fair, truthful, sincere, honest and discreet

Open-minded – willing to consider alternative ideas or points of view

Diplomatic – tactful in dealing with people

Observant – actively observing physical surroundings and activities

Perceptive – aware of and able to understand situations

Versatile – able to readily adapt to different situations

Tenacious – persistent and focused on achieving objectives

Decisive – able to reach timely conclusions based on logical reasoning and analysis

Self-reliant – able to act and function independently whilst interacting effectively with others

General knowledge and skills of Management System Auditors



Audit principles, procedures and methods



Management system and reference documents



Organizational context



Applicable legal and contractual requirements and other requirements that apply to the auditee



Discipline and sector-specific knowledge and skills of management system auditors

Generic Knowledge and Skills of Audit Team Leaders

Audit team leaders should be able to:

- Balance the strengths and weaknesses of the individual audit team members
- Develop a harmonious working relationship among the audit team members.
- Plan audits and effectively use audit resources
- Manage the uncertainty of achieving audit objectives
- Protect the health and safety of the audit team members including compliance with the requirements
- Organize and direct the audit team members
- Provide direction and guidance to auditors-in-training
- Prevent and resolve conflicts as necessary
- Represent the audit team
- Lead the audit team to reach the audit conclusions
- Prepare and complete the audit report

Good Practices for Auditors

- Introduce self and/or audit team
- Ensure agenda is understood
- Keep to agenda
- Keep control of the audit and time
- Avoid arguments
- Listen
- Keep records
- Remain polite, calm, professional

Audit Review

- Conduct a private review when the audit is finished
- Interim or “end of the day” reviews (or both) may be appropriate
- Review and complete checklists
- Study and compare notes (team)
- List nonconformities

Analyzing Results

Review if:

- The deficiency is an isolated error or a breakdown of a system
- Auditee is aware of the problem
- The deficiency has been reported before

Closing Meeting



Internal audits	Second party audits	Third party audits
<ul style="list-style-type: none"> • Informal • Constructive • System improvement 	<ul style="list-style-type: none"> • Contracts at stake • Reports used as future reference • More emotional situation than first party audit meeting • Be prepared to be challenged 	<ul style="list-style-type: none"> • Contracts at stake • Reports used as future reference • More emotional situation than first party audit meeting • Be prepared to be challenged

Nonconformance Statement

A short statement describing the nonconformity including:

- **What** - The issue in question
(a statement of nonconformity)
- **Why** - What the statement is raised against?
(the requirement, or specific reference to the requirement)
- **Objective Evidence** - The objective evidence found
(the objective evidence observed that supports statement of nonconformity)

Example of Nonconformance Statement

A statement of nonconformity:

The system for recording the contract review results was not effective.

The requirement, or specific reference to the requirement:

ISO 9001:2015 Clause 8.2.3.2 Review of Requirements for Products and Services
“The organization shall retain documented information, as applicable: a) on the results of the review;.....”

The objective evidence observed that supports statement of nonconformity:

No contract review results records were retained for customers' contracts of ABC Company and YYZ Company

Audit Reporting

The audit report should include:

- Auditors, contracts, scope
- Overall conclusions
- Deficiencies, observations, supporting objective evidence
- Follow-up details

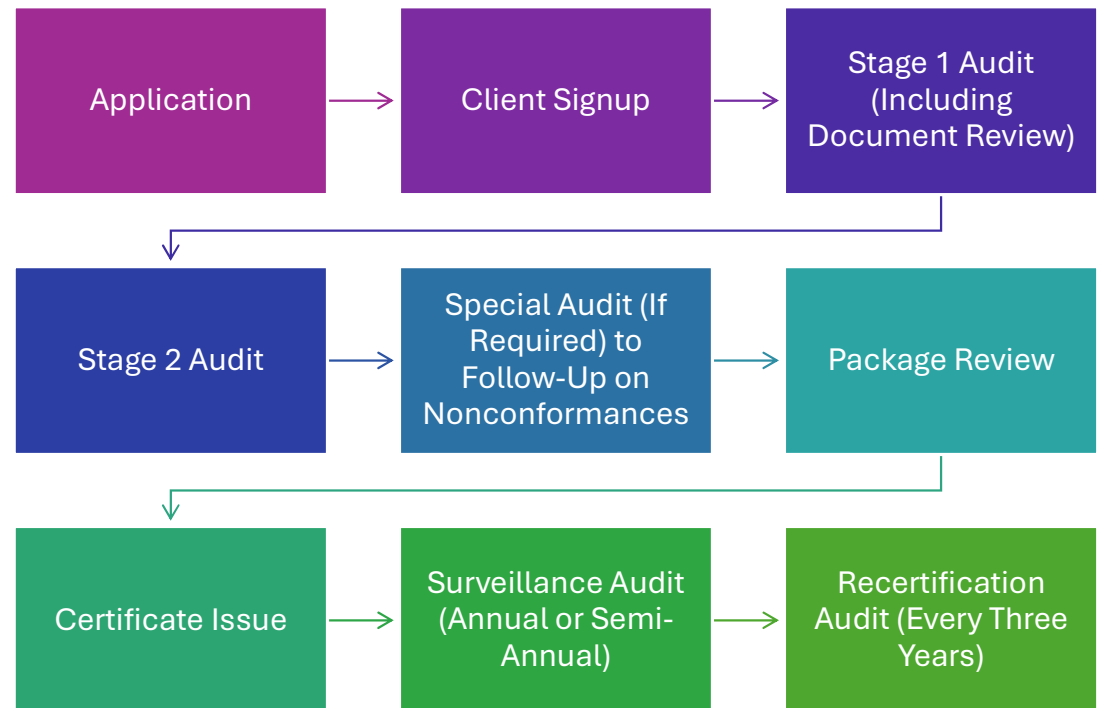
Exclude from Report:

- Confidential information given in interviews
- Matters not raised or discussed at the closing meeting
- Subjective opinions – use only verifiable facts / objective evidence
- Ambiguous statements
- Antagonistic words or phrases

Audit Follow-Up

- Verify that action(s) are implemented
- Ensure short- and long-term effectiveness
- Record follow-up details & objective evidence reviewed
- Sign off forms

Registration Process Flow



Certifications and Internal Auditor Trainings offered

- We offered certifications and internal auditor training for -
 - ISO 9001 (QUALITY MANAGEMENT SYSTEMS)
 - ISO 14001 (ENVIRONMENT MANAGEMENT SYSTEMS)
 - ISO 45001 (OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEMS)
 - ISO 50001 (ENERGY MANAGEMENT SYSTEMS)
 - ISO 27001 (INFORMATION SECURITY MANAGEMENT SYSTEMS)
 - ISO 22000 (FOOD SAFETY MANAGEMENT SYSTEMS)
 - ISO 13485 (MEDICAL DEVICES QUALITY MANAGEMENT SYSTEMS)
 - ISO 26000 (SOCIAL ACCOUNTABILITY MANAGEMENT SYSTEMS)







Our Accreditation

- At Quality Asia Certifications, our commitment to excellence is validated through our prestigious accreditations.
- We are proud to be recognized by leading national and international accreditation body, including **NABCB (National Accreditation Board for Certification Bodies), IAF Accredited** ensuring the highest standards of quality and compliance.
- Our accreditations reflect our rigorous adherence to industry standards and our dedication to providing reliable and trustworthy certification services. These credentials are a testament to our expertise and our unwavering commitment to delivering value to our clients.
- Proud BNI (Business Network International) Member



LEADERSHIP TEAM

			
Mr Atul Suri	Mrs. Seema Suri	Mr Samarth Suri	Ms Palak Ahuja
Lead Auditor & Reviewer	Director - Accreditations	Managing Director	GM - Certifications
Responsible for Leading Teams of Auditors and Establishing Excellence in Auditing Operations	Responsible for Maintaining Accreditation Status and Heading Audit Review and Certification Decision Process	Responsible for Marketing & Promotions, and ensuring Right Visibility of the Certification Body	Responsible for Heading and Managing Certification and Operations and Ensuring Client Success through Certifications

CORE TEAM

			
Mr Parveen Singh Negi	Mr Sagar Mahour	Team of Auditors	Team of Executives
Business Development Head	Certifications Head		
<p>Responsible for Heading Sales Teams and Ensuring Customer Acquisition in the Most Ethically Right Manner</p>	<p>Responsible for Heading Teams responsible for Scheduling of Application Reviews, Audit Reviews, Certification Decisions, Surveillances and Re-Certifications</p>	<p>Responsible for Conducting Ethical and Quality Rich Audits, enabling Organizations to Understand and Upgrade their Systems and Processes</p>	<p>Responsible for Managing the Shows behind the scenes</p>



Training Information and Evaluation

Training Material will be provided to you through mail.

Training Evaluation, a google form link is provided to you through mail.

Training Feedback is the part of the Training evaluation form, please provide your valuable feedback.



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Thankyou!

