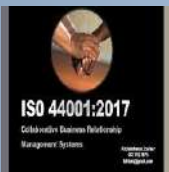




ISO 44001:2017
Collaborative
Business
Relationship



ISO 44001 Collaborative business relationship management systems

What is Collaborative business relationship management systems?

ISO 44001 Collaborative business relationship management systems – Requirements and framework is an international standard published on 1 March 2017 by the International Organization for Standardization. It is based on British Standard BS 11000, initially developed from 2006 as PAS 11000 (2006).

ISO 44001 is now aligned to the high level structure that covers some ISO management system standards, and incorporates the eight stage life cycle model that was the basis for BS 11000 to help business partners maximize the value of collaborative working:

- Operational awareness
- Knowledge
- Internal assessment
- Partner selection
- Working together
- Value creation
- Staying together
- Exit strategy implementation

BS 11000 was formally launched at the House of Lords in London on 7 December 2010.

The Institute for Collaborative Working, which promotes BS 11000 and ISO 44001, argues that there is a case for this standard because "as [businesses] see greater reliance on external parties to deliver solutions and an increase on contracting for outcomes, the emphasis on collaborative working will grow".

Main requirements of the standard

The ISO 44001:2017 adopts the "ISO High Level Structure (HSL)" in 10 chapters in the following breakdown:

- 1 Purpose
- 2 Reference standards
- 3 Terms and definitions
- 4 Organization Context
- 5 Leadership
- 6 Planning
- 7 Support
- 8 Operating Activities
- 9 Performance Evaluation
- 10 Improvement

List of International Organization for Standardization standards

This is a list of published International Organization for Standardization (ISO) standards and other deliverables. For a complete and up-to-date list of all the ISO standards, see the ISO catalogue.

The standards are protected by copyright and most of them must be purchased. However, about 300 of the standards produced by ISO and IEC's Joint Technical Committee 1 (JTC 1) have been made freely and publicly available.



ISO Brand

This is a dynamic list and may never be able to satisfy particular standards for completeness.

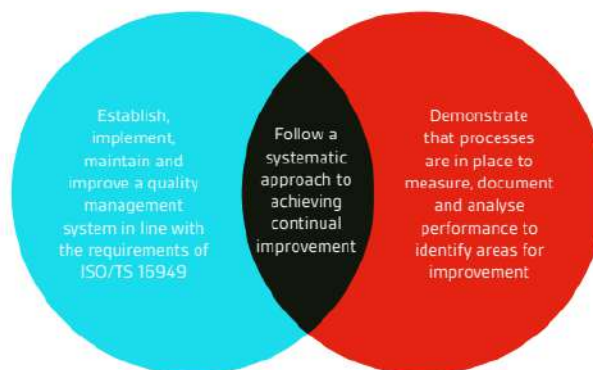
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Conformance testing

Conformance testing — an element of conformity assessment, and also known as compliance testing, or type testing — is testing or other activities that determine whether a process, product, or service complies with the requirements of a specification, technical standard, contract, or regulation. Testing is often either logical testing or physical testing. The test procedures may involve other criteria from mathematical testing or chemical testing. Beyond simple conformance, other requirements for efficiency, interoperability or compliance may apply.

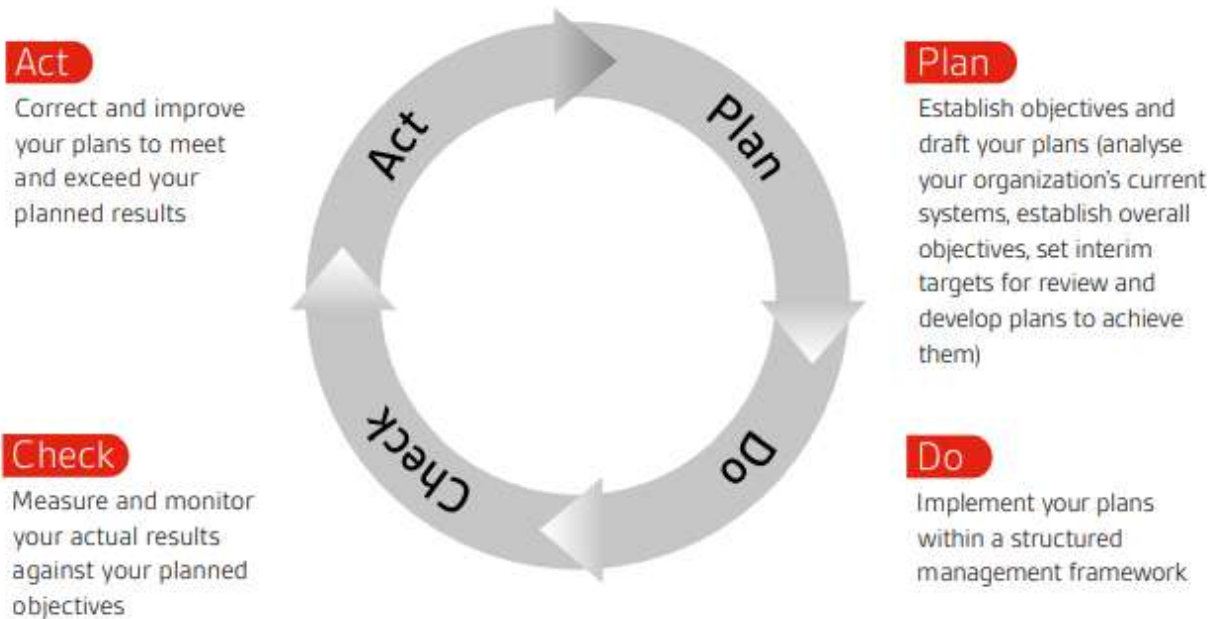
Conformance testing may be undertaken by the producer of the product or service being assessed, by a user, or by an accredited independent organization, which can sometimes be the author of the standard being used. When testing is accompanied by certification, the products or services may then be advertised as being certified in compliance with the referred technical standard. Manufacturers and suppliers of products and services rely on such certification including listing on the certification body's website, to assure quality to the end user and that competing suppliers are on the same level.

The principal requirements of the standard are illustrated below:



The next few pages of the guide takes you through the Plan-Do-Check-Act (PDCA) methodology, common in all ISO management systems and how DCS can help and support you on your ISO/TS 16949 journey.

Understanding the principles of continual improvement



10 Tips on making ISO/TS 16949 work for you

1. Top management commitment is vital for the system to be introduced successfully. Make sure senior managers are actively responsible, involved, approve resources and agree to the key processes.
2. Make sure your whole business and supply chain are committed to business improvement and engage them with a sound communications strategy.
3. Establish a competent and knowledgeable implementation team to deliver best results, sharing roles and responsibilities.
4. Review systems, policies, procedures and processes you have in place at the moment. Then compare them with what ISO/TS 16949 asks for. Get supply chain and stakeholder feedback on your current quality processes.
5. Adapt the basic principles of ISO/TS 16949 standard to your specific business objectives and environment.
6. Clearly lay out a well-communicated plan of activities and timescales. Make sure everyone understands them and their role in achieving them.
7. Consider using DCS's Entropy™ Software to manage your system which is configured to help you achieve sustained compliance with key ISO/TS 16949 requirements.
8. Train your staff to carry out internal audits, which can provide valuable feedback on potential audits and opportunities for improvement.
9. Encourage your supply chain to become certified to ISO/TS 16949 to benefit from a robust end to end system.
10. Regularly review your ISO/TS 16949 management system to make sure it remains appropriate, effective and delivered continual improvement.

How DCS supports you throughout the implementation of ISO/TS 16949

Speak to someone at DCS to help you understand the process. If you are new to management systems then we know this may seem rather daunting at first. But don't worry – just pick up the phone to speak to one of our people. We can turn jargon into English and put you on the right track for success – simply call 02502341257/9322728183

Commit to best practice and start making excellence a habit

Once we have received your application, we will identify the best people to assist you on your journey – those that know your industry sector and will clearly understand your specific challenges. We also have some useful self-assessment tools to help you get started.

Engage your team and the rest of the organization

Success will depend on a team effort so get the backing of your organization by helping them understand how they can contribute to the system. Consider whether people have the necessary skills and if not equip them accordingly.

Get ahead with pre-assessment and identify potential loopholes

Many DCS clients like to get reassurance that they are on the right track before committing to the official stage 1 assessment. At your discretion, DCS will carry out an optional ‘gap-analysis’ or pre-assessment visit to help you identify any weaknesses or omissions prior to the formal assessment. Call our team on 02502341257/9322728183 to book a pre-assessment

Celebrate the achievement of your official ISO/TS 16949

DCS will assess your management system in two stages. Our ‘Stage 1’ visit will involve the review of the system against the requirements of the standard. ‘Stage 2’ is simply a follow-up to check that you have corrected and progressed any issues raised in the first stage. Now is the time to celebrate your success.

Use your certificate to promote your business

Once certified, you’ll be able to make your own mark by displaying the DCS Assurance Mark. It’s a valuable marketing tool that you can use to promote your organization, differentiate you from your competitors and win new business.

Help for continuous improvement

DCS’s support extends far beyond the issue of a certificate. Your certificate is valid for three years however our team will continue to work with you to ensure that your business remains compliant and you strive for continual improvement. If you are interested in additional scheme or integrating your system, DCS can help. Talk to your client manager or call our team on 02502341257/9322728183

We know ISO/TS 16949; DCS shaped the original standard.

DCS

- Shaped the original standard that is now ISO/TS 16949 and continues to lead the development of related standards
- Has the most highly trained and knowledgeable assessors
- Offers the widest range of support solutions in the market place
- Is the number one certification body in the UK, USA and Korea?
- Looks after more than 70,000 global clients
- Has an unrivalled International reputation for excellence