

Vietnam: ISO 9001:2015 Revision: A Change is Coming

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Abstract

The latest update to ISO 9001 is underway, the first since ISO 9001:2008. But it is really the first major revision since ISO 9001:2000, which essentially consolidated three previous standards including ISO 9001, ISO 9002 and ISO 9003. This paper will make clear more the main areas of changes proposed in ISO/DIS 9001 as well as offer a suite of solutions to help organizations transition from the current ISO 9001:2008 certification to meet the requirements of ISO 9001:2015.

ISO 9001:2015: Revolutionary or Evolutionary? The draft text of the ISO 9001:2015 revision expands the more limited view of trying to find the "root cause" of a problem, then fix it and keep it from happening again. Instead, it elevates the idea of risk management into higher priority. It examines system-wide risks that can be concerns of a broader base that the organization may serve. This can include not only customers, but other "stakeholders" as well including employees, vendors, communities in which the company operates, unions, regulators and beyond. It also asks the company to balance the likelihood versus the impact of these potential events. The new ISO 9001-2015 revision focuses on risk management at the organizational level. While this may seem a departure from a strict quality management focus, there is ample focus within the existing standard on controlling risk to justify an expanded focus. Above are just some of the clauses that in effect mandate risk management, albeit for specific activities. The new revision in its current draft form appears to expand these more tactical risk management elements into a more programmatic view.

What is changing in ISO 9001:2015 so far? While only few months away from scheduled publication, initial drafts of the new ISO 9001:2015 standard, the emphasis appears to be in these specific areas and concepts from the existing standard: Changes in structure for ISO 9001-2015, expanding the number of sections to ten from the current standard's eight with additions for performance management and evaluation which is said to help with future closer alignments among different standards through a new so called "Annex SL model" which provides a framework for drafting standards which can be applied concurrently (integrated management systems or multiple management systems) such as such as ISO 9001, ISO 14001, ISO 27001, or ISO 22301. What does the ISO 9001:2015 update mean for your organization? Until the issues above are finalized into a finished ISO 9001:2015 document, organizations seeking ISO 9000 family certification, will still need to be registered under the existing standard, which will have the normal 3 year period. However, those who are going to recertify after that date are going to be impacted. The timing of recertification may also be a factor for some organizations, since there could be more effort required to update existing ISO 9001:2008 materials and processes. Organizations whose three year term is nearly up when the new standard is adopted may wish to accelerate their recertification.