



# ISO 29001: 2010

## LEARNING SERVICES MANAGEMENT

## INTRODUCTION

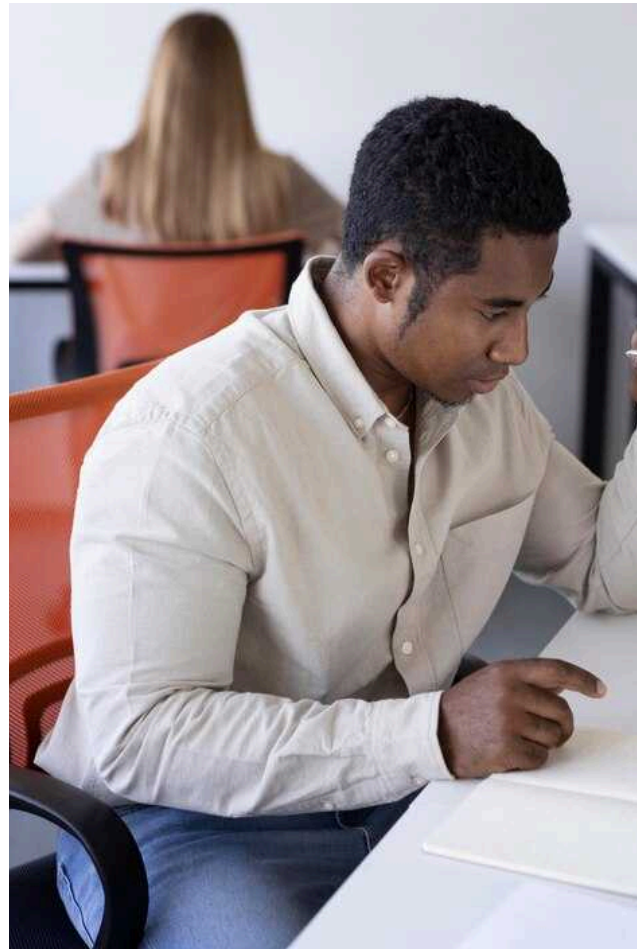
# ISO 29001: 2010

The ISO 29001:2010 quality management system specifies criteria for the design, development, manufacture, installation, and servicing of petroleum, petrochemical, and natural gas products. This standard is intended to assist these companies in ensuring that they satisfy all customer and stakeholder criteria.

The ISO 29001:2010 standard is based on ISO 29001 and adds supplemental standards focusing on defect avoidance as well as the elimination of deviation and waste from service providers.

The ISO 29001:2010 standard was created through collaboration between the American Petroleum Institute (API) and the ISO technical body ISO 67. The ISO 29001:2010 standard applies to the organizations listed below:

- Petroleum exploration, production, pipelines, transportation, and refining companies.
- Organizations involved in the design, manufacturing, installation, service, and repair of equipment used in management systems in the discovery, extraction, shipping, and refining of petroleum and natural gas products, as well as the natural gas industry.
- Organizations that provide technical, operational, and support services to the aforementioned industry sectors. This Technical Specification is designed to reduce the number of certification audits and to offer a systematic approach to a quality management system for the petroleum, petrochemical, and natural gas sectors.



## An Overview Of ISO 29001:2010

ISO 29001 establishes the technical specifications for a quality management system in the oil and gas business, where an organization must demonstrate its capacity to consistently supply goods and services that fulfill customer and relevant statutory and regulatory criteria. Its goal is to promote customer happiness through the successful use of the system, which includes mechanisms for continuous system improvement and assurance of adherence to customer and relevant legislative and regulatory requirements.



All ISO 29001 criteria are generic and designed to be applicable to all enterprises, regardless of kind, size, or product offered.

## **With ISO 29001, Petroleum Quality Standards Advances By Adding:**

- Greater emphasis on creating targets, measuring performance, and establishing metrics; clearer management expectations;
- More careful planning and preparation of resources are required to ensure quality in the oil and gas business

## **ISO 29001 Applies To All Types And Sizes Of Organizations That Wish To:**

- Establish, implement, maintain and improve a quality management system in an oil and gas industry;
- Ensure that the declared quality policy of the firm is followed;
- Demonstrate conformity to others;
- Seek third-party certification/registration of its quality management system from a recognized third-party certification authority, and Make a self-determination and self declaration of conformance with this International Standard.

## **Key Clauses Of ISO 29001:2010**

The key provisions of ISO 29001 are as follows:

Clause 4: Quality management system

Clause 5: Management responsibility

Clause 6: Resource Management

Clause 7: Product realization

Clause 8: Measuring, analyzing, and improving

Each of these major activities is discussed more below:

## **Clause 4: Quality Management System**

By adhering to the standards of this International Standard, the company will be able to continuously enhance its quality management system. They must:

- Determine the sequence and interaction of processes to ensure that both the operation and control of these processes are effective
- Provide necessary resources and information to support the operation, monitoring, measuring, and analyzing of these processes; and
- Implement necessary actions to achieve planned results and continuous process improvement.

## **Clause 5: Management Responsibility**

It is the responsibility of senior management to demonstrate their continued commitment to the creation and execution of the oil and gas quality management system and to continuously enhance its efficacy, by:

- Communicating to the organization the importance of meeting customer, statutory and regulatory, requirements;
- Creating a quality policy and verifying that quality targets are set;
- Performing management reviews; and
- Ensuring resource availability.

## Clause 6: Resource Management

The traditional administration of an effective quality management system is based on deploying the right resources for each activity. Competent personnel with suitable (and proven) training and support services, as well as awareness and communication, are among these resources.

It is critical to develop and maintain a suitable infrastructure in order to achieve product or service compliance.

Another key component that must be handled by the company in order to ensure conformance to product or service criteria is the work environment.

## Clause 7: Product Realization

The following procedures are related to product realization:

- **Product realization planning:** During this stage, the company must design and develop the procedures required for product realization.
- **Customer-related processes:** It is critical to managing customer-related processes in order to guarantee that the firm determines and meets its expectations.
- **Design and development:** The final product's design and development procedures must comprise the following:
  1. Design and development planning
  2. Inputs,
  3. Outputs,
  4. Review,
  5. Verification, validation, and management of design and development adjustments.

- **Purchasing:** It is critical for the company to guarantee that acquired items meet the defined buying standards.

- **Production and service provision:** The following processes are related to production and service provision: the processes associated with the production and service provision are:

1. Control and validation of production and service provision,
2. Identification and traceability,
3. Customer property and preservation of the product preservation.

- **Monitoring and measuring equipment control:** The organization is responsible for setting the requirements for monitoring and measuring equipment required to give proof of product compliance. The outcomes of the measurements and monitoring operations must be documented and kept on file.

## Clause 8: Analysis, Measurement And Improvement

ISO 29001 needs continuous monitoring, measurement, analysis, and improvement after the quality management system is in place.

- Demonstrate product compliance;
- Ensure that the quality management system is in compliance. In the oil and gas business, continuous improvement may be described as all of the activities made throughout the process.
- Constantly enhance the efficacy of the quality organization in order to improve the management system's effectiveness. (achieving goals) and quality efficiency (an ideal cost/benefit ratio).



Through the use of the organization's and its stakeholders' quality, an organization may continuously enhance the effective processes that deliver increasing advantages to its management system. Policy, objectives, audit findings, data analysis, corrective and preventative measures

## What Are The Benefits?

Organizations throughout the supply chain will eventually need to be certified against this standard in order to receive contracts.

**Commitment to health and safety** - Because the oil and gas industries deal with hazardous fluids and gases in a range of operations, the safety of staff and the general public is paramount.

**Protection** - To ensure business continuity and operational integrity, the environment requires a high level of protection.

**Integration** - ISO 29001 contains ISO 9001 requirements as well as precise, sector-specific criteria for product design, development, manufacturing, installation, and servicing.

The concepts of ISO 9001 are used for performance monitoring and continuous improvement.



**Better understanding of the organization**



**Regulatory compliance**



**Cost reduction**



**Confidence of client**



**Contract compliance**



**Competitive advantage**



**Increased efficiency**



**Legal compliance**



**Respect of the interested parties**

Adopting an efficient quality management strategy inside a business will provide several benefits in a variety of areas, including:

1. Increasing efficiency;
2. Increasing revenue;
3. Increasing employee morale;
4. International recognition;
5. Establishing a factual approach to planning; Strengthening supplier relationships;
6. Supporting documentation proficiency;
7. Building consistency;
8. Increasing customer satisfaction; and
9. Improving processes.

## Principles Of Quality Management In The Oil And Gas Industry

ISO 29001, like ISO 9001, is based on the eight quality management principles that senior management may employ to guide the business to enhanced performance.



**Customer focus:** Because organizations rely on their customers, they must understand current and future customer demands, satisfy customer requirements and seek to surpass customer expectations.

**Leadership:** Leaders establish the organization's direction and purpose. They should develop and maintain an internal climate in which individuals can actively participate in attaining the organization's goals.

**People's engagement and competence:** People at all levels are the foundation of an organization, and their complete involvement allows their abilities to be utilized to the company's advantage.

**Process Approach:** When activities and related resources are handled as a process, the intended outcome is attained more effectively.

**Improvement:** Continual improvement of the organization's overall performance should be a permanent goal

**Evidence-based decision making:** Sound decisions are based on data analysis.

**Partnership management:** An company and its suppliers are inextricably linked, and a mutually successful relationship improves both parties' potential to produce value.

## Why Is DTA A Good Option?

### Implementation of a Quality Management System (QMS) in the Oil and Gas Industry Using the IMS2 Methodology.

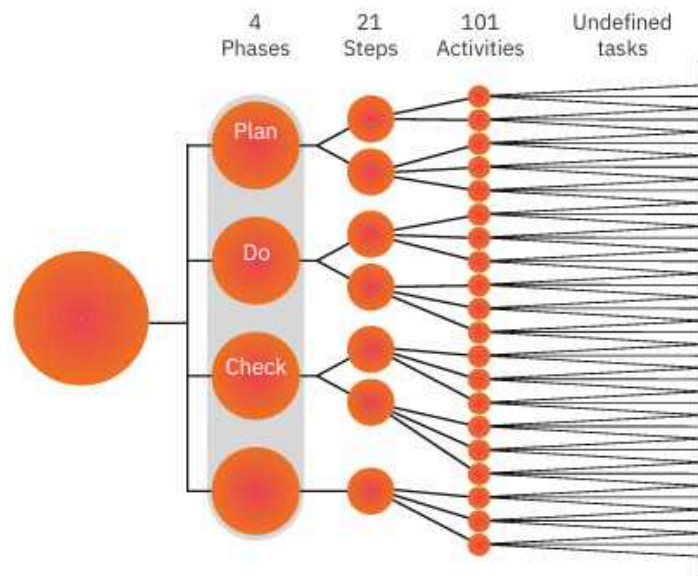
Considering the well-documented benefits of installing an ISO/29001-based Quality Management System makes the proposition easier to decide on.

Most businesses now recognize that implementing a general, "one-size-fits-all" quality strategy is insufficient. Such a strategy must be developed to match a corporation in order to provide an efficient reaction in terms of sustaining the quality management system. The creation of an implementation strategy that balances the requirements of the standard, the needs of the company, and the certification date is a more complex process.

DTA has created a methodology (please see example below) for implementing a management system called the **"Integrated Implementation Methodology for Management Systems and Standards (IMS2),"** which is based on relevant best practices. This approach is based on ISO standards guidelines and satisfies the criteria of ISO 29001.

1. Plan	2. Do	3. Check	4. Act
1.1 Initiating the QMS	2.1 Organizational Structure	3.1 Monitoring, Measurement, Analysis and Evaluation	4.1 Treatment of Non-conformities
1.2 Understanding the Organization	2.2 Document Management		4.2 Improvement
1.3 Analyze the Existing System	2.3 Design of Controls and Procedures	3.2 Internal Audit	
1.4 Leadership and Project Approval	2.4 Communication	3.3 Management Review	
1.5 Scope	2.5 Awareness and Training		
1.6 Safety Policy	2.6 Product Realization		
	2.7 Operations Management		

IMS2 is based on the PDCA cycle divided into four phases: Plan, Do, Check and Act. Each phase comprises between 2 and 8 stages, for a total of 18 steps. These phases are then subdivided into 101 activities and tasks. This Practical Guide' covers the important phases of your implementation project from start to finish and offers the proper 'best practice' for each one, as well as referring you to further useful resources as you embark on your ISO 29001 journey.



The order of the processes can be altered (inversion, merging). For example, the management technique for documented information might be implemented before the organization's comprehension. Many activities, such as communication and training, are iterative due to the necessity for continual growth throughout the implementation project.

An organization may ensure that it meets the minimal standards for the deployment of a management system by adopting an organized and effective process. Whatever technique is utilized, the organization must adapt it to its own environment (requirements, size of the organization, scope, objectives, etc...) rather than using it as a recipe.



## Procedures For Acquiring ISO 29001 Certification

### **For Organizations:**

1. Put in place the management system.
2. Conduct internal audits and evaluations.
3. Select the preferred certification body.
4. Perform a pre-assessment audit (optional).
5. Perform the stage 1 audit.
6. Perform the stage 2 audit (on-site).
7. Perform a follow-up audit (optional).
8. Register the certification.
9. Conduct surveillance audits to ensure continuous development.





## About DTA

Delta Tech Africa Limited Is An ICT And Quality Consulting Organization Focused On Performance Management Across Business Verticals. Delta Means“ A Finite Increment”. We Help Organizations To Achieve This Increment Across Departments And Functions And To Improve The Overall Organizational Performance While Adding Value To The Stakeholders. Evolution Is A Constant Change. When The Pace Of Evolution Renders Societies Impatient, It Is A Technology That Accelerates Evolution Leading To The Transformation Of Societies. When That Evolution Happens, It Doesn't Limit The Human Endeavors, To Get The Technology Evolution, It Has To Be Supported By Processes And Management Of The Best Quality. Hence, We At Delta Tech Africa Thought Of Bringing Both Technology And Quality Management Processes Together To Get The Best Organizational Performance And Value Across The Fast Growing Continent Of Africa.



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