



ISPO Certification – Impacts on the Pilot Organization Activity Management

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➤ **Management System Development Stages**

- Preparation Stage
- Initial Certification Stage
- Implementation Stage

➤ **Responsible Parties**

- Pilot Organization
- Certification Body



A well-run, professional organization does not need to change any of its working practices to meet ISPO standard requirements!



Preparation Stage

➤ **Preparation Stage**

➤ **Identification of the processes and personnel needed for the Management System**

- to be implemented throughout the organization
- including sustainability and environmental protection aspects
- compliance with any applicable local, national and international regulations

➤ **Risk assessment of the identified processes**

- Identification of (potential) risks and mitigating measures

➤ **Preparation of documented system**

- documented statements of a policy and objectives;
- documented procedures and records required by ISPO standard;
- documents, including the applicable records, needed by the organization to ensure the effective planning, operation and control of its processes;
- management manual.



Initial Certification Stage

➤ **Initial Certification Stage**

➤ **Document Review**

- verification that the management system and relevant documentation comply with the requirements of the ISPO and with applicable rules and regulations,
- If review reveals that the system is not compliant with the standard requirements, the audit may have to be postponed until the organization undertakes corrective action

➤ **Internal Audit and Management Review**

- Prior to the certification, the organization must have carried out internal audits for the whole organization
- management review must be conducted after the internal audit.

➤ **Implementation Audit**

- In order to verify the effective functioning of the management system, including objective evidence that the organization's management system in the whole organization has been in operation for at least three months.



Implementation Stage

➤ **Implementation Stage**

➤ **Risk Management**

- Identification and monitoring of (potential) risks and implementation of mitigating measures by performance of risk assessments.
- The management shall support actions to reduce identified risks, potential new risks or consequences of incidents, accidents and risk events.
- Keep records on incidents, accidents and hazardous occurrences

➤ **Recording and analysis of incidents, accidents and risk events**

- incidents, accidents and risk events shall be reported, analyzed and investigated.
- Any investigation shall identify the root cause of an incident, accident or risk event.
- Risk treatments and/or corrective actions shall be implemented whenever necessary and practicable, communicated and their effectiveness reviewed.

➤ **Implementation Stage**

➤ **Reporting of Non Conformities**

- The organization shall establish and maintain procedures to ensure that non-conformities are reported, investigated and analyzed as necessary with the objective of improving the management system.

➤ **Periodical Evaluation of the Management System**

- The organization shall periodically evaluate the management system and, if necessary, review the management system in accordance with the findings of these evaluations.
- The initial results of the assessments shall be brought to the attention of the personnel responsible for the area assessed for constructive comment, before corrective measures are considered for implementation.

➤ **Monitoring of Customer's Perception**

- The organization shall establish and maintain procedures to ensure that customers expectations are met and to respond to any complaint received from the customer

➤ **Implementation Stage**

➤ **Internal Auditing**

- The organization should ensure that the system for the execution of internal safety and quality assessments is designed in accordance with accepted audit principles. As a minimum the following principles should be understood:
 - The internal audit is a measure of performance of the management system in meeting its stated objectives
 - Internal audit must be carried out by qualified and competent personnel independent of the area, department or activity being audited

➤ **Analysis and Continuous Improvement**

- The organization shall continually improve the effectiveness of the management system through the use of policies, objectives, audit results, analysis of data, corrective and preventive actions and management review.
- The organization should consider the implementation of a method or procedure to keep the management system up to date after appropriate changes in the common working practice or new developments inside or outside the organization

➤ **Implementation Stage**

➤ **Management Review**

- The organization shall conduct management reviews at intervals as established in the management system.
- The management reviews shall be based on:
 - analyses of incidents, accidents and risk events;
 - non-conformities and audit findings;
 - customer feedback (complaints and perception)
 - recommendations for updating the management system as a result of changes in the organization's business environment, new regulations or changes in social and environmental attitudes.

➤ **Implementation Stage**

➤ **Surveillance Audits**

- Surveillance audits must be carried out to maintain the validity of the ISPO certificate. The purpose of these audits is to verify:
 - The effective functioning of the ISPO management system
 - That possible modifications of the management system comply with the ISPO requirements
 - That corrective action has been implemented
- Surveillance audits must be carried out on a periodical basis with a minimum of one surveillance audit per year. In the 5-yearly cycle of the validity of the certificate all sites and branch offices need to have been visited and all pilotage activities included in the scope of the certification.

➤ *Implementation Stage*

➤ *Renewal Audits*

- A renewal verification of the ISPO certificate of compliance shall be carried out from three months before the expiry date of the certificate.
- The renewal verification shall be carried out according to the same principles for the initial verification.
- A document review shall be part of the renewal verification if modifications to the organization's management system have taken place.



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