

Process approach of the quality-environment management system according to ISO 9001:2015 and ISO 14001:2015

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Abstract

The process orientated approach constitutes an essential element in maintain and improving the integrated quality-environment management systems through the transition to the new ISO 9001:2015 and ISO 14001:2015 standards. The successful keeping of a performing management in an integrated manner by quality - environment systemic approach allows the investigation of management system and leads to the fulfillment of objectives and targets . The process management according to the international standard ISO 9001:2015 means to apply the methodology “PDCA” (plan-do-check-act) for each process. The motivation to raise a management integrated system, with SMART features and objectives by reporting to standard requirements, has as support internal forces (manager vision) or external forces (requirements related to regulation). This work presents the concept of process approach within the integrated quality-environment management system, considered in the PDCA cycle, including the risk-based thinking approach.

Keywords: process approach, quality management, environment management, integration, risk

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