IATF 16949

October 2016 saw the release of a sweeping update to the quintessential automotive quality standard, ISO/TS 16949:2009. The new standard, IATF 16949:2016, has already drawn a flurry of questions in the few months since its publication. With this update, the International Automotive Task Force (IATF) has aligned the standard with the most recent version of ISO's quality management systems standard, ISO 9001:2015; thus IATF 16949 is not simply a one-off standard, but must be implemented in conjunction with ISO 9001. However, this does not mean that IATF 16949 contains the ISO 9001:2015 text – rather, the standard contains only the automotive-specific requirements and shares the same section headings.

At center stage in IATF 16949 – as in ISO 9001:2015 – is risk mitigation. This focus on risk-based thinking requires top management to be wholly engaged in the organization, with responsibilities such as contingency planning review and implementation of anti-bribery and ethics escalation policies. Since the automotive industry is an ever-evolving environment, IATF 16949 also includes requirements to ensure that changes are matched by adjustments to quality management systems. Finally, IATF 16949 emphasizes a process dedicated to the identification and control of customer specific requirements.

ISO 20000
Information Technology

Information Technology (IT) is the core of many businesses as a function and service to customers, with the important task of storing, transmitting, and safekeeping data. Since the IT field is growing at a rapid rate, there's a new standard out there to accommodate businesses and organizations who utilize these services known as ISO 20000.

On a basic level, ISO 20000 is a standard that can be "used by organizations providing IT Services to better design, transition, deliver and improve their offerings to ultimately achieve customer satisfaction" according to industry expert John Laffey. In other words, ISO 20000 focuses on a management system that adds value through better communication to customers and improvement of service offerings.

What's HOT in the Registry?

ISO 9001

ISO 14001

AS9100

ISO 9001:2015 – What We've Learned

I t goes without saying that ISO 9001 is the United States' most widespread and commonly-accepted standard for certification. The standard's regular updates are a key aspect of its enduring relevancy since its inception in 1987; business and quality management systems have very clearly changed in the past thirty years – so, too, should the relevant standards. The transition to ISO 9001:2015, however, has been regarded as the opening of a new era for ISO 9001 certification.

With sweeping changes – focusing more on performance than being prescriptive – 2015 has more than a few organizations wondering just *why* the update between 2008 and the new edition were so dramatic. These reasons boil down to a few core explanations, including a desire to promote the continued adoption of the ISO 9001 standard (particularly in the service sectors), an effort to foster understanding and consistency by simplifying language, and recognizing a desire to improve cross-compatibility between standards.

One wholly new aspect of ISO 9001:2015 that has drawn interest is the new inclusion of a new requirement for risk-based thinking. The new standard has expanded the idea of risk aversion into something that affects all areas of the quality management system. Risk identification and management is now viewed as a system-wide strategy in a manner similar to how continual improvement was seen at the publication of ISO 9001:2000. As questions and clarification requests of these new aspects of the ISO 9001 standard continue to come up, PJR remains at the forefront of client education, offering free online training on the transition to 2015 and a range of free informative webinars. For more information on these free resources, visit www.pjr.com or call 1-800-800-7910. ◆

FSSC 22000 Version 4: What's New?

In the world of food safety management system certification constant and continuous revision of the standards are a necessity to cope with the ever evolving and changing food safety concepts and technologies. The Global Food Safety Initiative (GFSI) is a prime mover that requires all the benchmarked food safety management system standards to align with its guidance document. In order to align with the revised version of the GFSI guidance document and also to accommodate a few new concepts in the field of food safety such as food fraud, the FSSC Foundation in The Netherlands revised its current standard.

The FSSC scheme provides a framework for effectively managing the food safety responsibilities of an organization and covers five scopes- Food Manufacturing, Food Packaging, Feed Manufacturing, Farming and Food storage and distribution. In January 2017, the FSSC 22000 standard released version 4 of the standard.

Some of the key changes included in the revision are:

- conducting unannounced audits

- introducing critical nonconformities

- prevention of intentional product contamination

- standardized audit report

- transport and storage, food service/catering and retail/wholesale industries

An unannounced audit program is part of the 3-year certification cycle. Participation in the unannounced audit program is mandatory. Some of the salient points of the new requirements are:

- The CB sets the date of the unannounced audit and the site will not be notified in advance, by the CB, of the date of the unannounced audit;

- The auditor will spend at least 50% of the time in production area (shop floor) assessing the implementation of the applicable CCPs, PRPs and OPRPs.

- In the event that the certified organization refuses to participate in the unannounced audit, the certificate will be suspended immediately, and the CB will withdraw the certificate, if the unannounced audit is not conducted within a six-month time frame.

An additional category of nonconformity has been introduced in the new version-critical non-conformity. A critical nonconformity is issued when food safety is directly impacted during the audit or when legality and/or certification integrity are at stake. When a critical nonconformity is issued at a certified site the certificate will be immediately suspended for a maximum period of six (6) months. A follow-up audit will be conducted by the CB within the six (6) month time frame to verify the closure of the critical nonconformity. The certificate will be withdrawn when the critical nonconformity is not effectively solved within the six (6) month time frame. In case of an initial certification the full certification audit will be repeated.

PJR Annual Auditor Training

Perry Johnson Registrar's Annual Auditor Training took place December 8-10th, 2016. As always, it was well-attended by our auditors from around the nation! Training was split into specializations; R2 training put on by SERI, Aerospace Training provided by Buddy Cressionnie, Liliya Och, Amanda Brown, and Brian Geer, and Automotive Training presented by Shannon Craddock and Joe Krolikowski. Between training sessions, auditors had the opportunity to meet with their PJR schedulers and other main office staff, putting faces to names usually only seen on caller ID or an email signature.

The training was highlighted by PJR's annual Holiday Party at the Oakland Hills Country Club in Bloomfield Hills, MI. A speech by Perry Johnson provided the keynote of the evening, as well as year-end awards presented to valued members of the PJR team. Yuko Seto was named Manager of the Year, Mike Stasik was commended for Top Sales Volume, Karyn McKeown was recognized for achieving Top Dollar Volume in sales, and Carrie Breneman was presented with the Employee of the Year award. Congratulations to all winners and thank you for your dedication to PJR!

Mike Stasik – Top Sales Volume

"I couldn't have achieved what I have without the help of so many people at PJR, I appreciate everyone who has helped me along the way!"

Karyn McKeown – Top Dollar Volume

"I want to thank the amazing team of support staff who work behind the scenes, I couldn't have achieved this without your help and support - it is much appreciated."

Carrie Breneman – Employee of the Year

"I am extremely proud of this accomplishment and could not have done it without my amazing clients!"

Yuko Seto – Manager of the Year (not pictured)

"Thank you very much. It is both an honor and privilege to receive this distinguished award. Words can't express how much I appreciate all the support and cooperation from my team in making this possible. Thank you!" ◆

While the transition to IATF 16949 is not expected to be completed until September 14, 2018, the change is certainly a drastic shift that requires extensive planning and consideration. The inclusion of ISO 9001's 10-clause structure – while not something organizations are required to emulate in their own documentation – is intended to provide a clear model of the standard's requirements. The IATF highly encourages organizations with quality management system documentation that is aligned with a previous version of ISO 9001 to to realign with their value stream rather than tying it to a standard that is difficult to understand internally.

For better understanding of how to best approach the transition to IATF 16949 in the coming months, Perry Johnson Registrars has released several webinars to review the most important and challenging aspects of the shift. To receive regular updates on upcoming training on IATF 16949 and other standards, or to learn more, visit www.pjr.com or call 1-800-800-7910. ◆

Client Spotlight:
Mid-South Quality Productivity Center

The ISO Forgivable Loan Program, facilitated by the Mid-South Quality Productivity Center (MSQPC) based out of Memphis, TN, is the kind of program that any 501c3 could dream of making a reality.

For just under 30 years, the MSQPC has been operating in partnership with the Greater Memphis Charter and the Southwest Tennessee Community College, and a Center of Emphasis for the Tennessee Board of Regents (TBR).

Executive Director and CEO of the MSQPC, Donald Fisher (PhD), oversees the ISO Forgivable Loan Program. The goal of the program is to assist minority- and female-owned companies in Memphis, which is composed of approximately 68% minorities and makes up 5-10% of the business landscape in Memphis.

Fisher secured funding to help 6 minority- and female-owned companies become ISO 9001:2015 certified in 2016. Participating Memphis-based companies had to meet certain criteria to apply, which included: city and state taxes were to be paid up to date, completion of at least three business cycles, and demonstrated growth and employment without any financial or legal disputes.

The selected companies trained together as one unit to save costs. They utilized Fisher's Process Activated Training Systems ® (PATS) as a guideline to document their key standards. PATS was originally developed by Fisher for the United States Postal Service.

As is the case with many companies seeking ISO certification, once the qualified minority- and female-owned companies become ISO certified they will be eligible to bid for work on a larger level as well as globally.

"It not only helps them, but it helps our community," said Fisher.

Fisher proudly speaks of this 'Memphis Model,' the first program to cut costs by certifying multiple companies together as one. You can learn more by visiting their website at www.msqpc.com. ◆

If you are an organization who has a helpdesk support system, consulting, or any IT services, this may be the standard for you. Additionally, organizations that provide work for government and supply chain agencies will also benefit from implementing ISO 20000. These benefits stem from a consistent approach to (and management of) service delivery across a complex supply change

Those who already have ISO 9001 for quality management and 27001 for information security management will find combining multiple standards useful. With each standard comes a new level of value for an organization. With similar requirements like management reviews and internal audits, ISO 20000 will feel familiar, as it was written to allow integration with other management systems.

There are five key points of ISO 20000: design and transition of services, service delivery, relationship management, resolution processes, and control processes.

When designing services, there are certain formal requirements with ISO 20000 that allow for an easy and consistent approach to new or existing service offerings. This results in an increased reliability and value to both providers and customers due to a standardized process.

In terms of service delivery, service level management and agreements (SLA's) are implemented to both monitor and report the quality of the services. This results in an increased availability with continuity plans, capacity management, and budgeting. The standards requirements for information security management also contribute to the overall value of the services delivered.

For relationship management, the focus is on the communication between the IT providers and the customers. There are several strategies and requirements needed for a successful relationship, especially in terms of timely communication and identifying when to establish a connection with the customer. Much of the stress caused by unclear communication processes between customers and IT service providers can be alleviated by installing clearly agreed-upon terms throughout levels of service, as well as formalized communication channels and designated customer representatives.

Finally, there are resolution and control processes. Resolution processes focus on how to deal with various incidents, including classifying and troubleshooting of service issues. For control processes, there are aspects of the standard that deal with any changes within the services, configurations, and more.

In today's world, information technology is an ever-growing field of business that relies on efficient customer service, design of services, and sensitive data. Many service providers have the talent to provide cutting edge and innovative solutions, but lack the consistent approach necessary to ensure they are being delivered and managed at a level required by industry leading organizations. Implementing ISO 20000 is the first step in creating a successful and certified IT services management system.

If you or your business wants to learn more about ISO 20000, John Laffey hosted a free ISO 20000 webinar on Tuesday March 21. To view this recorded webinar go to www.pjr.com/past-webinars. For additional information on how to obtain the ISO 20000 certification, please contact Perry Johnson Registrars at 1-800-800-7910 or visit www.pjr.com to request a free quotation. ◆

Career Opportunities

PJR is currently seeking qualified auditors in the following fields and locations. We believe in maintaining an exceptional quality of life by reducing the amount of travel for our auditing staff and by increasing our audit team. We strive to meet this goal.

Experienced R2 Auditor

Ideal candidate has third party experience in auditing R2 and has taken and passed the SERI R2 course. Ideal candidate must be well spoken and an excellent writer, be great with time management and possesses the ability to balance many responsibilities at once. May be located anywhere in the continental US. Must be able to travel roughly 80% of the time.

Experienced Aerospace Auditor

Ideal candidate is ready to apply to Probitas for AEA status, or is in the process of applying. Candidate must have experience in third party auditing for ISO 9001 and internal auditing for AS9100 (AS9110 and AS9120 are a bonus), well-spoken, an excellent writer, great with time management and possesses the ability to balance many responsibilities at once. May be located anywhere in the continental US. Must be able to travel roughly 80% of the time.

Experienced QMS Auditor

Ideal candidate possesses ISO 9001 Lead Auditor Certificate for ISO 9001:2015, preferred ISO 9001:2008 certificate as well, but not required. Must have ISO 9001 auditing experience (internal or second party applicable). It is an advantage if candidate also possesses ISO 14001 Certificate and experience. Ideal candidate must be well spoken and an excellent writer, great with time management and has the ability to balance many responsibilities at once. May be located anywhere in the continental US. Must be able to travel roughly 50% to 80% of the time.

Written applications can be sent to Recruiter, Perry Johnson Registrars, Inc., 755 W. Big Beaver Rd., Suite 1340, Troy, MI. 48084 or via email to employment@pjr.com, please indicate in the subject line the position applied for. ◆

Food Fraud is an emerging concept in food safety. In order to prevent food fraud in the supply chain all GFSI standards, including the FSSC 22000 standard requires companies to document and implement vulnerability assessment; assess the susceptibility of its products to potential acts of food fraud; put in place appropriate preventive measures to protect consumer health and review the food fraud prevention procedure at least annually and after each actual or potential failure of a preventive measure.

The FSSC 22000 Foundation has revised the audit reporting templates. The revised templates will be used from January 1, 2018.

Storage and transportation is an integral part of the food supply chain. Food producers and processors, rely on proper storage and transportation practices to ensure that their products are transported uncontaminated at the final destination. Realizing this fact, the FSSC Foundation has adopted the Dutch standard, NEN-EN-ISO 22000 to certify companies involved in the storage and distribution of food products to protect the foods, ingredients, raw materials and packaging in their custody during transport and storage.

For more information on FSSC 20000 certification and/or the transition to Version 4 contact us via email at pjr@pjr.com or via phone at 1-800-800-7910. ◆
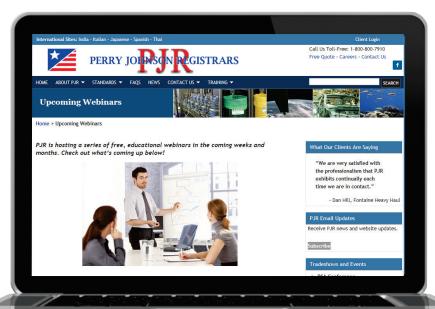
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FREE Training! Exclusively from PJR!

PJR continues to expand their webinar topics to include: "ISO/IEC 17021:2015 Overview" to "What to Expect During Your Stage 1 Audit"!   Check out PJR's current webinar schedule at www.pjr.com. Registration is easy. ◆

Upcoming Webinars:

Wednesday, April 26th
ISO 9001:2015 Critical Points of Review During the Transition Audit Process

Wednesday, May 31st
The Interaction of Processes and its Importance to a Successful Audit

Wednesday, June 21st
ISO 9001:2015 – Approaching Your Transition With Confidence!

More dates can be found on our website at: www.pjr.com