



Be prepared!

Deutsche Telekom receives certificate to ISO 22301 for Business Continuity Management

Along with the recent increase of communication services and IT services both in the professional and private realm come increased customer expectations regarding security and availability. Business Continuity Management (BCM) is a comprehensive system for the maintenance of business activities during extraordinary circumstances, which is why it enjoys such significance for the German telecommunications group “Deutsche Telekom”.

On the one hand, BCM is an integral part of regulatory requirements in many countries. In Germany, for example, Section 109 of the Telecommunications Act requires a provider of telecommunications services to “make appropriate technical arrangements or other measures in order to protect ... against any faults which would result in considerable harm to telecommunications networks and services.” On the other hand, customers demand a high level of availability of networks and services, particularly in areas that are business critical to customers, such as financial transactions at the stock exchange, or other real-time applications where security is crucial.

Derived as it is from market requirements, BCM enjoys particular emphasis in the portfolio of Deutsche Telekom’s Group Business Security (GBS), the group’s security service center. Their more than 1,000 employees deliver security services and are respon-

content | Nr. 71

SA 8000 in Mexico	4
DQS Denmark conducts first REDcert audit	5
eSolutions wins award	6
Frankfurt University Hospital	7
ISO 19011 – the story continues	9
DQS-UL CFS joins SEDEX audit group	11
Global G.A.P. Cooperation	11
Energy audits with EN 16427-1	11
Standards Update: ISO 50001 series	12



Everything's in the green at the data processing center

sible for all security matters within the group, which is why they are particularly concerned about the continuity of their own performance processes. Among others, these include operating the group's situation room, and rendering support to other group members when implementing BCM. An efficiently working BCM system provides systematic support for the achievement of these objectives.

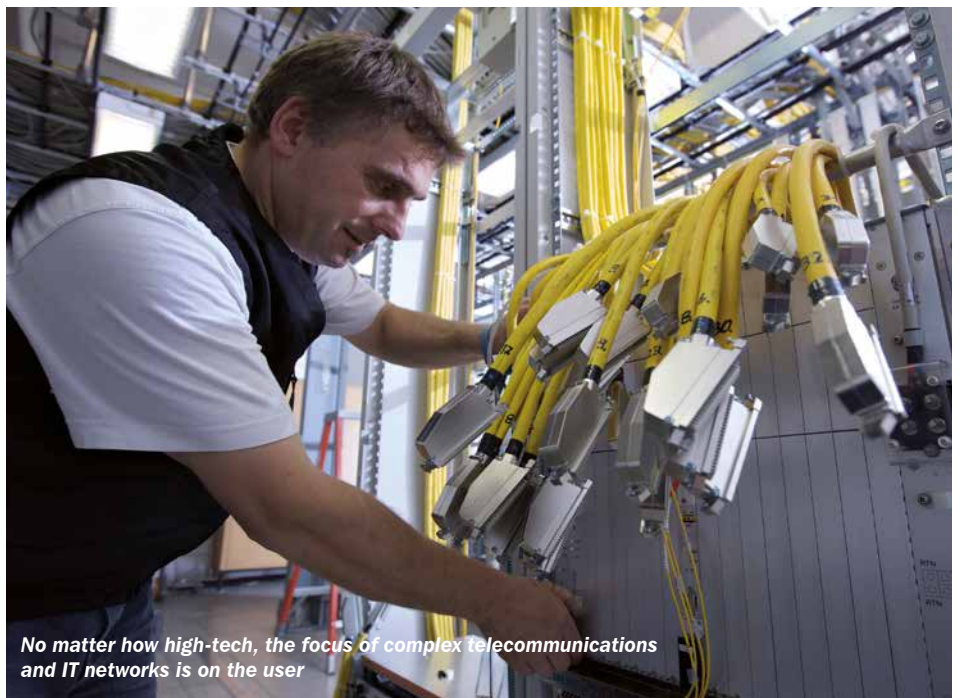
Preventive risk management for critical business processes

By expanding upon current procedures, risk management covers additional risks that go above and beyond the approach of an information security management system (ISMS) according to ISO 27001. For example, new objectives and BC plans have been agreed upon, with particular consideration of customer requirements. In developing so-called maximum tolerances for down-time, the process owner focused on the requirements of their (group internal) customers. The audit program was adjusted so as to include fulfillment of the requirements of ISO 22301 during combined audits, in addition to the information security checkpoints. This integrated audit approach improves audit efficiency: compared to an independent "BCM audit program", it all but avoids increased audit effort while maintaining the same level of quality.

"Yes" to BCM pays off

The decision of GBS' top management to implement and certify a BCM system in addition to the existing ISMS is already paying off. The director of this supplier of often time-critical services to all group members, Mr. Volker Wagner, states that "nothing is more important to our customers than a guarantee that the services ordered will be delivered on time and in the agreed-upon quality even in case of serious breakdowns, because our motto is "Be prepared"! For Manfred Strifler, responsible for the group's business con-

tinuity procedures and tools, this certification is more than just a confirmation of the resilience of service provision in case of even major disasters such as the loss of entire buildings or blackouts. He considers the BCM of GBS to be an excellent testimonial, too: "We are working on establishing BCM systematically throughout the entire group. An independent, successful assessment complete with a certificate affirms the validity of our approach and facilitates group-wide implementation."



No matter how high-tech, the focus of complex telecommunications and IT networks is on the user

Landmark decisions aimed at business protection

On behalf of DQS, Mr. Holger Burfeind congratulated German Telekom on the success achieved: "In my capacity as Global Business Manager for the Deutsche Telekom group of companies, I get to see many different companies and individual structures, from the local business units of T-System to national-level organizations such as their technical service (Deutsche Telekom Technischer Service GmbH). From my point of view, GBS is exemplary because their management system for information security has been improved upon continuously since its initial certification in 2009. The subsequent expansion in 2010 to include the Telekom Security Management, consisting of GSP (Group Security Policy) and GIS (Group IT-Security) was the next logical step in the direction of more security in security. When placed in a BCM context, the methods, procedures, and tools of GBS are being increasingly applied by other group members. This is one case where a central function demonstrates that the implementation of corporate directives and security requirements can successfully pass external muster, as the certificate to ISO 22301 confirms. Another example for this is the integrated IT tool for information security and BCM, called "TRESOR" (Telekom Resilience, Security and Operational Risk), where visible improvements have resulted from comments of DQS auditors." As a workflow tool, TRESOR guarantees effectiveness ("do the right thing"), improves the transparency of operational risk, and has a positive impact on efficiency ("do it right").

This is the first BCM certificate issued by DQS according to ISO 22301, making GBS a pioneer in Germany when it comes to the consistent implementation of BCM and preventive business protection.

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DQS – Impartial, objective, and at your service

Maintaining impartiality is probably the most essential requirement of ISO 17021, according to which certification bodies are accredited. The standard explicitly details risk areas for this impartiality, such as when a person or body reviews the work done by themselves, or when there is too much familiarity between the auditor and the auditee. An independent certification decision requires that the certification body did not collaborate with the audited organization previously in setting up their management system. Conscientious certification bodies therefore implement measures to prevent this from happening. That is one reason why at DQS GmbH, for example, we exchange auditors after a certain amount of time. Of course, this also helps to prevent "company blindness".

The members of DQS UL Group are very much aware of the fact that our reputation as a neutral and impartial certification authority is our central feature. As a certification body, we are dependent on the fact that not only our customers, but also their customers and other interested parties can rely on our judgment, and hence, our certificates. Incidentally, that is also the job of an auditor: he or she represents those interested parties. So in order to separate the wheat from the chaff in the often cluttered international, regional or national certification markets, it often pays to look at the conduct of the provider.

This does not, however, prevent DQS UL Group from sharing our experience, for example during customer and informative events, or workshops on specific subjects. Our range of standards is comprehensive, and we offer them worldwide, through local offices and auditors. In addition to our third-party (certification) business, that



also includes first-party (internal audits) and second-party (supplier evaluations) assessments. In the interest of ISO 17021 and maintaining impartiality, however, we may not offer internal audits or supplier evaluations to our own certified customers.

And there is one other fact that we are convinced makes our business model the more suitable for our task: our auditors all have many years of hands-on practical experience; they have been trained in the hard school of their organizations to be true specialists. At the same time, this allows our auditors to come to a suitable decision: during the audit, they take an impartial look at the performance ability of the organization, and render a reproducible evaluation based on facts that will serve to further advance the quality of your processes.

At DQS GmbH, the largest subsidiary and accreditation holder of DQS UL Group, the quality of processes is always at the forefront of our business concerns. This also includes our marketing process, which is why over the last several months, we have been working diligently at designing a new website with a new motto for the German market: DQS – The Audit Company. In spite of being in English, it is very well received on the German market, and it transports our core messages: we are experienced in auditing, we focus on the auditing of management systems, and we are part of an international group.

Goetz Blechschmidt
Managing Director, DQS GmbH

Daltile México certified according to SA8000 (Social Accountability)

First certification audit under IQNet accreditation by DQS UL México

Daltile México, an internationally renowned manufacturer of ceramic tiles, has been a loyal customer of DQS de México since 1996, with great success stories along the way. The company operates an integrated and certified management system according to ISO 9001, ISO 14001 and OHSAS 18001 in all their companies and divisions. In order to provide a vision for the future, they are always aiming for improvements in the quality of their product, their environmental responsibility, and the security for all their employees. In addition, they know that certifications to certain standards will help to increase the company value, as well. For this and other good reasons, Daltile recently decided to undergo assessment to SA8000 by DQS UL México. The actual certification then takes place by IQNet Ltd., the accredited certification body, on behalf of which DQS UL offers assessments to SA8000 worldwide.



Considering the magnitude of the audits, the amount of preparation and planning on the part of both Daltile and DQS UL México, this kind of certification project has to be founded on trust in each other and a good working relationship of work. DQS UL México is very proud to serve a company that has an instinct for innovation, and is always aiming in the direction of growth, marking the path for many other organizations that share this feeling of turning a challenge into a great success.

The 16-day audit took place in December 2012, and included one weekend and several night shifts to cover all the requirements and to interview enough people according to the SA8000 requirements. The audit team from different offices and countries was a colorful and complex mix of ideas and cultures that were perfectly harmonized in such a way that nobody would have thought this was their first

time working together. Starting with the Lead Auditor from Malaysia, the team included two co-auditors from El Salvador and Germany, and two legal & technical experts from México. The harmony and communication within the team, and their positive mood and cooperative spirit pro-



The audit team and Daltile, from left to right: Norma Escobar (Legal & Technical Expert), Juergen Schoeneck (Co Auditor), Aik Loong (Lead Auditor), Carlos Rivera (Co Auditor), Javier Viezca (Quality Manager Daltile México), Tania Trujillo (Legal & Technical Expert).

vided the customer with a good impression of the DQS UL group offices. On the part of Daltile, the amount of employee involvement was very high, which helped the company achieve a standard that sets an example for other companies as well as for their community.

DQS-UL de México is one of a few certification bodies in México to provide this service, and to have a competent audit team that can deliver a complete perspective of the SA8000 standard with a point of view from around the world. We are proud for doing what we do best: provide services with meaningful added value.

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SA8000 – Social Accountability

The SA8000 standard is based on the principles of international workplace standards. It contains the agreed-upon requirements of ILO (International Labor Organization), the UN Universal Declaration of Human Rights, and the Convention on the Rights of Children. Its focus is on codifying internationally applicable workplace conditions. This approach provides organizations with an opportunity to honor their own social responsibility as an employer, to define basic workplace rights, and to communicate them to third parties.

The requirements of SA8000 address the following categories: child labor, forced work, health and safety, freedom of association and rights to collective bargaining, discrimination, disciplinary practices, working hours, remuneration, and management systems. Certification to SA8000 provides assurance and builds confidence that the organization's Social Accountability Management System has been implemented effectively. This confidence rests on the worldwide presence of IQNet, their credibility and expertise.

DQS Denmark conducts first REDcert audit by DQS in Denmark

There has been an increasing interest on the Danish market for the certification of sustainable production of biomass for electricity, which is why DQS Denmark has chosen the REDcert certification system that is recognized by the European Commission and promises to help producers and manufacturers achieve 100% legal compliance without issuing any additional requirements. The industry-driven system creates the framework for certification for all types of biomass no matter what it is used for at a later point in time – either through legislation or market influences.



This interview with the Managing Director of DQS Denmark's first REDcert customer, Jens Lauritsen of Nordsjaellands Grovvarereselskab AmbA (NAG) in Helsingør, Denmark, was conducted by Asmus Diederichsen, Managing Director of DQS Denmark.

Why did you choose to be certified according to REDcert EU?

It is a demand from our buyers in both Denmark and abroad, especially when we ship to another EU country. We now meet the demand for REDcert EU certificate every time we ship biomass (rape and wheat) out of Denmark. Actually we are just in these days loading rapeseed on ship for export out of Denmark, where the customer clearly asks for the REDcert EU certificate. No certificate would mean no export, no trade.

What made you decide to go with DQS Denmark for the REDcert EU certification?

We first met the DQS name when we were looking for REDcert EU certification and the name popped up via network connections. We then decided for DQS Denmark because of their cooperation with a well-known and skilled DQS REDcert EU approved Danish Lead auditor. This auditor is already known to us as auditor for our GTP certification.

What was your experience like with DQS Denmark during the contract phase and the on-site audits?

We experienced an office and an auditor that works very professional and at the same time leaves room for open discussions targeting practical solutions for the daily operations. That was very helpful for us being new in the REDcert EU certification scheme.

Do you have any plans for other certifications, such as ISO 9001, ISO 14001 or OHSAS 18001?

Not at the moment, we now have GTP and REDcert EU and next step is not planned yet.

How do you see the marked development for NAG within biomass, and for REDcert EU overall?

I expect supply of wheat for ethanol production as well as a development in the use of biomass for production of various products. For REDcert, I think the demand will increase as the market asks for certified biomass suppliers. All biomass traders and suppliers will be asked for certification to demonstrate environmentally healthy traceability.





What were the biggest challenges for NAG during the REDcert EU certification process?

That was before the audit, to find the right standard values for rapeseed; there was some confusion between the trader colleagues in Denmark.

Do you talk much about REDcert EU in in your industry network?

Yes we exchange experiences, some are going for ISCC EU, but it looks that more and more look into REDcert EU, as we also did.

What do you think DQS should do to be more known in your business segment?

I think it might be a good idea to address potential biomass traders via ordinary mail with short explanation of the service. And of course use personal contacts as far as possible, in addition to making advertisement in our industry magazines. Then again, if they continue to do a good job, this will spread via network talks.

So now, what will you do now with your certificate, which is the first DQS REDcert EU certificate issued in Denmark?

I am sure we will find a good place for it to hang on the wall.

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REDcert certification system

REDcert was founded on 26 February 2010 by leading associations and organizations in the German agricultural and biofuel sector and approved as a certification system on 20 July 2010, by the Federal Agency for Agriculture and Food (Bundesanstalt für Landwirtschaft und Ernährung – BLE) to fulfill the requirements of the German Biomass Sustainability Ordinances (BioSt-NachV and Biokraft-NachV). The certification system can be applied to all of the steps involved in the process starting with production and collection of input materials through to processing in oil mills and the production of biofuel and liquid biofuel. At the beginning, the focus of REDcert's activities with the new certification system will be in Germany and Europe.

In the meantime REDcert was recognized by the European Commission as a system for the certification of sustainable biomass.

Whether you are a producer, manufacturer or certification body, you can find information about the tasks and goals of REDcert, the system requirements, inspection system, training dates and much more on their website www.redcert.de, or by e-mail at info@redcert.de.



eSolutions Self-Assessment wins Award

The DQS-UL Self Assessment Tool for the ISO 50001 Energy Management System received a score of "Four Stars" at the Environmental Leader technology reviews program*.

In their citation, the judges emphasized the fact that "DQS-UL shows a clear understanding of the role ISO standards play in operational excellence and also shows a strong understanding of the sustainability and energy management drivers impacting organizations today. The training and self-assessments for ISO 50001 that DQS-UL is ahead of the curve in a space that is still new, with many strong clients. It can be challenging to evaluate the overall effectiveness of an energy management program, particularly a program that is mature. ISO 50001 provides a framework to do just this. For companies that are interested in ISO certification, or those that set goals based on the new standard, this product provides the tools necessary to successfully evaluate your program, uncover opportunities for improvement, and use solid baselines and criteria for measuring performance."



* About the Environmental Leader Technology Review program

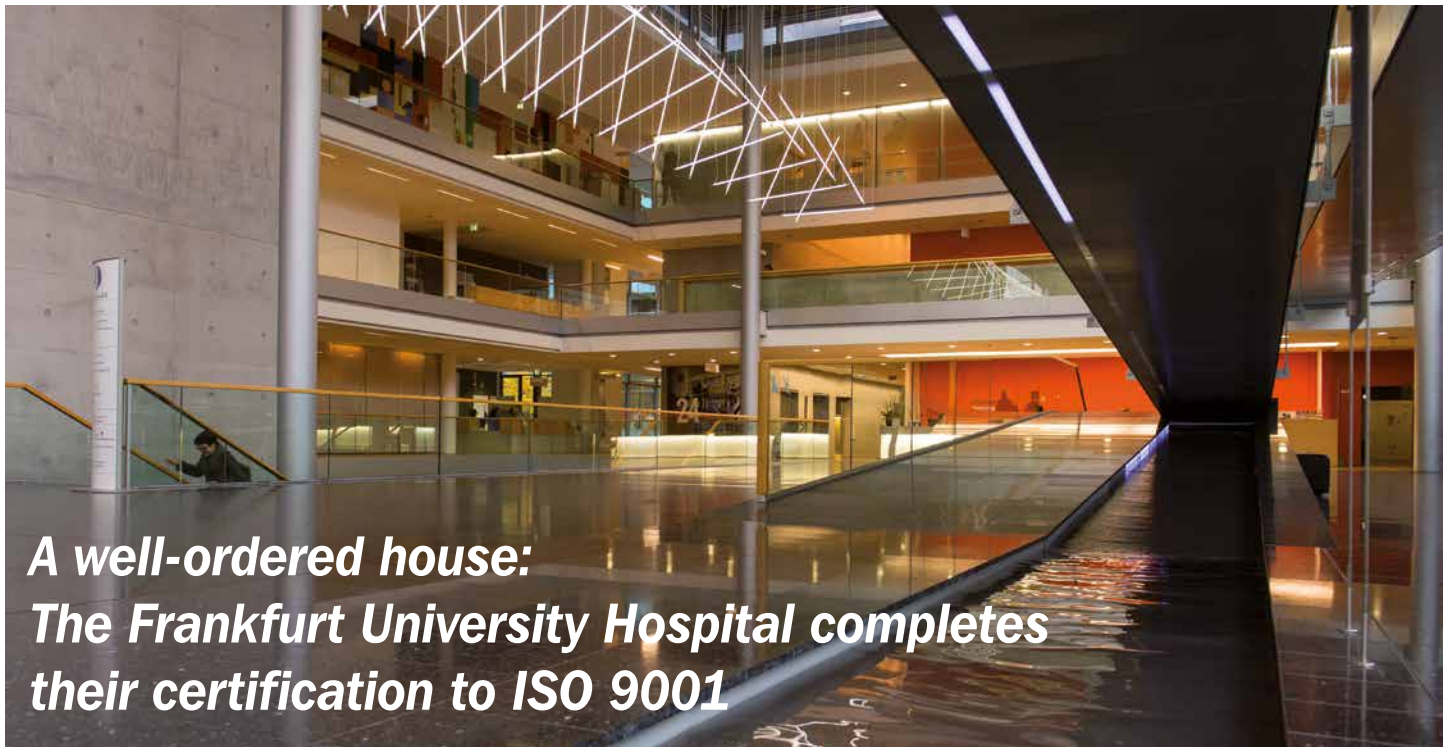
The Environmental Leader Technology Reviews is a program that recognizes excellence in products and services that provide companies with energy and environmental benefits. It is a five-star rating system designed to offer companies feedback and recognition. Third-party judges came from the following companies: GlaxoSmithKline, The Green Grid, ISS Facility Services, Legrand, LNS Research, New Belgium Brewing, Owens-Corning, PepsiCo, Petco, Staples, University of California, Berkeley, and Yahoo.

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About Environmental Leader

Since 2006, Environmental Leader's website and daily email newsletter have provided the definitive and objective voice in reporting on business-related energy, environmental, and sustainability issues. For more information visit: <http://www.environmentalleader.com>.



A well-ordered house: The Frankfurt University Hospital completes their certification to ISO 9001

The University Hospital (UKF) in Frankfurt am Main, Germany, commenced their road to a certified comprehensive management system in 1999 already – one year before German lawmakers made having a system mandatory. Certification is still voluntary today. UKF started out with small steps, implementing a quality management system in a number of departments. Late in 2012 now, UKF took the final step, subjecting their comprehensive management system to a department-spanning certification by DQS Medizinprodukte GmbH, the expert subsidiary of DQS UL Group for certifications in the medical arena. This makes the Frankfurt University Hospital the first maximum care hospital to receive a comprehensive DQS certificate to the internationally recognized standard ISO 9001.

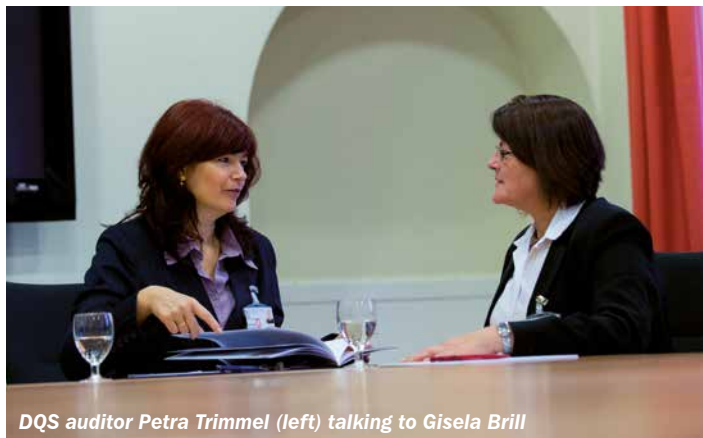
Considering the size of UKF – with close to 1.200 beds and more than 4.000 employees – required a total of 72 audit days, which were delivered by 18 DQS auditors talking to 118 quality management representatives and 760 employees (that is 15% of the total staff). In the words of one of the hospital's quality management directors, Dr. Reinhard Strametz: UKF has “established standards of quality that allow us to react quickly, flexibly, and sustainably to changes and challenges in the health sector, and to be ready for the future.” DQS auditor Petra Trimmel spoke with Dr. Strametz and Mrs. Brill from the QM department on the preparations necessary for certification, and the excellent results achieved.

DQS: It must not have been easy accommodating 18 of our auditors for six weeks. What was it like?

UKF: Of course it was rather stressful, because we had invested much time and effort into the preparations. On the other hand, we felt sure that we had done a good job, and that helped to relax everybody. From a technical viewpoint, the audit shed light on interfaces that had not been certified before, and let us discover further potential. The auditors treated everybody with much respect and sensitivity, which was a very positive experience for all of us.

DQS: Did the comprehensive audit and certification fulfill your expectations?

UKF: When we first started by having separate areas undergo certification, we continued to have issues with the interfaces to other areas that were not certified. The comprehensive certification improved those issues drastically, so we can definitely say that the total now is more than the sum of its parts – especially since the process of a comprehensive certification is much more efficient than many partial ones. The certificate, on the other hand, is not what this is all about. Our concern is on further development, in the sense of continuous improvement and the resulting generation of additional value.



DQS auditor Petra Trimmel (left) talking to Gisela Brill

DQS: Which of the preparatory tasks did you find most difficult?

UKF: It was obvious that merging 21 individual certificates with those of the uncertified areas into one large uniform organization was going to be a challenge. In order to establish uniform documentation, for example, we had to simplify and modify about 9,000 documents from 21 quality manuals. The 25 different clinics and other departments that make up our hospital have 118 quality representatives, and all of them contributed to ensure that quality management would be implemented effectively and sustainably throughout all of the areas. To achieve this, there was much need for information and communication on all levels and by many ways: meetings, newsletter, conferences, and other informative events to name just a few.

DQS: Communication is often a major stumbling block. How do you approach that?

UKF: Bottom-up and top-down, which means we do not simply define strategies, but we go directly to the workplace to find simple and sustainably effective solutions. That is why our QReps have their own communications and competencies network, which ensures that our quality management system runs smoothly and effectively – and without having to ask our top management on every small detail.

DQS: Your customers are your patients – how do you know if they are satisfied?

UKF: First of all you have to realize that to a large extent, patients in Germany are not really customers in the sense of ISO 9001. That starts with the fact that most patients don't come to us voluntarily and that the service they receive is usually not paid by them directly, but by their social or medical insurance. In addition, being a university and therefore teaching hospital means there are many more interested parties whose interests we need to take into account. So in addition to the "classic" QM tools such as patient surveys and a complaints management system, we make use of performance data, legally mandated quality indicators, and voluntary benchmark projects in order to find out just how well received our services are.

Founded in 1914, **J.W. Goethe University Hospital** is considered to be one of the leading university hospitals in Germany. It offers its patients top-quality medical treatment provided in 25 specialist clinics.

Twenty-five research institutes working in close cooperation with the Medical Department bear witness to the hospital's strong academic approach. This makes sure that patients coming to the University Hospital for treatment enjoy the benefits resulting from timely implementation of research findings. The hospital has 1169 beds available; numerous institutes boast a medical and scientific focus. Every year, around 47.200 and 220.000 patients respectively receive in- and outpatient treatment. Occupying an area of some 460,000 m², the Hospital is nearly as large as Frankfurt's Old Town.

The University Hospital possesses special interdisciplinary competence in the fields of neurological science, oncology and cardiovascular medicine. With a focus placed on dialysis and cardio-surgery, it also fulfills specific tasks related to the provision of medical care nationwide. Each year, thousands of patients are treated in compliance with highest medical standards in the Clinics for Ophthalmology, Gynecology, Dermatology, Urology and Inner Medicine, just to mention a few. 4.055 employees are there to provide best possible care to our patients around the clock.

For more information, please visit: <http://www.kgu.de/en/clinical-center/university-hospital-frankfurt-international-medical-services-gmbh/information-about-the-hospital.html>



Dr. Reinhard Strametz explains the significant success factors to establish quality in all areas

ISO 19011

Guidelines for Auditing Management Systems – part 3

The second part of our series on the changes of ISO 19011 focused on the newly introduced audit principle of “confidentiality”, remote audit methods, and the approach of risk-based auditing. The current article now features information on “Evaluating the risks associated with audit program planning”, and “Evaluation and Improvement of Audit Programs”.

Evaluating the risks associated with audit program planning

This chapter is newly developed and contains a very impressive collection of factors that may turn out to be critical in establishing, implementing, monitoring, reviewing, and improving audit programs, and for achieving the audit program’s objectives.

These may be associated with:

- Planning, i.e. failures to determine suitable audit objectives, or to determine the extent of an audit program. What does that mean? This relates to risks that come, for example, from supply commitments or contracts, where promises have been made relating to the conduct of and evidence from internal audits, or the obligatory auditing of defined processes. These must become part of the audit program. Ensuring that this information is made available to the person responsible for the audit program is considered a potential risk area.
- Resources, such as not having enough time to prepare the audit program or insufficient resources for conducting the audit (a real classic!). Here I would like to point out that the current trend of constantly reducing the number of internal auditors, or their availability, increasingly calls into question the effective and value-adding functionality of audits – and therefore, increases risk.
- Audit team selection, which means that the team (many of us would count ourselves lucky if we still had teams available, see the note above) as a whole does not have the qualification needed to perform the audit effectively. “Effectively” here means that the necessary skills and know-how need to be available in order to be able to achieve audit objectives and evaluate audit criteria.
- Ineffective communication of the audit program, which is to say that not enough information has been forwarded to the people involved, audit objectives and extent are not clear, the necessary interview partners are not available during the audit, and similar issues.
- The protection, storage and retrieval of audit records, which can turn out to be a significant problem if years later evidence of such records has to be provided in correlation with warranties or contractual claims (see above).
- And last but not least the monitoring, review, and improvement of the audit program: monitoring in the sense of adherence to the audit program as planned, review in the sense of achieving audit objectives, and improvement in the sense of potential adjustments of the audit program based on audit outcomes, the feedback of interested parties, or current events.

All in all very important aspects that are often neglected or at least not taken into systematic consideration during the review of audit programs. Unfortunately, some organizations are happy enough to have prepared an audit program at all, and have it approved, then hope to have it conducted without any major incidents or other adversities, whether in-house or from the outside. But that, as they say, is another story...

Audit program review and improvement

This closing paragraph of chapter 5 is also completely new – and by now many readers may be glad to remember that ISO 19011 is a guideline and not a normative requirement. Because provision 5.6 provides orientation on the criteria to be used for evaluating the ability of an audit program to achieve its objectives. It mentions the following factors:

- a) Results and tendencies inferred from audit program monitoring
- b) Conformity with the audit program procedures
- c) Evolving needs and expectations of interested parties
- d) Audit program records
- e) Alternative or new audit methods
- f) Effectiveness of measures to address the risks associated with the audit program
- g) Questions reference the confidentiality and information security of the audit program



This auditor is not aware of many companies that have instituted such or similar reviews of audit programs. We may safely assume – and to some extent, even understand – that this chapter will not find much concrete application especially among SMEs. Take, for example, the evaluation under c) “Prospective requirements and expectations of interested parties”. The very term “interested parties” already gives rise to the question who exactly is meant by this? The answer can be found in the much ignored ISO 9004, where interested parties (in relation to comprehensive (quality) management systems) are identified as:

- Customers
- Staff members
- Suppliers
- Investors/proprietors
- Government/the public

I’d like to know which organization has already prepared a truly conclusive analysis of the needs and expectations of their interested parties, and if so, have they also deduced measures for the improvement of their audit program from it? Just to avoid any misunderstandings here: the author does consider these suggestions to be very useful and suitable for adding the interests of third parties to audit programs, and to further the development of mature internal audit processes. However, it would nevertheless overburden many other organizations. The same can be said for the recommendations at the end of chapter 5.6, which states that the contin-

ual professional development of auditors should be reviewed, and the results of the audit program reported to top management. Frequently today, this is already being done by way of the management system review (ISO 9001, clause 5.6).

The evaluation of “continual professional development” of auditors, on the other hand, seldom takes place – actually, it hardly ever does. But that would indeed be a significant step forward, because we do have to ask ourselves just how auditors are supposed to continue to develop if the only feedback or evaluation of their skill is anecdotal – or none at all. This also needs to include the perception of their “audit customers” in relation to e.g. audit organization, technical competence, social competence, which includes command of questioning and communication techniques. Of course, none of this should be personal and can be designed in such a way as to avoid identification of the individual auditor, in order to protect their privacy. However, it would help the auditors in their personal development, and to improve audit quality overall.

The possibly most interesting factor of this entire clause may actually be item e) “alternative or new audit methods” – why? Simply because the reader/user may be curious and ask what new or alternative methods that may be, aside from the tried-and-true ones like reviewing documents, collecting evidence, drawing samples and conducting interviews? And now they are reading this standard with



renewed interest, turning pages, looking for it... but not finding it. So it falls to us to be creative, to come up with ideas on how to make audits “different”, livelier maybe, more diversified, surprising even and with a touch of fun, as well as better, more useful results.

The fourth part of this series will focus exclusively on this subject – look forward to it in one of the next issues of DiD, the customer journal of DQS UL Group.

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DQS-UL CFS joins Sedex Audit Company Group

We are glad to announce that DQS-UL CFS has been admitted to the Sedex Audit Company Group, the group of audit companies visibly included in the Sedex system. Our admission to the Sedex Audit Company Group means that DQS-UL CFS will now perform ethical audits on a worldwide scale, thereby contributing to the fight for safe and humane working conditions.



Because an increasing amount of companies expect their suppliers to participate in the Sedex system, the demand for Sedex audits is growing rapidly. As part of the Sedex Audit Company Group, DQS-UL CFS has the necessary in-house expertise to guide you through this process. Do you have questions about the procedure? Do not hesitate to contact us.

The Sedex system is an online database which allows members to store, share and report information about ethical and responsible practices in their supply chain. Although Sedex does not enforce its own standard, it encourages members to have their companies assessed according to the ETI code, developed by the Ethical Trading Initiative. The code focuses upon safety and human rights for workers, and bans child labor, (semi-)slavery, and discrimination.

The main advantage for registered members is that suppliers and buyers can do business in the knowledge that their business partners operate in a socially responsible fashion. The Sedex system thus creates trust based upon transparency.

Want to know more about SEDEX?
Go to <http://www.sedexglobal.com>

GLOBAL G.A.P cooperation with AgroManagement

DQS-UL CFS GmbH is proud to announce that they have found a valuable cooperation partner in AgroManagement, the leading company in Denmark for certification of GLOBALG.A.P standards. The goal of this cooperation is to increase opportunities for market acceptance and expansion of the product range, including the provision of customers with certification for GLOBALG.A.P worldwide.

For those who are not that familiar with this standard: GLOBALG.A.P. (Global Partnership for Good Agricultural Practice) is an internationally recognized standard for sustainable farm production. GLOBALG.A.P. Certification covers food safety and traceability, environment, occupational health and safety and animal welfare. It is closely related to, amongst others, QMS and HACCP. For further information, see www.globalgap.org

The scope of the cooperation with AgroManagement currently is Flowers and Ornamentals, Fruit and Vegetables, Combinable Crops as well as Plant Propagation Materials. Chain of Custody, Livestock (dairy and poultry) and Aquaculture may be added in the near future.

Learn more about AgroManagement:
www.agromanagement.dk/en/

EN 16427-1 – Energy audits improve energy efficiency

For a variety of reasons, organizations are increasingly faced with having to significantly reduce their energy consumption. This may be a way to live up to their social responsibility for sustainable management, to reduce energy costs, or to receive subsidies or tax breaks. For the latter, there is usually a requirement to demonstrate fulfillment of legal requirements through objective evidence.

On the basis of transparent energy flows and well-founded data, an energy audit according to EN 16247-1 points out issues that need to be addressed in order to reduce energy consumption and increase energy efficiency. Doing so, the standard focuses on the aspect of “energy review”, which is also an important element of the internationally recognized standard ISO 50001. The fact that EN 16247-1 defines generic requirements that are applicable to any energy audit makes this standard suitable for any organization, no matter their type or business sector.

Validation by DQS

DQS is an accredited certification body for ISO 50001 and in this capacity offers the validation of your energy audits. To do that, our auditors will perform a detailed site inspection to confirm the plausibility of the information submitted, thus increasing their value. At the end, you will receive a DQS certificate according to EN 16247-1 to demonstrate the successful energy audit.

Any questions?
Please contact your local DQS office for information.

ISO 50001 Energy Management Systems

ISO Standards are developed with global stakeholder buy-in: industry, government, accreditors, auditor certification bodies, certification bodies, (like DQS-UL) and consumers. They represent global consensus on practical, technological best practice that can be implemented. ISO standards can drive innovative solutions in both developed and developing countries. They are, therefore, powerful tools for taking action on global challenges.

Part of the Standard development process includes the expectations on how an organization can reach the full potential of the ISO 50001 Energy Management System Requirements. The Technical Advisory Group (TAG) for ISO 50001 ISO/TC 242 is currently in the process of developing supporting standards to the ISO 50001 standard. While much work is “in process” they are still in the stakeholder comment and review process in what ISO terms as a Committee Draft (CD). The following standards are in this phase of the process:

- ISO/CD 50002, Energy Audits;
- ISO/CD 50003, Energy Management system audits and auditor competency;
- ISO/CD 50004, Guidance for the Implementation, Maintenance and Improvement of an EnMS;
- ISO 50006, Energy Baseline and Energy Performance Indicators (EnPIs); and
- ISO/CD Monitoring measurement, analysis and verification of organizational energy performance.

The Standard that will have a major impact on how audits will be performed and the competency required for third party auditors is the ISO/CD 50003 standard. These requirements will dictate the requirements that certification bodies will need to follow in order to be accredited to perform audits and issue accredited certificates to ISO 50001. While these requirements are still in the formulation stage of drafting in the ISO process, we will continue to keep you posted on further changes. Organizations that are already certified to ISO 50001 or in the process of certification will be allowed time to adjust to these updates as needed. There will be an effective date for conformance to these rules and DQS-UL will assure a full understanding, and timely notification to clients and a seamless transition process to a published effective date, normally established by ISO and the accreditation bodies. These rules consider things like audit duration based on complexity requirements. DQS-UL will give prompt notice via our website and DiD newsletter to our certified customers as information becomes available.

Highlights from draft ISO 50003

Determination of Audit Time:

ISO 17021, Conformity assessment - requirements for bodies providing audit and certification of management systems will continue to be the foundation for audit requirements. The new energy management scoping information likely to be considered includes:

- Total energy consumption (Typically this is in MM BTU or Terra Joules, all sources rolled up)
- Significant energy uses (SEU's based on a ranked priority list of all sources)
- Energy Sources (i.e. electric, gas, solar, etc.)
- Number of effective personnel
- Demonstrated energy performance (i.e. a result compared against a normalized baseline of consumption)

Audit duration will most likely be based upon the “effective number” of personnel that can affect the energy management system. In general, we expect to see that persons who contribute to meeting the requirements of the energy management system – planning, operational control, monitoring, measurement and energy performance will be included. This will include procurement (purchasing) and design (engineering support for purchasing), maintenance, operations, etc. that directly affect energy use and consumption. This will require cross-functional collaboration within the organization from everyone within the organization having an impact on the EnMS.

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