OHSAS SPECIAL

ADVANTAGES

☐ IMPROVE PRODUCTIVITY

☐ REDUCE DIRECT & INDIRECT COST DUE TO ACCIDENTS

☐ IMPROVE QUALITY OF PRODUCT / SERVICE

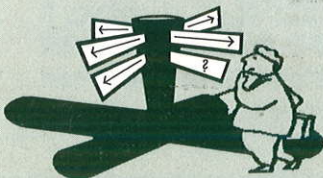## Future Issue of Quality Mantra

JULY 2005 Issue   : HACCP Special

SEPT. 2005 Issue : QMS in Service Industry Special

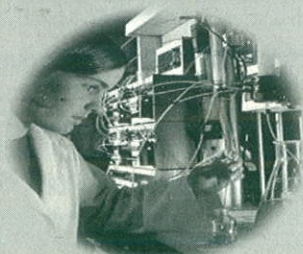NOV. 2005 Issue   : ISO/TS 16949 Special
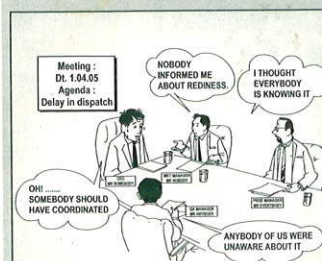
QM Reader's Platform

I am happy to tell you my thinking about dedicated issue on CE marking. I appreciate the concept of selecting a vital subject and take out a issue dedicated to it This particular information on CE marking is really thought provoking because even though it is brief; it develops interest to know further. Methodology of obtaining CE marking is also explained very well. How selection of relevant standard related to the product is important is also described .I think you are giving adequate information with limited number of pages. Please continue to give such technical information which is not easily available. - **P V Anturkar**

The concise bulletins carry lot of useful information. Through this newsletter came to know that ICS is a widespread organization it is worth noting how diversified establishments are opting for registration through ICS. I am sure that the awareness has increased to get those systems, which would help to inculcate that "quality culture" which finally helps to consolidate.I am your new reader, hence it will be wrong on my part to give suggestions. But if you could provide only one "second opinion", whichever is best in the eyes of ICS panel; then that will provide more questions to be asked & answered, giving platform for at least three readers, to seek answers to their requirements. The editorial is a lot of substance. Will be glad to enroll for your next session on CE Marking Certification. Wishing ICS all the best for all the good efforts they are putting in. **Sadanand Shingne**

It seems, you have covered nearly all aspect & discussed all topics related to achieve and maintain "Standardized Quality & it's Importance in any Field" A column "Special Feature" explained Specificity, expectations & must-to-do things in achieving management systems. "The Second Opinion" is a nice & useful platform for any expert of any field, to suggest helpful guidelines, and to share their own experience. This will also help to know oneself, the other side of the coin. "Dairy Events" & "Highlights" reflects, all previously achieved and also ongoing activities of your organization. Reading and knowing these events, one can easily understand your performance and judge "committed path for Quality" you have chosen ! "Cartoon" stripe is simply the best ! **Mr. Hemant S. Kulkarni,** Seintific Officer, Public Health Laboratory, Raigad, Alibag

While doing '5 S' in my office, I came across the Sept issue of your house magazine which I must have kept aside for reading at a later stage.
Let me congratulate you for at least two things-
1. The information that ICS is the third certification body to get National Accreditation for QMS and EMS from NABCB. It was a happy learning.
2. The page on typical problems and comments from experts made an excellent reading. It was interesting to see that a simply problem like this can be thought of from so many dimensions.
Mr. K. S. Boob, AGM (QA) and MR, NEI Ltd, Jaipur.

Editorial
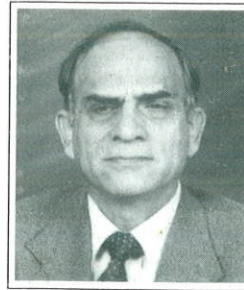
We have stepped into new financial year with an excellent result in the last year. I wish to convey our sincere thanks to all ICSIAN Family, our valued Customers and Associates for their valuable supports and cooperation in achieving good results with good growth and development.

We have achieved number of milestones during the year mainly obtained OHSAS, 18001 accreditation from the Joint Accreditation System of Australia & New Zealand JAS-ANZ, Australia. We are the first Certification Body in India to achieve accreditation for OHSAS.

Occupational Health & Safety Management System, OHSAS 18001 is very popular in the world. Indian Government has also adopted the standard by issuing BIS 18001 mainly for high risk & industries handling hazardous materials, to ensure and safeguard life property & the environment. The requirement is also being imposed on our country from overseas to ascertain safety of the personnel working in the large, medium as well as small industry like carpet garment & hazardous material manufacturing units. OHSAS 18001 standard is a management system which will help industry to reduce & manage the risk thus ensuring occupational health.

International Certification Services has successfully accomplished certification of number of organizations for OHSAS 18001 mainly engaged in ship breaking, oil, beverage, education and manufacturing industries.

Our well established certification system & competent manpower will provide value addition & help in safeguarding life, property & the environment through certification of quality, environmental and safety management system.

I take great pleasure in wishing one & all in ICSIAN Family, Valued Customers and Associates a happy & prosperous "NAYA SAAL"

Sundar Kataria

Second Opinion
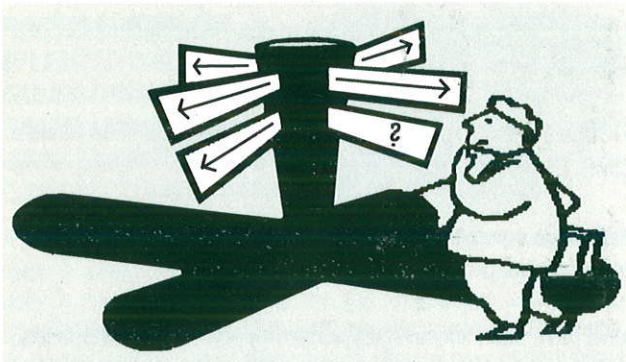
Quality mantra asks three leading consultants, to give their opinion on the typical problem asked by any of our clients on QMS/ EMS every issue.

Typical problem of this issue is as under:-

According To ISO 9000:2000, A Product Is A Result Of A Process And Therefore A Product Which Is Nonconforming Would Need To Be Dealt With As Specified In Clause No. 8.3 Of ISO 9001:2000. We Have A Strategic Planning Process The Product Of Which Is A Business Plan.

Is It Necessary That Our Non Conforming Product Procedure To Treat A Business Plan That Does Not Serve The Organization's Mission As A Non Conforming Product And Deal With It As Specified In Clause No. 8.3 Of ISO 9001:2000?

Mr. J.Dave, Ahmedabad

In my opinion, A Business Plan is not a stated requirement of ISO 9001:2000 standard. Therefore the question of dealing with it as specified in clause no 8.3 of ISO does not arise.

In case, if we hypothetically consider that a business plan is a requirement then also it is not required to be covered under 8.3 because normally product or service which are supplied to the customers in various stages of manufacture are to be covered under 8.3 & not products like a business plan, business ethics, faulty selection of product, non conforming marketing activities, non conforming purchasing activities are to be covered under 8.3

If you consider eight basic principals of QMS as stated in ISO 9001:2000, most of the organizations may end up in many cases of victims of basic principal non conforming & hence it will be very lengthy and time consuming process.

However, if an organization wishes to opt for a system which is beyond ISO 9001:2000 & above ISO 9004:2000 they must treat all mistakes (non conformities) relating to any subject of running an organization successfully under 8.3 and further take appropriate corrective and preventive action which will help the organization in a continual improvement process.

The limits and depths of system implementation are not specified & therefore it is upto the strategic decision of the organization as to how far or how deep to go into the implementation of the system.

The following are the examples of issues where maximum depth can be achieved:

1. Scope of products to be covered under incoming, in-process & final inspection.
2. Scope of sub contractors to be covered under system.
3. Scope of Preventive Maintenance. Etc.
   In general, depth can be achieved in all requirements of ISO 9001:2000.

It is recommended that cost benefit analysis should be carried out. And lastly in fact in case an organization can attain maximum depth an all activities of the organization then it is nothing but TQM.

> **Mr. J.R.Dave**
> **B.Sc, PGDBM, Dip. In Television Servicing , has 29 years of industrial & commercial experience with nine years of ISO 9000 / ISO 14000 / TS 16949 consultancy experience.**

Mr. Pradeep Gharpure, Pune

As per terms & definitions given in ISO:9000-2000 - 3.4.2, product means 'result of process' . Hence, output of every process can be defined as 'product'. But, the standard is intended to meet the product requirements of customer. [element 1.1 (a) and NOTE- ISO:9001-2000 standard]. Organization needs to demonstrate its ability to consistently provide product, that meets customer & applicable regulatory requirements.

NOTE- In this International standard, the term 'product' applies only to the product, intended or required by a customer. Hence clause 8.3 i.e. 'control of nonconforming product' is intended to apply for the product which is provided to customer. ISO:9000-2000 standard is based

on 'process approach'. Refer Element 4.1- ISO:9001-2000 standard. Business plan is output of the process for management activities (see NOTE). Also see Element 5.4. (Planning) of ISO:9004-2000 standard. Process approach shall be applied to all organizational processes.

Conclusion   'Control of nonconforming product' shall be applied only to the product that is provided to the customer. 'Process approach' concept shall be applied to all organizational processes. Strategic planning being organizational process, output of this process i.e. business plan, needs to be reviewed in terms of effectiveness & efficiency.

Mr. Pradeep Gharpure B.E. (mechanical), DBM having 20 years plus working experience in engineering industries and now providing training & consultation services in quality management for last six years, in following areas -ISO:9000, ISO/TS:16949 QMS, EMS-14000, OHSAS18000, 5S, kaizen, TPM, SPC, problem solving, quality circles and every need of quality improvement.

V. D. Pathak, Pune

Product is result of process. Strategic planning it self is a process whose out put is Business Plan. This out put is used as input to next process. That does not mean it is Product of the company, since it is not delivered to end customer. There are so many other processes in the company like Production planning whose out put is production plan, inventory control whose output is optimum inventory turns etc. Although these processes (in fact all processes) have out put. That does not mean it is the product of the company.

Hence this cannot be treated under Control of non-confirming product. In fact it should be covered under 8.4 analysis of data, which refers to analysis of processes and action related to it.

V. D. Pathak ,b.e.(auto Mobile),
Certified Quality Engineer.(asq), Lead Auditor,
More Than 12 Years Of Experience,consulted/Trained More Than 100 Organisations For Iso-9001,qs-9000,ts 16949.

Have you ever used or found useful any of the advice given by the consultants in second opinion. If so, we would like to hear from you. Please write to editors at uday@icsasian.com

Corporate News

♦ ICS is the first Certification Body to provide accredited OHSAS certificate in the country.

♦ ICS is the first to provide IMS, Integrated Management System (QMS, EMS and OHSAS) in India.

♦ We have entered into association agreement with PCBC from Poland for the product certification/CE Marking.

♦ We have been successfully audited by RVA from Netherlands for Food Safety Management System & will be accredited soon.

♦ We have developed Guidelines for Food Safety Management System based on Codex Alimentary and ISO.

♦ We published a book on Management System in Telugu Indian vernacular language.

Business Associates Meet

ICS has been working hard to interact with the Industry and Associates by organizing "Business Associates Meets" which we had recently conducted at New Delhi.

We are thankful to our Associates for their valued INPUTS without their support we could not have made much improvement. Similarly our valued customers also provide us with feedback on our services and requirements.

Accreditation

We are very much thankful to JAS-ANZ Australia, NABCB India and RvA Netherlands for their timely completion of accreditation audits on ICS. Above Accreditation Bodies have provided ICS with insight of Management System with number of vital inputs for a continual improvement of our certification system. Although it has been uphill task for our Certification Cell but has been going smooth with lot of improvement under the leadership of Mr. N. Sethuraman - Executive Director, Certification.

Contribution

We have been enhancing and developing our organisation to improve our efficiency. Some of the Stations like Mumbai, Pune & Chennai have played very important part to contribute towards good growth and development. Other Stations like Bangalore, Udaipur, Vapi & Ahmedabad have sustained their growth whereas other Stations have consolidated their organization by retaining & maintaining good results. Certification Cell, Administration & Finance have also played very vital role for improvement. ICS Management is thankful to all ICSIAN family for their valued support for the growth and development of our organization.

Feature

PRACTICAL TIPS ON IMPLEMENTING OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM
BY : T.E.C. VIDYASAGAR, HYDERABAD.
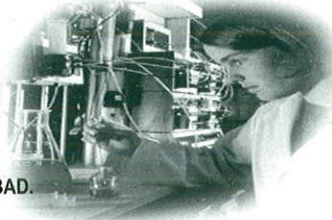
Off late, there is a growing trend in re-orientating occupational health & safety needs towards work place risk management. Such a trend is accelerated by the increasing attention to occupational safety and health management systems. The trend, also seen in many Asian countries, is offering new opportunities for strengthening primary prevention. Such trend covers technology transfer, globalisation, liberalisation, small workplaces etc which are very significant to a developing country like India. Every organisation is in look out for a satisfying experience covering above needs. OHS Issues, like Quality, Sustainability, Environmental Management, are now dominating the business process and have become imperative.

BS 8800-1996, Guide to Occupational Health and Safety Management Systems provided a lead-way. Then, there was development of OHAa 18001 (Occupational Health & Safety Assessment Series) Specification followed by Guidelines for the Implementation of OHSAS 18001. Later ILO has issued guidelines as Guidelines on Occupational Safety & Health Management Systems (ILO-OSH 2001). Later, Bureau of Indian Standards brought Occupational Safety & Health Management System as IS 18001. The experiences gained in adoption of other Management System Specifications & Standards, viz., ISO 9000 Series & ISO 14001 have been well utilised in developing OHSAS 18001 Specification.

What ever be the name of the OHS Management System, features covering the occupational health & safety management seem to be covering (a) the effective ways to encourage voluntary control of OHS at the workplace; (b) practical methods for risk assessment relevant to hazard nature; and (c) participative management, encouraging leading to continual improvements. The design & objective of any OHS Management System should meet minimum criteria. The Phase and Implementation strategies are to conform with the organisational capability, but no way less than mandatory requirements applicable to the place. Thus OHS Management Systems became the popular voluntary effort towards overall and continual improvement.

A cursory view of the specification indicates 5 Elements (viz., General Requirements, OH&S Policy, Planning, Implementation & Operation, Checking & Corrective Action & Management Review) are considered towards continual improvement. The Element Planning has Planning for Hazard Identification, Risk Assessment & Risk Control, Legal & Other Requirements, Objectives, OH&S Management Programmes. Element Implementation & Operation includes Structure & Responsibility, Training, Awareness & Competence, Consultation & Communication, Documentation, Document and Data Control,

Operational Control, Emergency Preparedness & Response. Element of Checking & Corrective Action includes Performance Measurement & Monitoring, Accidents, Incidents, Non-Conformance & Corrective & Preventive Action, Records & Records Management, Audit. The meanings, expectations etc are well described in OHSAS 18002 or other related companion documents. With the above introductory statements, an attempt is made to offer views on practical implementation methodology with the experienced gained in assisting different organisations.

1. Understand the Top Management Expectation towards effective implementation. Certification of Implementation need not be the goal but could be incidental to effective implementation & continual improvement. An objective review of initial status of OHS Management System in the Organisation should form an important basis for the action plan.

2. Many Organisations seek the assistance of Consultants in Implementation of OHSAS 18001 Specification. It is always worthwhile to seek the assistance of experienced individuals & organisations but when it comes to the implementation, Organisation should depend upon its own resources and efforts. Otherwise, the feel of the system implementation cannot be felt & therefore, designing the system may not be representative of the needs

3. Though the process of implementation may be slow, involvement of concerned at all levels, in the pace at which they can chew, is very important and in organisations who could successfully implement & sustain, this has been the key element.

4. Scope of the Implementation by geographical boundary, operational area etc are to be clearly specified, ofcourse, without infringing as laid out in specification. Important Definitions, Interpreterations are to be laid out and references are to made.

5. Developing an 'initial' System Manual covering objectives, organisational structure for implementation, roles & responsibilities, Hazard Identification and Risk Assessment / categorisation Criteria, etc are to be developed.

6. At this stage, all concerned are to be trained about the Specification, Elements, Intent of the Specification, Organisational structure for implementation, roles and responsibilities, Hazard Identification and Risk Assessment / categorisation Criteria, Recording Existing or Built in Safety Systems, their adequacy to control risk (through engineering control, administrative control & behaviour control)etc, arriving at additional risk control measures to be developed and adopted & estimating residual risk etc. This process is to be understood at different levels

7. A massive exercise of identification as above & recording is to be carried out involving all levels of personnel for all the envisaged operations or activities within the scope. This would be an involved, time-resource consuming exercise but essential for proper understanding. The time taken in proper understanding & involvement would definitely pay off in later stages through proper understanding of the process and to be applied as an on-going process. Such an elaborate exercise essential for proper evaluation and categorisation of the risks, In few organisations, where this exercise is not effectively carried out faced problems due to ignorance of the employees, later, though it initially quickened the process.

8. Simultaneously, another exercise of identification of applicable legal requirements : other requirements to which the organisation contributes, is to be carried out. Often this exercised is limited & carried out by Personnel & Administration Department or Safety Department which would not be truly adequate. All activities are to be segregated by operation, equipment, location or substances or materials used. A team of persons from operation & other departments could be constituted & they could review the relevant legislation and identify applicable provisions. Many a times, A Register of Regulations just covering the names of the legislation etc are mentioned. For developing an effective system for compliance of mandatory requirements, such register is not adequate. Probably a detailed exercise of specific and applicable provisions are to be identified, responsibilities within the organisation are to be laid out & method to monitor implementation is to be developed.

9. Identifying significant risks that needs to be effectively controlled, control measures to be developed, arriving at Objectives and developing OHS Management Programmes is an equally important measure. It is to be understood that the objectives are to be SMART Objectives (as often expressed) & mandatory requirements can not become part of Objectives. This is a common pit-fall noticed in implementation. Such a situation can be avoided by proper understanding of what is an Objective.

10. In effective implementation of a OHS Management System, Auditing is 'one' component to identify status of Implementation, towards an objective improvement and not the 'only' Method. Therefore, there is need for proper training of Internal Auditors at different levels & are to be equipped with tools for carrying their responsibilities. Often, such an activity is carried out ceremoniously rather than with proper preparation. An Internal Audit has to be very effective & Inter Auditor Teams are to be very strong not by being vociferous but by objective auditing, helping to correct and ultimately help in proper implementation. Rotation of Internal Auditors breaks familiarity of work place and would help in objectivity in Audits.

11. Careful development of checklists, proper organising of audits, by time, quality, reporting effectively are very important. Such designed audits bring out significant issues that need to be addressed carefully & are very important to the organisation. While rigid checklist application is not desirable, review of checklists periodically is equally important.

12. Designing different levels of documents, records & maintaining is an important component. Many organisations become fussy about outer look and aesthetical look of the documents & records rather than contents and their role in Establishing the OHS Management System & Demonstration of Effective Implementation. Data, Information, Record are more important where ever, whenever they are maintained. It is not the objective of the System to force unnecessary records. Documents are to be as simple, as minimum as possible and effectively demonstrate the status. Adequate references of other documents is many a times, adequate and does not need to be duplicated at different location just for the sake of system. System does not expect such things & the System is adequately harmonised & made compatible with other Systems.

13. When a System is effectively implemented, a Certification Audit or Survelliance Audit become very focussed & real issues can be addressed more effectively & Auditors would have a better opportunity to understand the System's Effectiveness in a lucid manner.

14. After establishing the system, the next effort should be towards integration of the system with other systems already in vogue so that the conflicts are resolved and an integral approach. This could be ultimate objective. As long as OHSAS is in integration with other general management system, its acceptability increases. OHSAS has to find its way deep into the breadth, width & height of the organisation & perculate. Without such an effort, the objectives of implementation are not served.

15. It is to be recognised that Organisation Implementing the OHS Management System & the Certifying Organisation have to equally work hard for a sustained credibility. The Role of Certifying Organisation is not only sampling & adjudging but to drive, direct but be friend, philosopher & guide in improving OHS and result in control of risks to the desired levels.

The above tips would go a long way in achieving the objectives of developing such OHS Management Systems.

MR. T E C VIDYASAGAR.
Mechanical Engineer with Post graduation in Industrial Engg. Worked in Indian Railway Maintenance workshops for 28 years. Also worked in Department of Factories, Andhra Pradesh in Implementation of Factories & Related legislation. From 1993 till date, an independent facilitator in Safety Promotional activities assisting number of major organisations in the country covering Power Plants, Heavy Electrical Engineering, Cement, Pulp and Paper Industry and Bulk Drug and Process Industries. Underwent Leader Assessor Programme of ISO 14001 in 1998. OHSAS 18001 Lead Auditor Programme in Singapore in 2000.

Feature

OHSAS 18000 FAMILY

Simultaneous to the development of the ISO 9000 & ISO 14000 families of standards, there is a sustained worldwide endeavour to introduce a global framework to implement cost-effective occupational health and safety delivery systems, management methods and programmes to prevent workplace ailments and promote health and welfare of workers. The demand for a certification scheme for occupational health and safety has been intensified with the publication of the British Standards Institution (BS 8800: 1996, Guide to Occupational Health And safety Management Systems, OHSMS) and the American Industrial Hygiene Association (AIHA) guidance document on ISO 9000 based OHSMS (AIHA, 1996) and several other national OHS Management and regulatory guidelines.

While BS 8800 & AIHA documents offer guidance on implementing an OHS management system, these are not intended for certification purposes. The standard for Certification of Occupational Health and Safety (OHS) Management Systems has been developed by an association of national standards bodies, certification bodies and specialist consultants. This standard *Occupational Health and Safety Assessment Series* (OHSAS) specification, *OHSAS 18001*, was officially released in April 1999. The new standard is divided into two sections:

OHSAS 18001 is the specification against which certification is awarded. OHSAS 18001 has been developed to be compatible with the ISO 9001: 1994 (Quality) and ISO 14001: 1996 (Environmental) management systems standards in order to facilitate the integration of quality, environmental and OHS Management systems in organizations. An accompanying publication, OHSAS 18002 Guidelines for the implementation of OHSAS 18001, provides guidance on implementing an occupational health and safety management system and corresponds directly to the specification.

The OHSAS 18001 unifies existing schemes, creates an auditable standard & provides a vehicle to put emphasis on CEN, ISO & ILO into developing an international standard. The new International Standard (ISO 9001: 2001) recognizes that an organization may align or integrate its own QMS with related management systems, such as EMS & OHSMS, but it does not include requirements.
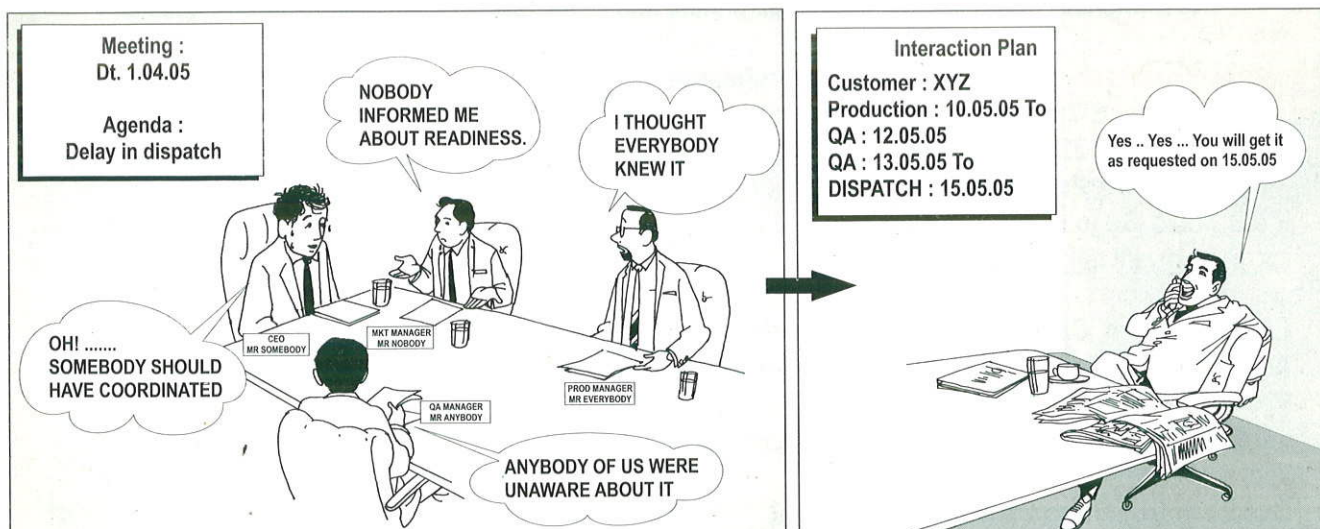
Diary Notes

From	To	Place	Training course	Contact details
13/5/05	14/5/05	Baroda	IQA training Course (2 days) QMS	Mr. Sharma 0161-3956578 ics_ludhiana@icsasian.com
14/5/05	18/5/05	Chennai	Lead Auditor Course (5 days) QMS	Mr. Venkatraman 044-24719070 icsapld_chennai@vsnl.net
23/5/05	24/5/05	Indore	IQA Training course (2 days) EMS	Mr. Shashank Kalambkar 0731 5076365 icsasian@sancharnet.in
25/5/05	29/5/05	Indore	Lead Auditor Course (5 days) QMS	Mr. Shashank Kalambkar 0731 5076365 icsasian@sancharnet.in
29/5/05	30/5/05	Udaipur	IQA training Course (2 days) QMS	Mr. Rajesh Kataria 0141 2522031 / 2410759 rajeshk@icsasian.com
3/6/05	4/6/05	Pune	IQA training Course (2 days) QMS	Mr. Ashok Ohol 020 25455206 ics_pune@vsnl.net

Learn with Fun

Station's Highlights

■ **ICS Kanpur :**
has certified following prestigious clients for ISO 9001:2000
- Centre for Animal Disease research & Diagnosis (CADRAD). Indian Veterinary Research Institute, Izat Nagar, Bareilly. This is the first centre to get ISO 9001-2000 Certificate among all branches in India.
- Kashyap Brothers, Kanpur
- Tex Plas (India) Pvt. Ltd, Hardwar
- Salvation Industries, Lucknow

■ **ICS Udaipur :**
has certified following prestigious clients for ISO 9001:2000
- Prem Sakhi Fertilizers Ltd. (Udaipur)

■ **ICS Delhi :**
has certified following prestigious clients for ISO 9001:2000
- Signal & Telecommunication Training Center Northern Railway Gaziabad

■ **ICS Pune :**
has certified following prestigious clients for ISO 9001:2000
- Gupte Hospital
- Silicone International Products.
- Bora Hospital
- Shri Tatyasaheb Charitable Trust's Dr. Ghatage Paediatric Post Graduate Institute & Institute Of Paramedical Sciences, Sangli.
- Dr. Ghatage Paediatric Hospital, Sangli.
- D.A.V. Public School, Aundh.

■ **ICS HYDERABAD :**
- has certified the following presitigious client for ISO 9001 : 2000 Jeedimetla Police Station, Cyberabad (The first police station in the country to get ISO 9001 : 2000 Certificate)

■ **ICS Ludhiana :**
- has certified the following prestigious client for ISO 9001 : 2000 M/s. Bali Laboratories., Ludhiana

Customer's Platform

Mr. Mahendra Reddy, Commissioner of Police Displaying Certificate for ISO:9001-2000 Jeedimetla Police Station, Cyberabad. (First Police Station to get ISO in the country)

Certificate Presentation Ceremony At Centre For Animal Disease Research & Diagnosis, Indian Veterinary Research Institute, Bareilly on 11.3.2005

Certificate Presentation Ceremony At Silicone International Products. Dr. Ravi Kulkarni Managing Director Receiving the Certificate on 18th April 2005.