Integrating Environmental, Safety, and Quality Management System Audits

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David Skipper - Bio

• Graduate of The University of Tennessee with a Masters Degree in Environmental Engineering

• Worked at ORNL since 1990

• Served as UT-Battelle Environmental Protection Services Manager since 2000

• Worked in waste and air compliance at ORNL for 10+ years prior to current job

• Responsible for developing, implementing, and improving the ORNL ISO 14001-registered environmental management system
UT-Battelle Management System

Philosophy

• External registration/validation of management systems is desirable:
  – Demonstrates ESHQ leadership
  – Important to customers
  – Can result in reduction in oversight and/or additional flexibility

• UT-Battelle registrations
  – ISO 9001 for isotope development process
  – ISO 14001 for all UT-Battelle activities
  – OHSAS 18001 for all UT-Battelle activities
  – ISO 17025 for metrology laboratory
  – ISO 9001 for all UT-Battelle activities (2009)
Focus of Today’s Presentation

• Site-wide management systems (environmental, safety, and quality)
  – These systems require participation of line organization staff
  – Individual registered processes don’t necessarily require general staff awareness or participation

• Today’s discussion is related to “registered” management systems but could be also applied to management systems not interested in ISO or OHSAS registration

• Support management systems need to continually focus on adding value and improving efficiency
  – Integration of audits can help
Audit Overload!

• The amount of time preparing for, participating in, and responding to audits is an increasing concern of research staff

• UT-Battelle hosted ~ 70 external audits in FY08
  – > 700 person-days for auditors
  – > 2 times this time commitment for UT-Battelle staff affected by these audits

• Several hundred internal audits documented in assessment tracking system
  – Significant resource commitment
Why Integrate Management System Audits?

• Many similar elements among three standards
  • Policy
  • Requirements management
  • Objectives
  • Roles and responsibilities
  • Training
  • Document control
  • Operational control
  • Monitoring and measurement
  • Nonconformity management
  • Records
  • Management review
  • Internal audit
Standards Require Internal and External Management System Audits

• ISO 14001 “The organization shall ensure that internal audits of the environmental management system are conducted at planned intervals…”

• OHSAS 18001 “The organization shall ensure that internal audits of the OH&S management system are conducted at planned intervals…”

• ISO 9001 “The organization shall conduct internal audits at planned intervals to determine whether the quality management system conforms….”

• External audits required to maintain registration
Benefits of Integrating Management System Audits

- Reduce impact on line organizations
  - Integrated audits can result in less audit-days

- Cost savings
  - External management system audits can often be combined which can result in 50% (or more) cost savings

- Supports further integration and improvement of ESH&Q processes
  - Encourages teaming of ESH&Q staff
  - Increased familiarity with other management systems can lead to process improvements
ORNL Experience

• First integrated internal audit in 2009
  – Used separate EMS, QMS, and WS&H auditors
  – Replaced three week-long audits with a single one week audit
  – Feedback from line organizations was very positive

• First combined ISO 14001/OHSAS 18001 external surveillance audit in 2009
  – Resulted in ~ $25K savings in audit costs (no increase in number of auditors or audit duration)
  – Replaced two week-long audits with one week-long audit
  – Feedback from line organizations was positive

• Plan is to ultimately combine ISO 14001, OHSAS 18001, and ISO 9001 external audits
Lesson Learned/What’s Next?

• External audits
  – Ensure that registrar can support integrated audits

• Internal audits
  – Beneficial to have safety, quality, and environmental expertise on audit team
  – General knowledge of standards important but may not allow “deep dive” necessary to fully assess system
  – Cross train auditors to have working knowledge of all three management systems
Questions?