

IPC Board of Directors meeting on Tenerife

IPC Board of Directors meeting was held on Tenerife, Las America on the 14th of March 2015. On the agenda was, among other items, the IPC Strategy Plan



with short term goals and updating of the IPC Management Systems Manager certification scheme including the IPC Maintenance Manager. The next meeting will be the Annual General Meeting planned in Chicago in October 2015. All IPC members are encouraged to participate in the AGM. See you there !

From left: Peter Holtmann, Australia; Anni Koubek, Austria; Eric Janssens, EOQ; Giancerlo colferai, Italy; Marit and Olav Finsnes, Norway.

Is Quality a Philosophy or is it a Mindset?

This is the theme we will hear more about during **EOQ Congress 2015** will be hosted in Athens, Greece, on 11-12 June 2015.

This event serves as an opportunity to draw together leading international speakers and professionals specializing in the field of quality. It provides a unique platform for both researchers and practitioners from around the world to meet and discuss challenges in quality leadership.

At least 300 participants from Greece and abroad are expected to attend. The Congress will attract a community of top-level executives, managing directors, general managers, experts, executives and advisers in the field of quality management, representatives from international quality associations, who share a passion for exchanging ideas and analysis in the specific field. Apart from the enlightening experience that the keynote speakers themselves will provide, the event will present a rich and diverse list of abstract topics, tailored to a truly international audience of experts and specialists. Through a wide variety of sessions participants will be encouraged to exchange experiences, expertise and good practice, as well as to undertake initiatives which may lead to long-lasting quality projects, partnerships and networks.

More information about the Congress and registrations can be found by following this link;

<http://www.quality2015.eu/congress.php>

Main feature

The new certification scheme for Maintenance Managers is approved.

Updating the IPC web site is still ongoing

The updating of the IPC front pages www.ipcaweb.org is almost complete. Have a look !.

EOQ Congress

2015 in Athens, Greece.
Check it out! Page 1

ISO 9001:2015 final draft. Page 2

Read the article

"ISO 9001: 2015 - The great leap forward for auditors"

by Peter Holtmann, Acting Director, IPC

IPC new members are welcome!

secretary@ipcaweb.org.

ISO 9001:2015 Final Draft has been concluded. Update from ISO/TC176/SC2 February meeting in Lithuania.

The Final Draft International Standard for quality management, ISO FDIS 9001:2015 has been prepared during the recent ISO/TC176/SC2 meeting, held on February 16-20, 2015 at Vilnius, Lithuania, as reported by Mrs. Natalya Roshka, IPC representative to ISO/TC176/SC2.

This, practically, means that the FDIS can now move forward for editorial changes and translation to official ISO and local languages, being ready for balloting by July 1st, 2015, before the planned ISO 9001:2015 publication on September 2015.

The main work tasks performed during Vilnius meeting can be summarized to:

- Review of the comments which were not finalized during previous, Galway, Ireland, meeting held in November 2014.
- Final editing of DS and FDIS preparation, under the condition that no new requirements would be added to the standard, limiting the performed work in responding to the submitted comments and assessing the results of the just concluded validation process.

Main meeting outcomes include:

- Confirmed that the different levels of "Control of documented information" will be expressed through the verbs: "maintain" and "retain";
- The definition of risk was changed from the one used in ISO 31000 from "Risk = effect of uncertainty on objectives" to "Risk = effect of uncertainty";
- Agreed that "Opportunity" is not always part of the risk but it can exist independently, so the commonly used, in the new standard, expression "risk and opportunity" was confirmed;
- It was decided not to use term "outcome", but only "result" and "output" (output mainly has to do with processes);
- Galway meeting decision to use "performance of QMS" instead of "quality performance", was confirmed;
- More clarification was given on terms "process environment" and "organizational knowledge";
- The term "as applicable" was avoided;
- It was decided to reduce usage of term "innovation" throughout the standard;
- QMS scope requirement, regarding acceptable exclusions, was reformulated;
- Introduction to the standard was re-formulated and re-structured;
- Software specific requirements were excluded from the standard due to the term of "measuring equipment" (which includes software among the others);
- It was voted to proceed with FDIS stage.

It should be reminded that during the recent IAF/ILAC Vancouver, October 2014, meeting it was decided that transition period for ISO 9001:2015 will be 3 years from the publication of

ISO 9001:2015 and all initial accredited certifications shall be issued to ISO 9001:2015 starting no later than 18 months after the new standard publication date.



ISO/TC176/SC2

Informative documents from IAF

IAF – International Accreditation Forum, has published the following informative documents that will be helpful for organizations planning transition to the new standards;

[Transition Planning Guidance for ISO 9001:2015](#)

[Transition Planning Guidance for ISO 14001:2015](#)

[Information on the Transition of Management System Accreditation to ISO/IEC 17021-1:2015 from ISO/IEC 17021:2011](#)

ISO 9001: 2015 - The great leap forward for auditors

Article written by Peter Holtmann, President and CEO of Exemplar Global, and acting Director of IPC Board of Directors.

A change in the design and thinking in ISO 9001 brings new challenges for the auditor to apply their competencies to the accomplishment of audits. It also brings great opportunity.

It's being hailed as the best thing since sliced, quality bread. The changes to 9001 from the 2008 version incorporate the wants and needs of manufacturers and service providers; it brings about the change in focus to the customers; and it raises the question of how to think process-wise to achieve outcomes.

These are great advances in standardization and when combined with risk practices this should drive consistent outcomes with a greater confidence that the customer will be satisfied or even delighted.

Moving away from a prescriptive approach to process approach requires new thinking on how to audit. The use of checklists to a set of clauses will no longer work and the style of auditing moves toward interviewing techniques rather than review of records, corrective action data and policy.

For an auditor the types of skills required now move toward interviewing techniques similar to investigators. It's more about digging into the reasoning for the application of a process rather than the demonstration of the process.

For an audit team leader, focusing on team selection against process may mean more members to follow individual processes to completion rather than selecting clauses for auditing.

This means what has been asked for in the past has not focused on collection of experiences or training in negotiation, interviewing, interpersonal, presentation or influencing attributes. To retrospectively apply the current auditor profile to the 2015 requirements would simply not work.

Another complication arises when we consider that the standard asks for competence in risk-based approaches and thinking but deliberately does not reference ISO 31000. This means the implementer and auditor alike need to identify concepts, tools or methods for risk. No surprises that there is more than one type of risk approach.

This is not an auditors plight alone, at a recent meeting in the USA at the registrar association the hot topic was "how do we use this thing?" It seems that some of the 2008 version requirements around process and customer focus never made it to market in a consistent manner for much the same reasons as is being identified in this version.

It's a matter of resources versus time. The customer demands the upgrade to the new standard even before it is released; the registrar tries to meet the demand and upskills its audit process to accommodate; but the auditors only receive minimal training.

Even more complex is the fact that 65% of auditors are now contracted to more than one registrar, so they receive piecemeal training from a number of sources and against any number of outcomes.

Help is at hand! A movement has begun, the auditing profession is uniting! From the USA at the registrar association accord was reached to create a single upgrade training and assessment on the knowledge of the new standard. It will focus on the significant changes to the standard and highlight key examples or approaches to matters such as process approach, risk based thinking, customer focus, interested parties, outcomes, and the integration of clauses.

I am sure I don't need to point out what a significant occasion this is. The fact that there will be available a single source for auditors, managers, contractors, trainers, staff and any person working with 9001 is exciting and adds significant value to the profession.

I have to point out that the training and assessment is only on knowledge of the standard not on how to audit it. As a colleague recently described it to me, it addresses auditor competency (knowledge of process) versus audit competency (the auditing of the knowledge or the process of auditing).

"Hold on" you say, "what if the FDIS considerably changes to the DIS version of 9001. Do I need to redo all this training and assessment again?" well they are thinking of everything and the answer will be an upgrade package that can be used. At this point in time no extra

assessment is envisaged.

This offering will satisfy the requirements of numerous parties including accreditation but it does not mean that further in-house training with registrars on how to audit won't be required. I would envisage that registrars would build their competitive advantages into this training.

It also provides numerous opportunities for the auditor to upgrade their professional skills around communicating with Boards and executives, negotiating skills, and a wider array of investigatory techniques used in other professions.

This can be disruptive innovation for our industry; it can be the congealing agent for benchmarking auditors; and it should be the platform to demonstrate to customers the professional qualities of our personnel.

Finally this approach from ISO is not going away. We will see this type of standard roll out shortly with EMS, OHSAS, FS, RMS and a raft of newly created standards. As Howard Hughes once said "It's the way of the future".

Approval of IPC Maintenance Manager certification scheme

During the Board of Directors' meeting in Tenerife March 14th, the document IPC-PL-14-04 "IPC Certification Scheme for Management System Mangers" approved for extension to encompass Maintenance Managers. Maintenance is a big industry world-wide. The scheme document is specifying frame requirements, which are basic requirements on which the Personnel Certification Body can elaborate to adapt to local needs. The document is available on the IPC web-site.

Dear Members and Interested Parties,

IPC in Touch has resumed its role of being an information letter to our members and other interested parties. So please forward this newsletter to you colleagues and business associates that might be interested. If they want to be on our mailing list, please contact secretary@ipcaweb.org

Best regards,
Olav F. Finsnes,
Vice Chairman, IPC