



Global-Mark P/L

Management Document G-104

Title: **Integrated Management System
Reviews**

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1 Why do we have this document

This document describes how we should plan and manage integrated management systems audits (typically 3 standards for QMS, EMS and OHS)

This Guide Notes addressed EA-7/05 (Guidance on the application of ISO/IEC 17021: 2006 for Combined Audits) effective 25/10/2009. This is a JASANZ requirement: most of the content of our Guide Note is an extract of EA-7/05.

This Guide Note complements the requirements of the relevant Program Information Brochures for each individual programs (external documents available on our web site), and also Work Instructions (which are internal documents)

2 Definitions

Combined audit: A combined audit is an audit of an organization's management system (s) against 2 or more sets of audit criteria/standards conducted at the same time.

Integrated management system (IMS): For the purposes of this document, an IMS results when an organization uses one single management system to manage multiple aspects of organizational performance, to meet the requirements of more than one management system standard.

3 Requirements

3.1 Business review bookings

The review booking/plan shall ensure that

- All areas and activities applicable to each management system standard covered by the scope of the visit are assessed by appropriate competent auditors.
- Sufficient time is allocated to accomplish a complete and effective audit of the client's management system(s) for the management system standards covered by the scope of the audit.

3.2 Business review team qualification and credentials

The review team as a whole shall satisfy the competence requirements for each technical area as relevant for each certification scheme covered by the scope of the combined audit. In cases where the audit team leader does not have the competence required to audit all management system standards covered by the combined audit, individual team members shall be appointed as the 'lead' for each applicable standard and be responsible for any related recommendations that fall outside the competence of the audit team leader.'



3.3 Business review durations

The review duration for a combined audit covering two or more management system standards, (e.g. A + B + C), shall be determined as follows:

- calculate the required review time for each management system standard separately (applying all relevant factors provided for by the applicable accreditation guidance and / or scheme rules for each standard)
- calculate the starting point T for the duration of the combined audit by adding the sum of the individual parts (e.g. $T = A + B + C$)
- where appropriate, adjust the starting point figure by taking into account factors that may reduce (see annex 1) or increase the time required for the combined audit. These factors should include but not be limited to:
 - o The availability and use of multi-discipline auditors.
 - o The extent to which the organisations management system is integrated.
 - o The ability of the organisations personnel to respond to questions concerning more than one management systems standard.
 - o The planning of the audit takes into account effective use of auditor time.
 - o The complexity of combined audits compared with single management system audits.
- Inform the client that combined audit durations which have been based on declared levels of system integration that are subsequently found to be invalid, will be subject to adjustment.

It is unlikely that the sum of all adjustments made for a given organisation, considering all factors, would reduce the time required for a combined audit by more than 20% from the starting point figure above. The starting point figure and justification for reduction shall be documented. Combined audits of non integrated management systems (although conducted at the same time) should not qualify for any time reduction.

3.4 Guidance on durations

Level of systems integration %

Figure 1

100 %	5	5	10	15	20
80 %	5	5	10	15	15
60 %	0	5	10	10	10
40 %	0	5	5	5	5
20 %	0	0	0	0	0
	0 to 20 %	20 to 40 %	40 to 60 %	60 to 80 %	80 to 100 %

Ability to perform combined audit %



This figure illustrates the reduction (%) in combined audit duration and its relationship to:

- Vertical axis, the level of integration of an organisations management system (see below) (which should include a consideration of the auditees ability to respond to multi-aspect questions); and
- Horizontal axis, the extent to which individual audit team members are qualified for more than one management system standard covered by the combined audit (i.e. multi-skilled) calculated using the following formula:

$$100 \frac{((X1-1)+ (X2-1)+ (X3-1)+ (Xn-1))}{Z(Y-1)}$$

Where

$X_{1,2,3...n}$ is the number of standards for which auditor n is qualified relevant for the scope of the combined audit;

Level of integration

An integrated management system results when an organization uses one single management system to manage multiple aspects of organizational performance. It is characterised by:

1. Management Reviews that consider the overall business strategy and plan.
2. An integrated approach to internal audits.
3. An integrated approach to policy and objectives.
4. An integrated approach to systems processes.
5. An integrated documentation set including work instructions, to a good level of development as appropriate.
6. An integrated approach to improvement mechanisms, (Corrective and Preventive Action; measurements and Continual Improvement).
7. An integrated approach to planning, with good use of business wide risk management approaches.
8. Unified management support and responsibilities.

Global-Mark Client Managers need to **decide and record** (in Client-Bank) the percentage level of integration based upon the extent to which the organisations management system meets the above criteria.

4 Certificates

Under the Global-Mark system, we DO NOT issue combined Certificates. Each Standard is issued individually.

However it is strongly recommended that at one point in time, a full Re-Certification (to all standards) is undertaken so that all Certificates have the same expiry date.

Note: this may mean bringing the Re-Certification to one of the standard early so that all programs can be in phase.

5 What documents/records are needed to implement this procedure

Nil, all documents are as per the records presented in Knowledge_Bank database.

End of document