The new era of management system standards – contributing to the UN's sustainable development goals for 2030

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This presentation will explain about the important role of management system standards in the context of sustainable development initiatives, and how they can contribute to the achievement of the United Nations' 2030 Sustainable Development Goals ("SDG's").

The presentation will begin by looking at the underlying aims of a management system, to provide a methodology that should help organizations to achieve their policies and objectives (the concept that "Output Matters"), rather than producing a "system of documents". It will discuss the implications for ISO's portfolio of management system standards, and relate these to the core elements of a sustainable development philosophy (namely economic development, environmental integrity and social responsibility).

In the late 2000's, ISO's Joint Technical Coordination Group was established to develop a core framework to be used for any of its management system standards, and in 2012 Annex SL to the ISO Directives defined the high level structure, identical core text, common terms and core definitions that now form the basis for all its management system standards.

The presentation will explain that the basis for ISO's suite of management system standards includes three core recurring themes:

- Defining the processes that are needed in order for an organization to be able to meet the objectives of its management system.
- Take into consideration the risks associated with those processes (the potential consequences of something going wrong) when planning and monitoring the processes.
- Manage the processes and the system as a whole using the "Plan-Do-Check-Act" cycle.

The way in which these concepts have been interwoven into the ISO 9001:2015 standard will be discussed, with a focus on an organization's "ability to consistently provide conforming products and services", and look at how organizations can further build on its quality management system using the guidance of ISO 9004 (currently undergoing revision) in order to seek "organizational quality" in a sustained way, over the long term. It will discuss how organizations need to identify and use the quality "tools" that are available in order to achieve their objectives within their own particular context, rather than looking for an application for the "latest flavour of the month"