



Sustainable Certification™

4. Context of the Organization



As an Auditor , What would you look for?

- How has the internal and external context been determined?
- Does the context consider legal and non-regulatory requirements, including community expectations?
- What are the needs and expectations of Workers and other interested parties?
- What is the scope of the system? Have some requirements been excluded?
- What is the interaction of the organization's best practices?

5. Leadership



How does your organization demonstrate leadership ?

- Integration of discipline-specific requirements into organizational structure

Policy

- Documented information available to interested parties
- Framework for setting objectives

Roles , Responsibilities and Authorities

- Assigned and communicated



5. Leadership



Section	Quality 9001	Environmental 14001	Health and Safety 45003
5.1 Leadership and commitment	<p>5.1.1 ensure the integration of the QMS requirements into organization's processes Promoting awareness of the process approach</p> <p>5.1.2 Customer focus Risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed</p>	<p>ensuring the integration of the EMS ...knowledge of the organization's</p> <p>ensuring the integration of the EMS requirements into the organization's processes</p>	<p>Knowledge of the organizations context as well as potential OH&S risks</p> <p>ensuring that workplace hazards are systematically identified , RISKS evaluated, prioritized and actions taken to improve OH&S performance where necessary</p> <p>ensuring the integration of OH&SMS requirements into the organizations business process</p>

5. Leadership



Section	Quality 9001	Environmental 14001	Health and Safety 45003
			<p>processes for consultation and active participation of workers (and reps) in the establishment , implementation and maintenance and Protecting workers from reprisals</p> <p>persons working under the control of the org and aware of potential consequences of their actions or inactions on others in the workplace</p>

5. Leadership



Section	Quality 9001	Environment 14001	Health and Safety
<p>5.3 Organisational roles, responsibilities and authorities</p> <ul style="list-style-type: none">➤ Organisation chart➤ Job descriptions➤ Included in procedures / instructions➤ Meeting minutes➤ Performance reports	<p>Assigned, communicated and understood responsibility and authority for:</p> <ul style="list-style-type: none">➤ Processes are delivering their intended outputs➤ Reporting on opportunities for improvement➤ Reporting to top management	<p>Reporting on environmental performance</p>	<p>Plus accountabilities</p> <p>One or more of it's members accountable for policy and OH&SMS</p> <p>documented information for roles relevant at all levels</p>

5. Leadership



Section	Quality 9001	Environment 14001	Health and Safety
5.2 Policy Documented Information Available to interested parties	framework for setting and reviewing quality objectives communicated, understood, and applied within the organisation	framework for setting environmental objectives Commitment to the protection of the environment	setting and achieving the organisations OH&S objectives commitment to Hierarchy of control Worker participant and consultation.

5. Leadership



As an auditor, what would you look for?

- How have top management demonstrated their commitment to the system?
- Is the policy reflective of the organisation's operations and direction?
- Does the policy contain the necessary discipline-specific requirements?
- When was the policy last reviewed
- Do staff understand their own roles and responsibilities?

HLS 6. Planning



Actions to address risks and opportunities

- Actions taken to be proportionate to the potential impact
- Integrated into the organization's business processes



Objectives and planning to achieve them

- At relevant functions and levels; to achieve continual improvement



Risk – the effect of uncertainty on objectives

- Requirements for the establishment, implementation, maintenance, and continual improvement of the system.
- Framework can be provided in ISO 31000 Risk management principles and guidelines
- Not all processes will present the same level of risk within a system; the system should prioritise high risk processes above low risk processes

6. Planning



Section	Quality 9001	Environment 14001	Health and Safety 45001
<p>6.1 Actions to address risks and opportunities</p> <ul style="list-style-type: none"> ➤ Risk register ➤ Aspects and impact register ➤ Control measures ➤ Action plans ➤ Assigned responsibilities 	<p>Risk an opportunities 6.1.1 determine the R & O's to:</p> <ul style="list-style-type: none"> ➤ Give assurance the QMS can achieve it's intended results ➤ Prevent, or reduce, undesired effects ➤ Achieve continual improvement 	<p>Actions to address risks and opportunities 6.1.1 General</p> <ul style="list-style-type: none"> ➤ Give assurance the EMS can achieve its intended results ➤ Prevent, or reduce, undesired effects. ➤ Achieve continual improvement ➤ Determine potential emergency situations 	<p>Risks and opportunities 6.1.1 General</p> <ul style="list-style-type: none"> ➤ Give assurance the OHSMS can achieve it's intended results ➤ Prevent, or reduce, undesired effects ➤ Achieve continual improvement

6. Planning



Section	Quality 9001	Environment 14001	Health and Safety 45001
	<p>6.1.2 Shall plan</p> <ul style="list-style-type: none"> ➤ Actions to address these R & O's <p>How to:</p> <ul style="list-style-type: none"> ➤ Integrate in QMS ➤ Evaluate the effectiveness of actions <p>Actions taken... proportionate to the potential impact on the conformity of product and services</p>	<p>6.1.2 Environmental aspects</p> <ul style="list-style-type: none"> ➤ Identify aspects and associated impacts ➤ Control or influence ➤ Considering a lifestyle perspective determine those significant environment impacts ➤ Communicate <p>Document:</p> <ul style="list-style-type: none"> ➤ Criteria used ➤ Aspects and impacts ➤ Significant aspects 	<p>6.1.2 Hazard identification process for</p> <ul style="list-style-type: none"> ➤ On-going proactive identification ➤ Situations not controlled, occurring outside the workplace ➤ Capabilities and human factors

6. Planning



Section	Quality 9001	Environment 14001	Health and Safety 45001
		<p>6.1.3 Compliance obligations</p> <ul style="list-style-type: none">➤ Identify and have access to how they apply	<p>6.1.3 Determination of legal and other requirements</p> <p>Documented information of</p> <ul style="list-style-type: none">➤ legal and other➤ Updated to reflect changes➤ How compliance will be achieved

6. Planning



Section	Quality 9001	Environment 14001	Health and Safety
6.1 Action to address risks and opportunities		6.1.4 Planning to take action Actions to address: <ul style="list-style-type: none">➤ Significant environmental aspects➤ Compliance obligations➤ Risks and opportunities	6.1.4 Assessment of OH&S risks process to <ul style="list-style-type: none">➤ Assess and prioritise➤ Identify to lower risk➤ Hierarchy of control➤ Document➤ Analyse underlying causes➤ Methodology defined➤ Proactive and systematic

6. Planning



Section	Quality 9001	Environment 14001	Health and Safety
			<p>6.1.5 Planning for change R&O with change</p> <ul style="list-style-type: none">➤ Permanent or temporary change➤ Assess before the change➤ Documented information

6. Planning



Section	Quality 9001	Environment 14001	Health and Safety
			<p>6.1.6 Planning to take action</p> <p>Plan to</p> <ul style="list-style-type: none">➤ Address R & O's➤ Prepare for, and respond to emergencies➤ Integrate the actions and controls

6. Planning



Section	Quality 9001	Environment 14001	Health and Safety 45001
6.3 Planning of changes	Planned and systematic , consider <ul style="list-style-type: none">➤ The purpose➤ Potential consequences➤ Integrity of the QMS➤ Resource➤ Responsibilities and authorities	No section	No section

6. Planning



As an auditor, what would you look for?

- Have high risk activities and processes been considered in the planning of the system?
- Has the full life cycle of activities, processes, and products been considered?
- How have significant environmental aspects been determined? Does the method used deliver consistent results?
- How do compliance obligations apply to business processes?
- What are the responsibilities, means, and timeframes for achieving objectives?
- Are there processes in place to plan and manage change at various functions and levels?

HLS 7. Support



Resources

- Including people, infrastructure, work environment, knowledge;
- Consider the capabilities and constraints of internal resources and what's needed from external providers

Competence

- What level of competence is required?

Awareness

- Policy; objectives; their contribution; Implication of not conforming Mth
- requirements; benefits of erf

Communication

- Internal and external



HLS 7. Support



Documented Information

- In a suitable medium; creation, updating, and control
- Can differ from one organization to another due to:
 - Size and type of the organization
 - Complexity of operations
 - Competence of personnel





7. Support



Section	Quality 9001	Environment 14001	Health and Safety 45001
7.1 Resources	<p>7.1.1 General Shall consider</p> <ul style="list-style-type: none"> ➤ capabilities and constraint of Internal resources ➤ What needed from external providers <p>7.1.2 People</p> <ul style="list-style-type: none"> ➤ Persons necessary <p>7.1.3 Infrastructure</p> <ul style="list-style-type: none"> ➤ Provide and maintain <p>7.1.4 Environment for the operation of processes</p> <ul style="list-style-type: none"> ➤ Environment necessary <p>7.1.5 Monitoring and measuring resources</p> <ul style="list-style-type: none"> ➤ Valid and reliable, includes calibration 	<p>Determine and provide</p> <ul style="list-style-type: none"> ➤ Knowledge ➤ Equipment ➤ Environment ➤ Infrastructure ➤ People ➤ performance 	<p>Determine and provide in order to enhance OH&S performance</p> <ul style="list-style-type: none"> ➤ Knowledge ➤ Equipment ➤ Environment ➤ Infrastructure ➤ People ➤ performance

7. Support



Section	Quality 9001	Environment 14001	Health and Safety 45001
<p>7.2 Competence</p>    	<p>Determine necessary competence of ... retain documented information as evidence of competence</p>	<p>Determine necessary competence of... retain documented information as evidence of competence</p>	<p>Determine necessary criteria for competence of take in account</p> <ul style="list-style-type: none">➤ Hazards and associated risks➤ Preventive and control measures➤ Individual capabilities➤ Language skills and literacy➤ Updating of competencies <p>Workers can assist in</p> <ul style="list-style-type: none">➤ Identifying needs➤ Building necessary competencies


7. Support



Section	Quality 9001	Environment 14001	Health and Safety 45001
<p>7.3 Awareness</p> <ul style="list-style-type: none">➤ Policy➤ Objectives➤ Their contribution➤ Benefits of improved performance➤ implication of not conforming with requirements	<p>As per HLS</p>	<p>Significant environmental aspects and related actual or potential impacts associated with their work.</p> <p>benefits of enhanced environmental performance.</p> <p>compliance obligations.</p>	<p>for persons doing work or work related activities, regularly or temporary under the organizations direct and indirect control consequences, actual and potential, of their work activities Information and lessons learned concerning relevant incidents</p>

7. Support



Section	Quality 9001	Environment 14001	Health and Safety 45001
7.4 Communication 	Internal and External	7.4.1 General take into account <ul style="list-style-type: none">➤ compliance obligations➤ Ensure e)information is consistent with information generated within the EMS and is reliable.	And information, participation and consultation 7.4.1 Information and communication decisions on what information to disseminate <ul style="list-style-type: none">➤ to or with whom How to <ul style="list-style-type: none">➤ Receive, maintain documented information on and respond to relevant communication.


7. Support



Section	Quality 9001	Environment 14001	Health and Safety 45001
7.4 Communication		7.4.2 Internal communication ➤ Enable any person doing work to contribute to continual improvement	Define objectives to be reached by informing and communicating, and if objectives have been met. Take into account diversity aspects ➤ Language ➤ Culture ➤ Literacy


7. Support



Section	Quality 9001	Environment 14001	Health and Safety 45001
<p>7.4 Communication</p> 		<p>7.4.2 Internal communication</p> <ul style="list-style-type: none">➤ Enable any person doing work to contribute to continual improvement	<p>7.4.2 Participation, consultation and representation</p> <ul style="list-style-type: none">➤ ensure effective representation by workers at all levels <p>Provide worker with</p> <ul style="list-style-type: none">➤ The mechanisms➤ The time➤ Resources <p>To participate in as a minimum</p> <ul style="list-style-type: none">➤ policy➤ planning➤ operation➤ performance improvement and evaluation

7. Support



Section	Quality 9001	Environment 14001	Health and Safety 45001
7.4 Communication			<ul style="list-style-type: none">➤ performance improvement and evolution➤ Remove obstacles barriers➤ Lack of response➤ Reprisals
7.5 Documented information <ul style="list-style-type: none">➤ Documents and records			
7.5.1 General			Description of the main elements of the OH&S management system and their interaction, and reference to related documented information

7. Support



Section	Quality 9001	Environment 14001	Health and Safety 45001
7.5.2 Creating and updating			To be sure it can be understood by the users
7.5.3 Control of documented information		 	Traceability prevention of unintended use of obsolete documents Access for workers to records relevant to their working environment and health while respecting the need for confidentiality

7. Support



As an auditor, what would you look for?

- Are the resources adequate?
- What are the necessary competence requirements for personnel?
- Are employees aware of their own responsibilities?
- Have effective communication strategies been implemented to ensure the exchange of relevant information in a timely manner?
- Has control been lost due to a lack of documentation?
- What has been decided to communicate about externally? How will it be communicated?

HLS 8. Operation



As an auditor, what would you look for?

Discipline specific:

- Quality - Are you customers happy?
- Environmental — Are you controlling your significant environmental aspects?
- Occupational health and safety — Are you keeping people safe, now and into the future?



Control of outsourced processes, including procurement



8. Operation



Section	Quality 9001	Environment 14001	Health and Safety 45001
8.1 Operational planning and control	<ul style="list-style-type: none">➤ Determining the requirements for the product or service➤ Criteria for the process and acceptance➤ Resources➤ Implementing control➤ Keep documented information to the extent necessary	<p>Implementing control in the processes.</p> <p>Note: controls can follow a hierarchy,</p> <ul style="list-style-type: none">➤ Elimination➤ Substitution➤ Administration➤ Outsourced processes➤ Consistent with a life cycle perspective	<p>covering situations where the absence of documented information could lead to deviations from the policy and objectives</p> <p>Hierarchy of control</p> <ul style="list-style-type: none">➤ Eliminate the hazard➤ Substitute with less hazardous materials, processes, operations or equipment➤ Use engineering control➤ Use safety signs, markings and warning device and administrative control➤ Use PPE

8. Operation



Section	Quality 9001	Environment 14001	Health and Safety 45001
8.2	8.2 Requirements for products and services 8.2.1 Customer communication 8.2.2 Determination of requirement 8.2.3 Review of requirements 8.2.4 Changes to requirements for products and services	8.2 Emergency preparedness and response	<ul style="list-style-type: none">➤ 8.2 Management of change plan and manage change➤ Temporary or permanent resolution of incidents and non conformities➤ New products➤ Design or redesign stage➤ Development in knowledge and technology➤ Legal changes

8. Operation



Section	Quality 9001	Environment 14001	Health and Safety 45001
8.3	8.3 Design and development 8.3.1 General Establish implement and maintain a D & d process 8.3.2 D & d planning 8.3.3 D & d input 8.3.4 D & d controls 8.3.5 D & d outputs 8.3.6 D & d changes	Nil	8.3 Outsourcing Shall ensure controlled

8. Operation



Section	Quality 9001	Environment 14001	Health and Safety 45001
8.4	<p>8.4 Control of externally provided products and services</p> <p>8.4.1 General was just suppliers Documented Information on evaluations and reevaluation</p> <p>8.4.2 Type and extent of control</p> <ul style="list-style-type: none">➤ Potential Impact➤ Preceded effectiveness of the controls of the external provider	Nil	<p>8.4 Procurement Shall establish procurement Control for.</p> <ul style="list-style-type: none">➤ Produce➤ Raw materials➤ Goods and related services

8. Operation



Section	Quality 9001	Environment 14001	Health and Safety 45001
8.4	<p>8.4.3 Information for external providers Communicate requirements for:</p> <ul style="list-style-type: none">➤ Products and services to be provided➤ Approval or release methods➤ Competence, including qualifications➤ interactions➤ Control and monitoring of performance➤ Verification activities at the suppliers premises		

8. Operation



Section	Quality 9001	Environment 14001	Health and Safety 45001
8.5	<p>8.5 Production and service provision</p> <p>8.5.1 Control of production and service provision.</p> <p>Documented information</p> <ul style="list-style-type: none"> ➤ Characteristics ➤ Activities to be performed <p>Monitoring and measurement, Competence, Inducing qualifications, Validation. where the resulting outputs cannot be verified</p> <p>8.5.2 Identification and traceability</p> <ul style="list-style-type: none"> ➤ customers or external 	<p>Nil</p>	<p>8.5 Contractors</p> <ul style="list-style-type: none"> ➤ Shall establish processes to identify hazards and evaluate and control OH&S risks to ➤ Workers arising from the Connector ➤ Contractors from the organization other



8. Operation



Section	Quality 9001	Environment 14001	Health and Safety 45001
8.5	8.5.4 Preservation ➤ Includes transmission e.g. email		
	8.5.5 Post-delivery activities As applicable, The risk associated with ➤ The nature, use and intended lifetime ➤ customer feedback ➤ Statutory and regulatory requirements	Nil	Nil

8. Operation



Section	Quality 9001	Environment 14001	Health and Safety 45001
8.5	8.5.6 Control of changes Documented information, Results of the review of changes personnel authorizing the changes Necessary action	Nil	Nil

8. Operation



Section	Quality 9001	Environment 14001	Health and Safety 45001
8.6	<p>8.6 Release of products and services</p> <ul style="list-style-type: none">➤ The release of products services to the customer shall not proceed until planned verification has been completed.➤ Documented Information providing traceability to the person authorizing release.	Nil	<p>8.6 Emergency preparedness and response</p> <ul style="list-style-type: none">➤ Anticipate, prevent and minimize risks from potential emergencies,➤ To periodically test and exercise

8. Operation



Section	Quality 9001	Environment 14001	Health and Safety 45001
8.6	8.7 Control of non conforming process outputs, products and services	Nil	Nil

8. Operation



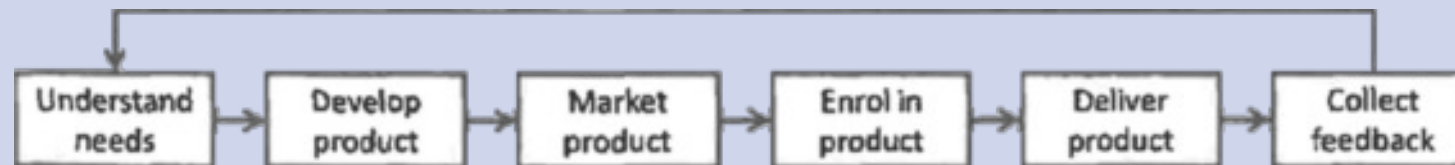
Workshop 3 Process Inputs and Outputs

Consider the core business processes of XYZ Training

Select one core process and develop a process map for activities conducted within that process

Consider:

- Resource and equipment needs, including HR
- Input and output requirements from and to other areas of the business



8. Operation



As an auditor, what would you look for?

- What are the requirements for products and services? What happens when these requirements change?
- Is the hierarchy of control considered when controlling significant environmental aspects?
- Are controls of high risk aspects, activities, and processes prioritized? Are external providers controlled according to their level of risk?
- What processes are in place to control production and provision?
- Who is authorized to release products and services? Is the authority traceable?
- What is a nonconforming product? How about a nonconforming service?

HLS 9. Performance evaluation



As an auditor, what would you look for?

Monitoring, measurement, analysis, and evaluation

- What do you need to monitor; how are you performing; how will you monitor your performance; are you improving; how do you know?

Internal audit

- Do you conform to your system's requirements?
- Does your system conform to your business processes?

Management review

- Top management to review the system and its performance at planned intervals



9. Performance evaluation



Section	Quality 9001	Environment 14001	Health and Safety 45001
9.1 Monitoring, measurement, analysis and evaluation	9.1.1 General 9.1.2 Customer satisfaction 9.1.3 Analysis and evaluation <ul style="list-style-type: none"> ➤ appropriate data and information ➤ Assess and enhance customer ➤ Determine the need or opportunities for improvement 	9.1.1 General 9.1.2 Evaluation of compliance	9.1.1 General 9.1.2 Evaluation of compliance
9.2 Internal audit	9.2.1 shall conduct at planned intervals 9.2.2 programs and plans	9.2.1 shall conduct at planned intervals 9.2.2 programs and plans	9.2.1 Internal audit objectives 9.2.2 Internal audit process

9. Performance evaluation



Section	Quality 9001	Environment 14001	Health and Safety 45001
9.3 Management review	9.3.1 General 9.3.2 Inputs 9.3.3 Outputs	9.3	9.3

9. Performance evaluation



As an auditor, what would you look for?

- What documented information is necessary to demonstrate monitoring and measurement?
- What do various interested parties (including customers) think about the organization's performance?
- What is done with the information that is collected?
- Has the organization developed a risk-based audit programme? How often does it review the effectiveness of the programme?
- Have management reviews resulted in improvements to the system, including opportunities for enhanced customer satisfaction?

HLS 10. Improvement



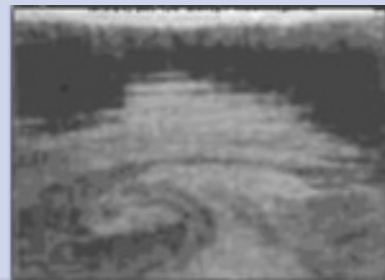
As an auditor, what would you look for?

Nonconformity and corrective action

- What is a nonconformance?
- What will you do to stop the issue from happening again?

Continual improvement

- Including identification of under performance and opportunities



10. Improvement



Section	Quality 9001	Environment 14001	Health and Safety 45001
10.1 Nonconformity and corrective action	10.1 General	10.1 General	10.1 Incident, nonconformity and corrective action
10.2 Continual Improvement	10.2 Nonconformity and corrective action 10.2.1 Includes complaints 10.2.2 Retain documented information	10.2 Nonconformity and corrective action ➤ Deal with the consequences. ➤ Including mitigating adverse environmental impacts	10.2 Continual improvement
10.3	10.3 Continual improvement ➤ Identify areas of underperformance ➤ opportunities	10.3 Continual improvement	

ISO 9001:2015, ISO 14001:2015, ISO/CD 45001:2014 documentation requirements



Clause	ISO 9001	ISO 14001	ISO 45001
4. Context of the Organization	<p>Scope of the QMS, including:</p> <ul style="list-style-type: none"> ➤ Products and services covered ➤ Justification for any requirements deemed not applicable 	Scope of the EMS	Scope of the OHSMS
5. Leadership	Quality policy	Environmental policy	OHS policy. Organizational roles, responsibilities, and authorities

ISO 9001:2015, ISO 14001:2015, ISO/CD 45001:2014 documentation requirements



Clause	ISO 9001	ISO 14001	ISO 45001
6. Planning	Measureable quality objectives	<ul style="list-style-type: none"> ✓ EMS risks and opportunities to be addressed ✓ Environmental aspects, including <ul style="list-style-type: none"> ➤ All environmental aspects and associated impacts determined by the organization ➤ Criteria used to determine significance ➤ Significant environmental aspects ✓ Compliance obligations ✓ Environmental objectives 	<ul style="list-style-type: none"> ➤ Legal and other requirements ➤ How compliance with legal and other requirements will be achieved ➤ Assessment of OHS risks, methodologies, outcomes of the assessment, and controls identified ➤ Planned changes, including associated assessments of OHS risk

ISO 9001:2015, ISO 14001:2015, ISO/CD 45001:2014 documentation requirements



Clause	ISO 9001	ISO 14001	ISO 45001
6. Planning			<ul style="list-style-type: none"> ➤ Outcomes of plans to address risks and opportunities ➤ OHS objectives and planning to achieve them
7. Support	<ul style="list-style-type: none"> ➤ Monitoring and measurement resources ➤ Basis for calibration if national/international standards do not exist ➤ Training and competence 	<ul style="list-style-type: none"> ➤ Evidence of competence ➤ Internal and external communications, as appropriate 	<ul style="list-style-type: none"> ➤ Evidence of competence ➤ Relevant communication ➤ Description of the main elements of the OHS system and their interaction ➤ Reference to related documented Information

ISO 9001:2015, ISO 14001:2015, ISO/CD 45001:2014 documentation requirements



Clause	ISO 9001	ISO 14001	ISO 45001
8. Operation	<ul style="list-style-type: none">✓ To the extent necessary to:<ul style="list-style-type: none">➤ Have confidence processes are carried out as planned➤ Demonstrate conformity to requirements✓ Results of review of product/service requirements.✓ Any new requirements for product/service.	To the extent necessary to have confidence that the organizational processes (including emergency preparedness) have been carried out as planned	To the extent necessary to have confidence that the organizational processes have been carried out as planned

ISO 9001:2015, ISO 14001:2015, ISO/CD 45001:2014 documentation requirements



Clause	ISO 9001	ISO 14001	ISO 45001
8. Operation	<ul style="list-style-type: none">✓ Design and development:<ul style="list-style-type: none">➤ Planning➤ Inputs➤ Controls, including any verification and validation➤ Outputs➤ Changes➤ Results of reviews➤ Authorization➤ Actions to prevent adverse impacts✓ Activities of externally provided processes, products and services, including evaluations		

ISO 9001:2015, ISO 14001:2015, ISO/CD 45001:2014 documentation requirements



Clause	ISO 9001	ISO 14001	ISO 45001
8. Operation	<ul style="list-style-type: none">✓ Identification, if traceability is required✓ Customer/external provider property If lost, damaged, or otherwise unsuitable for use✓ Review of changes relating to product or service provision✓ Release of products and services, including evidence of conformity and authority for release		

ISO 9001:2015, ISO 14001:2015, ISO/CD 45001:2014 documentation requirements



Clause	ISO 9001	ISO 14001	ISO 45001
8. Operation	<ul style="list-style-type: none"> ✓ Nonconforming outputs, including description, actions taken, concessions obtained, and authority 		
9. Performance evaluation	<ul style="list-style-type: none"> ➤ Results of monitoring and measurement ➤ Implementation of the audit programme and audit results ➤ Results of management reviews 	<ul style="list-style-type: none"> ➤ Evidence of monitoring, measurement, analysis, and evaluation, including evaluation of compliance obligations ➤ Implementation of the audit programme and audit results 	<ul style="list-style-type: none"> ➤ Evidence of monitoring, measurement, analysis, and evaluation ➤ Evidence of the results of its compliance evaluations

ISO 9001:2015, ISO 14001:2015, ISO/CD 45001:2014 documentation requirements



Clause	ISO 9001	ISO 14001	ISO 45001
9. Performance evaluation		<ul style="list-style-type: none"> ➤ Results of management reviews 	<ul style="list-style-type: none"> ➤ Implementation of the audit programme and audit results ➤ Results of management reviews
10. Improvement	<ul style="list-style-type: none"> ➤ Nature of nonconformities and actions taken ➤ Results of corrective actions 	<ul style="list-style-type: none"> ➤ Nature of nonconformities and actions taken ➤ Results of corrective actions 	<ul style="list-style-type: none"> ➤ Nature of nonconformities and actions taken ➤ Results of corrective actions ➤ Results of continual improvement



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