The Globe
from Quality Management International, Inc.

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In This Issue of "The Globe"

Welcome to this Fall issue of "The Globe."

Transition in weather is inevitable. Life moves on. We are also seeing ISO 9001:2008 in the winter of its life as it is put away in a phased manner. Read articles on changes to ISO 9001 and more about implementing ISO 9001:2015. We also feature an article on the three pillars of sustainability as they relate to to ISO 14001:2015.

In our "QMII in Pictures" section, we feature students from our QMS Lead Auditor course in Arizona, our Coast Guard Business Intelligence (CGBI) training at the US Coast Guard Academy, ISM Auditor Training at Sector Mobile as well as photos of the QMII Team, including our recently appointed QMII Brand Ambassador.

Thank you for reading! Catch up on previous issues of The Globe.

ISO 9001:2015 Tools: Incorporating Risk in the CAR/NCR Form
By Capt. IJ Arora

As organizations plan to transition from ISO 9001:2008 to ISO 9001:2015, one of the major adjustments is accepting the fundamental change that preventive action (PA), one of the mainstays of the ISO 9001:2008, has been removed! The standard mandated the six documented procedures, control of documents (4.2.3), control

The QMII Team, past and present, fondly remember Sue as we near her death anniversary on 26 October 2014. She inspired the team at both a professional and personal level as well as instituted a number of positive changes as Director of Human Resources at QMII.

The Team wishes our President and CEO, Capt. IJ Arora the very best as he travels to India to conduct the religious ceremonies related to Sue's Barsi (death anniversary on 16 October 2015). We will be with him in spirit and prayer.
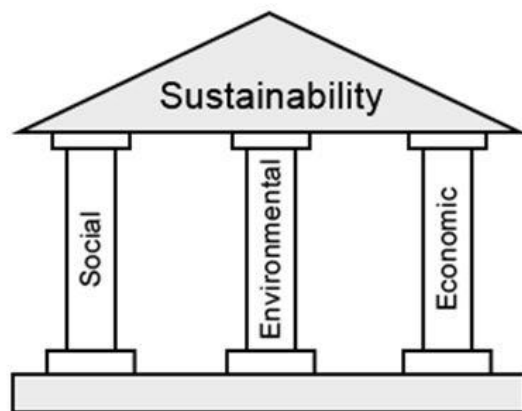

In Loving Memory

of Records (4.2.4), internal auditing (8.2.2), control of non-conforming products (8.3), corrective action (8.5.2) and finally, in the last clause of the standard, preventive action (8.5.3). The tail of the standard with its sting, formed the very basis of the standard.

The success of the correct implementation of the standard lay in the appreciation of trends through analysis of data (clause 8.4) and prevention of potential non-conformities (NCs) by taking preventive action. This Preventive Action invariably occurred at the A-stage of the PDCA cycle, where the inputs from audits, inspections, feedback and any other means, were analyzed and the system reviewed to re-source / update the plan. Therefore the pundits of system approach used the CAR/PAR (Corrective Action Request/ Preventive Action Request) forms to record NCs, followed by Corrective Action based on root cause analysis.
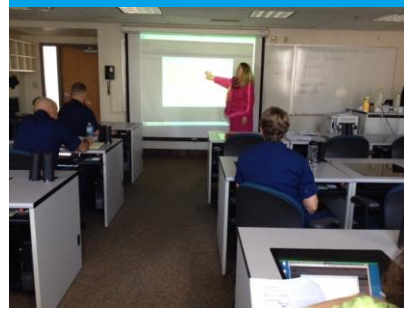
To continue reading, click here.

Economics of Sustainability
By Peter Burke

The International Organization for Standardization (ISO) has a number of standards related to sustainability, environmental management, social responsibility and energy usage. The ISO 14000 family of standards has an environmental focus, ISO 26000 targets social responsibility and ISO 50001 focuses on energy. ISO 14001:2015, Environmental Management Systems is based on the new high level structure being introduced with ISO 9001:2015, Quality Management Systems. It will be the design template for all of the major ISO standards, and will be applied to the ISO 50001, Energy Management Systems in the

near future.

With the change to the new high level standard, some terminology is being modified and new language and references are being added. The first paragraph of the Introduction to ISO 14001:2015 discusses the three pillars of sustainability – Social, Environmental and Economic. While the social and environmental pillars have always been front and center with communities and government, businesses tend to focus on the economic pillar. It is the "nature" of business to focus on profit and no one will invest in a business that does not have a reasonable return on investment.

An environmental movement that started in the 1960's has, in the last decade, become more integrated into the business models of many companies. Any organization that wants to operate internationally, must now consider the social and environmental aspects of their business to be successful. Europe and most of Asia now require companies to be socially responsible and to conserve the natural resources of the country in which they are operating. Companies that do not consider all three pillars of sustainability in their proposals will lose to companies with more environmentally friendly proposals and ISO certifications.

Economics is more than what it cost to operate and maintain a business. Companies that propose recycling building materials rather than tearing down structures and shipping them to landfills, will win government approvals. Mining companies that agree to restore the land after mining, will win over low cost bidders that do not have a plan to restore the land. Bottling companies that reduce the amount of water used to produce their products, will have success in areas where water is in limited supply.

The economic pillar of sustainability is not always a cost element for an organization. In many cases, companies can actually reduce their operating costs by implementing environmentally sound best practices that reduce the amount of water consumed and the amount of energy used in their operations. And, in doing so, be more socially responsible.

QMII offers training in ISO 14001, ISO 9001 and ISO 50001, that can help organizations develop management systems that meet the new quality, environmental and energy objectives of stakeholders.

The ISM Auditor Training at Sector Mobile in Alabama was exceptionally well-received and recognized. The students presented a gift along with a sentimental write-up and breakfast for the instructor, Capt. IJ Arora, who received a coin from the Sector Commander (shown below) as a token of the unit's appreciation.

USCG personnel are engaged in a group exercise (shown above) and student presentation (shown below) during the Environmental Management Systems (EMS) Lead Auditor Training at the CG Training Center (TRACEN) Yorktown in Virginia.

Click on the image above to see our upcoming classes.

Implementing ISO 9001:2015

Organizations already certified to and using the existing standard are concerned about the transition to the new standard. They have until September 2018. Their anxiety is can they wait? The prudent answer is if you know there is a risk of any kind then waiting is not an option.

Organizations who have not yet moved to a management system based on ISO 9001, and were already in the process of committing themselves to it after understanding the benefits of the 2008 version, anxiously seek to learn if they they need to start another study and wait for some time to better understand the fundamental changes which ISO 9001:2015 brings in.

Organizations are also keen to bring their staff up to speed with proper training to bridge the gap. The auditors need training to audit using the new standard and to better understand the context of the organization as also learn to relate the risk to the context of the organization. The changes to documentation and much more hangs in the air.

QMII has been a committed partner and true stakeholder in the correct appreciation, planning, implementation, training, auditing and continual improvement of the management system providing value consistently over the past 30 years. Thirty years of client satisfaction has brought QMII to where it is a recognized global leader in meeting client and student objectives. The growing number of loyal alumni, who leave the portals of QMII confident that QMII provides a lifelong guarantee in what it teaches and provides support and advice when it is crucial.

As QMII grows its presence in the Indian Subcontinent, it has appointed Mr. Raj Singh Arora as its Brand Ambassador. Mr Raj Arora is a famous TV personality in the region.

In the picture above he is seen interacting with students in the QMS Lead Auditor course held in Safford, AZ during his recent visit to the United States.

To see more of our work in pictures, visit our Facebook page.

Team Updates

The QMII Team takes time out for a team building lunch (from left to right: Lisa Parsley, Stella Favaretto, Rose Kleriotis, Julius DeSilva, Peter Burke).

In this fall issue, I wish to re-commit the excellent QMII Team to our patrons as they look ahead to implementing ISO 9001:2015 and ISO 14001:2015. QMII stands ready to bend to the oars so your products and services meet the customer requirements and lead your organization to "cash in the bank".

Please enjoy the newsletter!

Best Regards,
Captain IJ Arora
President and CEO
Quality Management International, Inc.
IArora@QMII.com

QMII Brand Ambassador Raj Singh Arora (shown third from left) spends time with the QMII Team at corporate headquarters in Ashburn, VA.

Join the Conversation

Join the conversation with QMII and check out our blogs and tweets: CEO's Blog and QMII Blog and Twitter page.

Connect with the QMII President and CEO through LinkedIn.

For more information about ISO 9001:2015 transition training options, please call us at 1-888-357-9001 or visit us at www.qmii.com.

Questions, Comments, Submissions

Do you have an article you would like to submit for consideration of publication in The Globe? Please email The Globe Editor Rachel Tackett: rtackett@qmii.com.