

IAF Industry Day
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Objectives

- Client expectations of a certified supplier
Software – Services – Hardware
- Proliferation of Management System Standards from an Information and Technology point of view
- Solution to Management System Standards Proliferation
- IT Industry needs

Consistent delivery of high quality products and services

What that means to the customer

- Defect free or low defect rates of products and services.
- On time delivery.
- Controlled cost.
- Easy ordering.
- Quick resolution of issues.
- Second party audits are not required.

Evidence of commitment to quality and to the customer.

Are these reasonable and fair expectations?

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Quality is ultimately the organization's responsibility to their customers.

- Management System Standards are tools to help an organization meet these expectations.
- The certification body verifies the existing management system is capable of meeting these expectations.

Are these reasonable and fair expectations?

Certified organization's responsibility:

- Operate a profitable or self sustaining organization that is capable of meeting its objectives, including:
 - ⇒ provide quality products and services

Certification body responsibility:

- Verify that a system is in place that enables an organization to meet the requirements of the:
 - ⇒ legal and regulatory agencies
 - ⇒ customer
 - ⇒ supplier's own organization

How well are expectations being met?

Proliferation of sector specific management system standards, technical requirements, and process models. All of which are certifiable.

Aerospace	AS 9100
Medical devices	ISO 13485
Telecommunications	TL 9000
TS 16949	Automotive
ISO 20000	Services
ISO 27001	Data Security
CMMI	Process effectiveness and improvement
eSCM	IT capability improvement

And the list goes on....Occupational Health and Safety, Social Responsibility, Risk Management.....

How well are expectations being met?

The creation of sector specific management system standards and process models grew out of client dissatisfaction and perceived needs that are not addressed by ISO 9001.

Sector Solutions:

- Add sector specific process requirements to ISO 9001 requirements.
- Develop detailed process models.
- Add specific tools use and reporting requirements.
- Control the audit process.

Stand-alone management system standards implementation

TL 9000 TS 16949 ISO 20000 ISO 27001 ISO 9001

What's Common - What's Not

Commonality

- All are certifiable.
- All have a significant overlap with ISO 9001.
- The organization – it may need multiple certifications.

Differences

- The processes and their applicable procedures.
- The auditing process.

Organization's Management System

Standards Requirements: ISO 9001, ISO 27001, ISO 20000

Processes: Management Processes, Operational Processes, Goals & Targets, Metrics

Corporate Instructions and Policies

eSCM, ITIL, CMMI

Standards and Models influence processes

Quality Framework Manual (QMS)

All organizations have a management system
Typically they include Management Processes and Operational processes.

Integrated Management System Standards Implementation

Organizational Management System

PROCEDURES CORPORATE RULES REGULATIONS PROCESSES

ISO 27001 New Standard TS 16949 ISO 20000

ISO 9001:2000

Integrated Management System Standard Audits

One Team – One Audit – One Certificate

Organizational Management System

PROCEDURES CORPORATE RULES REGULATIONS PROCESSES

ISO 27001 New Standard TS 16949 ISO 20000

ISO 9001:2000

Technical Requirements

System Requirements

Audit the system

Audit the processes

Audit the requirements

IT Industry Needs

- ❑ Improve value proposition for certification by growing beyond mandatory for manufacturers
 - Focus on:
 - ✓ Software and services
 - ✓ Internal benefits
 - ✓ Market research that supports quantifiable benefits of certification
- ❑ One Team – One Audit – One Certificate
- ❑ Recognition of the need for integrated management system audits and certifications.
 - Not new management system standards.
- ❑ Logical rules and guidance.
 - Continued recognition of mature management systems
 - Taking into account changes in technology that can affect the audit process.
- ❑ Understanding certification bodies are not regulatory agencies and should not be investigating or monitoring their clients outside of audits.
- ❑ Vetting process for certification bodies, to ensure they are qualified to meet client requirements.
 - Qualified auditors and administrative staff.
 - Continuing auditor education.
 - Cross certified auditors.

One last thing to think about:
1-1-SDoC
One Standard – One Test – Supplier Declaration of Conformance

Incentive to voluntarily certify:

- Phased Approach:
 - Stages 1 and 2 - Initial certification
 - Stage 3 - Surveillance and recertification
 - Stage 4 - Mature management system
 - Stage 5 - Self declaration of appended management system standards
- **One Standard:** Single MSS is the certified foundation for other management systems.
- **One Test:** Single MSS certification audits include other management system requirements as applicable.
- **Supplier Declaration of Conformance:** Declare conformance to other management system standards based on ISO 17050.

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1-1-SDoC
One Standard – One Test – Supplier Declaration of Conformance

Organizations are the
Implementers = End-users

Come visit some of the end-users.