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Abstract - Dynamism of economical activities at international level, economical globalisation and the focusing on assuring a sustainable development imply major conception changes. For survival in a so competitive environment, SMEs could approach an integrated management system: both quality management system (compliant with ISO 9001 requirements) and environment management system (compliant with ISO 14001 requirements), but the health and safety management system (compliant with OHSAS 18001 requirements), too. This solution could brings to them many future competition advantages.

Keywords - Environmental, Quality, Health & Safety Management

I. INTRODUCTION

Today, the customers are more and more pretentiously regarding products quality which they purchase, the employees are more pretentious, too, regarding their labor conditions and environment in which they work. Above these there is over putted the entire society need of a cleaner environment. Also, the Romanian enter in the European Community, the economical globalization, but the actual crisis, too are true challenges which the organizations are confronting with.

All these things contributed at the looking for of the best as possible solution for survival, especially for the small and mid-sized enterprises (SMEs).

II. INTEGRATED MANAGEMENT SYSTEMS – A COMPROMISE WAY

The dynamism of economical activities at international level, economical globalisation and focusing on assuring a durable development imply major conception changes.

In a competitive business environment, the gaining of business successes is conditioned of high quality products offering (product is referred to a large sense definition gave by Kotler in 1995: “a product is any kind of thing offered on the market with the aim of interest capturing, acquiring, using or consuming and can satisfy a need or a desire; it include tangible physical objects, services, persons, locations, organizations or ideas”), for the customer’s attraction benefits bringing motive force. But, it has appeared, already, a new conception about quality. The quality is no more the conformity of the products with the specifications. The quality is conferred of user, customer, owner and is what they think about product and supplier quality – as an added value – don’t represents the conformity with the specifications only, but it has to correspond with the customers’ expectations, needs and pretensions too. So, for being competitive the suppliers have to satisfy not only customers’ requirements, but to bring a smile in the customers’ lives, a pleased satisfaction.

Here is why they have to find a compromise way, which the supplier has to adopt for resisting in the competitive environment, for trust assuring and satisfaction for all interested partners, included present and future generations. This compromise way is the practising within the framework of the enterprise of a quality management system, having on the basis the international standards series ISO 9000 (first edition in 2000), which have been elaborated on international experiences in the field basis. So, the decision of the implementation of a quality management system become a strategically decision for any supplier of products or services.

But, within the framework of an organization, the implementation of a quality management system, don’t solve the problems which the management is confronting with, because the activities of an organization don’t proceed in an insulated environment; they have an impact more or less against the environment, neighbours, public opinion and generally against human community. More than, the organization has to proceed its actions within a legal framework; it has to respect all the norms, regulations, settlements and legal regularizations which are applicable in its activities field.

The legislative harmonization with European Union regarding the environment and the protecting of the environment has attracted the appearing of some legal regulations in this field which represent new constrains for the management of the organization.

In a managerial approach, the problems of the environment have to be integrated into the general management of the organization. The environment management systems have appeared as a need to face with the problems more and more complex and strictly regulated.

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But for the organizations it exist other more problems regarding the safe and healthy of the labour. The constrains linked by the legislation observance, very rich in the field and the implications in no respecting it, the inherent perils existing at the place of work, the appearing risks of the work accidents which could affect the healthy or even the live of the employees, the work force migration looking for safer jobs both for the employees, but for the collaborators, are all the obstacles and the barriers which the organizations are confronting with. So, the problems referring to the safe and healthy of the labour have to be approached in a managerial manner, which can be integrated in the organization general management, too. The key for solving of these problems is the implementing within the framework of the organization of an occupational health and safety management system.

The appearance of international standards series ISO 9000, which has a larger vision on management systems, permits that the integration of other parts of the management, too, those which are orientated not only on quality, but on other objective, such as: environment, occupational health and safety. So, these parts can be integrated into a single management system, named integrated management system (quality + environment + health & safety), which has on the basis the joint elements.

The ISO 9000 and ISO 14000 families are among ISO’s best known standards ever. ISO 9001:2008 and ISO 14001: 2004 are implemented by over a million organizations in 175 countries.

The ISO 9000 family addresses “Quality management”. This means what the organization does to fulfil:

- the customer’s quality requirements, and
- applicable regulatory requirements, while aiming to
- enhance customer satisfaction, and

achieve continual improvement of its performance in pursuit of these objectives.

The ISO 14000 family addresses “Environmental management”. This means what the organization does to:

- minimize harmful effects on the environment caused by its activities, and to
- achieve continual improvement of its environmental performance.

Many organizations are implementing an Occupational Health and Safety Management System (OHSMS) as part of their risk management strategy to address changing legislation and to protect their workforce. An OHSMS promotes a safe and healthy working environment.

OHSAS 18001:2007 specifies requirements for an occupational health and safety (OH&S) management system, to enable an organization to control its OH&S risks and improve its performance.

Analysing the three standards which settle down the requirements for the management systems, we easy see the compatibility of them which permits the designing an integrated management system which has on its basis the common requirements, having in the same time as objective: quality, environment and OH&S.

The compatibility of the three standards enables the implementing and finally the certification of the integrated management system from an authorised certification organism, which brings with it the confidence in the conformity of the system.

### III. DOCUMENTATION - A NECESSARY “EVIL”

However, it isn’t enough that the management systems be designed and implemented. They have to be documented, too. But, taking into account the common elements of the three standards, the documentation could be more simply and contain less documents, which is more easy to apply.

The integrated system could contain only a common Manual of the system which describes the system, refers to how the three objectives could be fulfilled and only the required of the standard mandatory documented procedures. It could be designed in a simply, but explicated mode, for instance through diagrams. The important thing is the entire personnel of the organization to know how to proceed and to act thus the satisfaction of the customers, employees and other interested parts (stakeholders) to be at a maximum level and all to be completely pleased.

Even if the documentation is an unpleasant thing, however it is a necessary “evil” because it brings a lot of benefits, such as:

- The documentation describes the implemented management system;
- It assures the necessary information for all implied structures and regulates the relationships between them;
- It stays at the basis of employees understanding and awareness of the importance of their role into the organization;
- It represents the support for communication of the top management commitment regarding quality, environment, health and safety policy, as a basis for improvement of the performances;
- It assures a clear and efficient framework of the proceeded activities;
- It is the basis for employees’ training and retraining;
- It assures the processes management promoting and the operations consistence;
- It assures the clients’ confidence and other stakeholders that the organization has the capability to fulfil their requirements;
- It demonstrates the conformity with the adopted standard requirements;
- It is the documented basis for the audits and continuously improvement of the management system;
- It is the basis for the external organism certification.
IV. CONCLUSIONS

The certificated integrated management systems are yet a few, but in the future they will be a solution, especially for the small and medium sized enterprises, because they have some more advantages against the other management systems, such as

- Less expenses and bureaucracy;
- More flexibility in a world in which how doesn’t firstly adapt, pays the success of the competition;
- Eliminating the artificial professional barriers which are generating of tensions and wasting

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