Quentic
powered by AMCS

ISO management systems and certifications with Quentic

Your guide to ISO conformity and certification processes with the market-leading EHSQ and ESG software solution

☑ Why must digitalization and ISO management go hand in hand?

☑ How can Quentic help to meet standard requirements?

☑ How do Quentic customers succeed?

The benefits of implementing management systems aligned with ISO standards are manifold. They encompass heightened operational efficiency, a bolstered reputation, elevated customer satisfaction, entry into new markets, improved risk mitigation, and a culture of ongoing enhancement. However, achieving this goal can be challenging. The primary hurdle isn't actually the ISO requirements themselves, but rather the administrative burden created by inadequate or missing tools.

Some organizations rely on paper-based or spreadsheet-based documentation. While these traditional methods can produce the desired results, they often create barriers to efficient cross-departmental collaboration. Data is scattered across countless documents and spreadsheets, subject to multiple revisions that compromise data integrity and version control. This complexity hinders efforts to introduce, improve and certify management systems and increases liability exposure.

Other organizations opt for disparate solutions, each tailored to some specific requirements of their ISO management systems. However, this approach leads to a disjointed landscape of tools and processes, contributes to a lack of synergy across different aspects of the organization, and increases the administrative burden of replicating data across multiple solutions.

This whitepaper explores how the Quentic software solution provides robust support, simplification, and improvement for your ISO management systems and performance. Whether you are already a Quentic customer or not, it is valuable to understand the benefits of software with interrelated modules and components and learn how organizations are using them to elevate their management systems.

CONTENTS

In the past, it was often not clear exactly what actions had been taken or what specific improvements could have been made to protect the environment and our employees' health and safety.

[Today:] At the touch of a button, Quentic clearly displays what EHS measures have been enacted and what the results of those measures are.

Franz Almhofer-Amering
Corporate EHS & Maintenance Manager at Miba AG

Miba is one of many global companies that have decided to strengthen their ISO management systems with the EHSQ and ESG software solution Quentic.

Leveraging the benefits of management systems

ISO management system standards serve as a globally recognized framework that provides standardized guidelines for various business operations such as quality, environmental, sustainability and information security management, among others. These standards are critical in enabling organizations to align with defined criteria for quality, safety, efficiency, and consistency to meet regulatory requirements and those of customers or other stakeholders.

The benefits of confirmity with ISO management system standards and achieving certification are many. They depend on the specific orientation of the management systems in place, i.e. health & safety, energy, environment, etc., on numerous operational factors, such as the organization's size, sector, and relevance to the topic, as well as the maturity level of the management system and employees' expertise in their use.

General positive effects of an ISO management system for organizations are:

Economic

Reduces costs by saving resources

Improves customer satisfaction

Avoids risk and liability costs

Ecological

Saves/reduces use of resources

Allows problems and risks to be identified early, minimizes risk

Social

Improves employee information, communication, motivation, training and responsibility

Develops trust among stakeholders, enhances image

Organizational

Facilitates organizational development through process improvements and clear assignment of responsibilities

Improves legal compliance and liability security

Increases innovative capacity

To fully realize these benefits, especially as the requirements to be met by companies are constantly growing, digitalization is a critical ally. Only a cohesive digital framework enables comprehensive oversight and efficient collaboration among all stakeholders. Without it, efficiency falters and the path to introduce, maintain, improve, and certify conformant ISO management systems becomes convoluted.

Using EHSQ & ESG solutions to align management systems with ISO standards

In an increasingly digital landscape, the use of tools such as EHSQ and ESG software aligns with the modern approach to management systems.

An EHSQ software solution is a comprehensive tool that enables users to document, save, aggregate, and visualize relevant data in a single location. The software can be used to manage all related responsibilities, resources, processes and activities – from recording environmental and accident data to verifying compliance with regulatory requirements and conducting audits. A software package tailored to their EHSQ activities provides specialists with effective support and monitors standard compliance.

With the growing importance of environmental, social, and governance (ESG) issues, some EHSQ software providers are even extending their capabilities to include ESG data management, allowing organizations to holistically address sustainability, social responsibility, and ethical governance practices.

From zero to certification with Quentic

Quentic is a leading Software as a Service (SaaS) solution provider for EHSQ and ESG management, serving more than 900 customers worldwide in a wide range of industries – from mid-sized companies to large enterprises.

Founded in 2007 and headquartered in Berlin, the company has over 300 employees across Europe. Quentic is part of AMCS, the world's leading provider of integrated software and vehicle technology. The Quentic software is a modular, cloud-based solution that is adept at managing occupational and environmental safety, sustainability, and quality requirements:
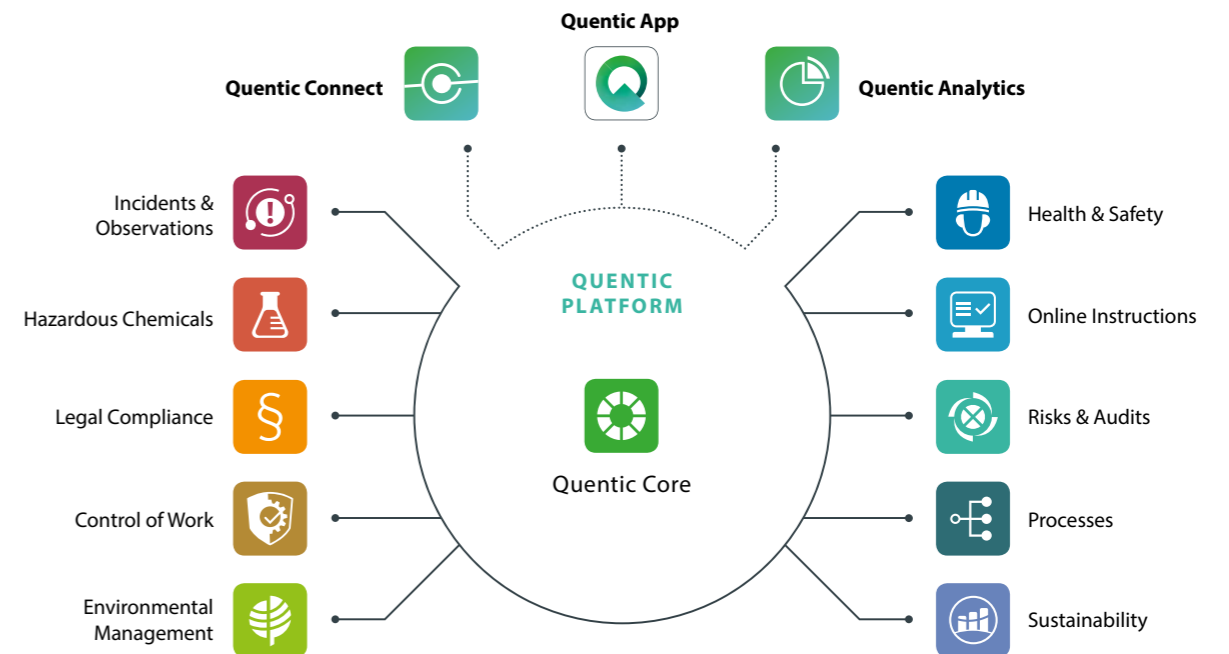
Its rich feature set simplifies the documentation, assessment, and monitoring of company processes, while uniting EHSQ and ESG stakeholders in one cohesive system. For seamless operation, customers can access the Quentic Platform via the web or use the Quentic App on the go.

Built with customization in mind, Quentic harmonizes with diverse corporate structures and industries. For companies operating on a global scale, the software's multi-language framework promotes collaboration and enables evaluations to be conducted in different countries.

All ISO-normed management systems developed or revised since 2012 follow the Harmonized Structure (HS), formerly known as the High-Level Structure (HLS). Each chapter outlines specific organizational requirements. The following sections will explore how the Quentic software solution and its modular components provide a comprehensive foundation for different standard requirements and provide insights from our customers and their implementation experiences.

1 Scope	2 Normative references	3 Terms and definitions					

PLAN			DO		CHECK	ACT
4 Context of the organization	5 Leadership	6 Planning	7 Support	8 Operation	9 Performance evaluation	10 Improvement
4.1 Understanding the organization and its context	5.1 Leadership and commitment	6.1 Actions to address risks and opportunities	7.1 Resources	8.1 Operational planning and controlling	9.1 Monitoring, measurement, analysis, and evaluation	10.2 Nonconformity and corrective actions
4.2 Understanding the needs and expectations of interested parties	5.2 Policy	6.2 Objectives and planning to achieve them	7.2 Competence		9.2 Internal audit	10.3 Continuous improvement
4.3 Defining the scope of the management system	5.3 Roles, responsibilities, and authorizations within the organization	6.3 Planning for Change	7.3 Awareness		9.3 Management review	
4.4 Management system			7.4 Communication			
			7.5 Documented information			

Figure 1: *Structure of ISO standards according to the Harmonized Structure*
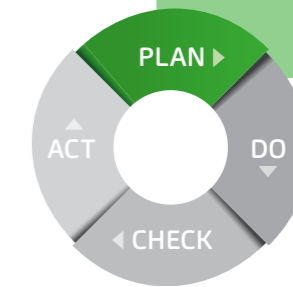
Context of the Organization

The "Context or the Organization" chapter of ISO management system standards addresses the fundamental aspects of how an organization should design its management system. This includes analyzing the internal and external issues and stakeholders relevant to the management systems, defining the scope of the system and setting up all the necessary processes.

| Challenges	Recommended modules and products	How it works
Assessing complex impact: Identifying issues that positively or negatively impact organizational outcomes can be challenging when many different systems or locations are implemented.	All modules and products	Quentic provides centralized and standardized documentation and communication channels across systems and locations, enabling a comprehensive understanding of the organization's context. By integrating diverse EHSQ-related ISO management systems into a single platform, Quentic eliminates the need for redundant documentation and consideration work, enabling organizations to more efficiently identify and address issues that impact organizational outcomes.
Stakeholder management: Consistently monitoring and evaluating stakeholders' interests can be an arduous task.	All modules and products	Quentic is a centralized platform for identifying and managing stakeholders and their interests. This enables organizations to consistently monitor and evaluate relevant aspects. When stakeholders' interests translate into specific requirements for the organization, they can be managed within Quentic.
Establish adequate processes: To establish processes that fulfill all following requirements of the Harmonized Structure, organizations need to have a clear and comprehensive overview of each process, along with process maps, definitions, and procedures.	All modules and products	Quentic visualizes processes through process maps and definitions, enabling organizations to gain a quick and easy-to-understand overview of processes, supporting a culture of continuous improvement.

CUSTOMER TESTIMONIAL

[…] Is it possible to integrate all occupational health and safety and environmental management processes across all locations – regardless of local differences in terms of language, management and EHS culture? […]

[…] By opting for Quentic, [… the corporate group] obtained a platform that allows each of its 7,500 employees to contribute to reaching the company's key health and safety targets. [… Implementing] standardized EHS processes were among the major achievements, along with ensuring legal compliance and health and safety during the coronavirus pandemic.

https://www.quentic.com/success-stories/miba/

PLAN ▶

ACT

DO

◀ CHECK
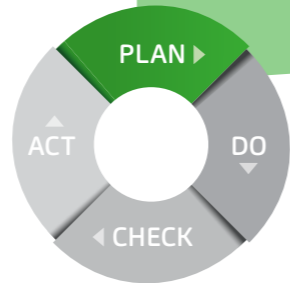
Leadership

The "Leadership" chapter in ISO management system standards focuses on the role of top management in driving the organization's commitment to the management system and its objectives. This chapter highlights the importance of management involvement in establishing a culture of quality, safety, environmental responsibility, and continuous improvement. The leadership's tasks also include establishing policies and defining roles and responsibilities.

Challenges	Recommended modules and products	How it works
Leadership engagement: When top management is not actively involved and committed to implementing and maintaining management systems, it can lead to a lack of organizational commitment and resources.	All modules and products	Quentic offers customized dashboards, KPI catalogs, and reports that give top management real-time insight into the organization's performance and compliance status. This encourages active engagement by providing clear visibility into progress. With Quentic, management at all levels has full control over the EHSQ and ESG work.
Leading by example: Demonstrating commitment to the principles and practices of the management system is essential to fostering a culture of compliance and improvement. Failure of senior management to lead by example can undermine the effectiveness of the system.	All modules and products	When leaders use the Quentic software solution to track their own actions and commitments related to the management system, it sets a positive example for the rest of the organization. The financial and organizational effort to implement an EHSQ software is a strong leadership statement in itself.
Complexity of organizational structure: Many organizations have complex structures with multiple departments, locations, and functions. The goal is to ensure that roles and responsibilities are clearly defined and communicated across the organization. It is often time-consuming to consider and document organizational structures, business units, physical locations, and machines.	Quentic Core Quentic Connect	Quentic streamlines the management of organizational elements. Organizational charts can be easily created and updated with a few clicks. Synchronize data from Active Directory, HR, or ERP systems to ensure accuracy. Centralize data on risk assessments, safety instructions, training, schedules, and incidents and link them to specific organizational units.

| Challenges	Recommended modules and products	How it works
Documentation management: Maintaining accurate and up-to-date documentation, including policies, procedures, and guidelines, requires a robust document management system to avoid version control issues and ensure that employees have access to the right information.	Quentic Core Processes	Role-based assignments provide each user with tailored access to documents that are aligned with their responsibilities. This mapping ensures that users are equipped with the right information without being inundated with irrelevant data. Moreover, Quentic keeps users informed of changes that are relevant to their roles, promoting efficient engagement and focused collaboration. Version control and seamless access are inherent to this feature, improving the overall efficiency of the documentation workflow.
Collaboration complexity: Effectively coordinating and collaborating across multiple units, teams, and subcontractors is challenging.	Quentic Core	Quentic even allows subcontractors to be included in audits, self-checks, and event reporting. In particular, it ensures that everyone involved in the management systems is seamlessly integrated. Role-based assignments provide each participant with a clear set of tasks, personalized access to relevant data, and the ability to maintain an up-to-date overview of ongoing activities. Importantly, this feature allows users to filter information from the site level up to the group level, ensuring that the data they access is precisely aligned with their area of responsibility.

CUSTOMER TESTIMONIALS

[…] By introducing Quentic as a software solution to support occupational safety, [… the organization] effectively made a statement: Occupational health and safety should be transparent, tangible, and accessible for all employees, and managers should approach their responsibility for the health and safety of their staff in a focused, proactive manner. […]

https://www.quentic.com/success-stories/karlsberg-brauerei/

[…] Around 1,500 employees are entered as Quentic users and have basic access to the software. Managers are given extensive rights and can also access the "Health & Safety" module and the "Risks & Audits" module. Administrator roles have been assigned to occupational safety specialists, environmental officers, and hazardous chemicals officers, along with a handful of other staff from headquarters. They also benefit from both the necessary level of detail and a clear overview of all EHSQ processes in the company. Janitors also have access to the system so that they can quickly print out up-to-date safety data sheets for emergency services if needed. […]

https://www.quentic.com/success-stories/dmk-group/
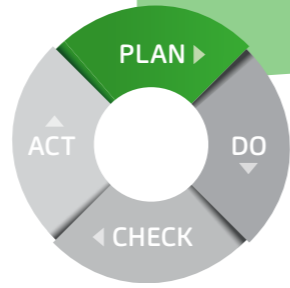
PLAN ▶
DO
CHECK
ACT

Planning

The "Planning" chapter in ISO management system standards focuses on establishing a systematic approach to planning various aspects of the management system, including identifying risks, setting objectives, outlining strategies for achieving those objectives, and planning of changes.

Challenges	Recommended modules and products	How it works
Comprehensive risk assessment: Conducting meticulous and accurate risk assessments across multiple facets of the organization can be an complicated endeavor. Many managers find this task challenging, often requiring extensive support or, in some cases, delegation to specialists.	Risks & Audits Health & Safety Hazardous Chemicals	As a comprehensive risk assessment, data collection, and analysis tool - one of Quentic software solution's core strengths is its ability to facilitate the identification, assessment, and prioritization of risks. Those responsible can easily use the software interface to identify existing hazards, perform a risk assessment, and determine the necessary protective measures. With the click of a mouse, the risk assessment is then transformed into a standardized print format for finalization.
Setting clear objectives: Establishing clear, measurable, and aligned objectives that meet the requirements of the management system.	Quentic Core Risks & Audits	With Quentic, you can easily track and monitor progress toward your objectives directly within the software, giving you a comprehensive overview of your efforts and progress. Quentic also helps you avoid goal conflicts and redundant reporting by creating transparency throughout the process.
Integrating objectives: Ensuring that objectives are aligned and complementary across different departments and functions..	Quentic Core Risks & Audits	Quentic provides a centralized platform for documenting and sharing objectives. It promotes collaboration and alignment across teams. The platform has built-in action management that follows the PDCA cycle and facilitates the execution of actions linked to objectives, risk assessments, and legal compliance.

| Challenges	Recommended modules and products	How it works
Integration with business strategy: Integrating the management system objectives with the organization's overall business strategy can be complex. It requires aligning quality, safety, and environmental considerations with broader business goals.	Quentic Core Quentic Analytics Risks & Audits	Quentic can facilitate the alignment of management system objectives with broader business strategies by providing a platform to track and evaluate how quality, safety, and environmental goals contribute to organizational success.
Planning for change: Anticipating and planning for changes within the organization or external factors that impact the management system.	Control of Work	Quentic can be used to record, check, and review change requests. Identify which business areas and processes are affected by providing tools to assess change impact, revise plans and maintain adaptability. Compare targets with actual performance. Communicate change benefits transparently. Accurately estimate costs.

CUSTOMER TESTIMONIALS

[…] Before the introduction of Quentic, risk assessments […] were a complex process managed in numerous Excel spreadsheets. The software solution makes it possible to digitalize processes and thereby network information far more effectively. In addition, once the risk assessment has been carried out, corresponding safety instructions can be created in just a few mouse clicks. The software also makes it possible to immediately allocate these instructions to the relevant departments. In sum, this optimizes safety processes in a way that would never have been possible with spreadsheets and text documents – and reduces the time […] to complete them by 70%. […]

https://www.quentic.com/success-stories/karlsberg-brauerei/

[… The organization's head of EHSQ] always takes his iPad with him when visiting a new construction site so that he can document any hazards then and there. He can detail the necessary safety measures while on site or add them later from his office PC. After that, he can finish the process with a click of the mouse, with the assessment sent directly to all relevant recipients. "The beauty is that we don't have to print everything out anymore; there's no running around collecting signatures. We do that through the Quentic workflow, which sends everything to the relevant people for approval. Even the Works Council is on the mailing list, so they're always kept up to date,"[…] . Work that might once have taken him a day or two is now complete in just a few minutes. […]

https://www.quentic.com/success-stories/veltec/

PLAN ▶
ACT
DO
◀ CHECK
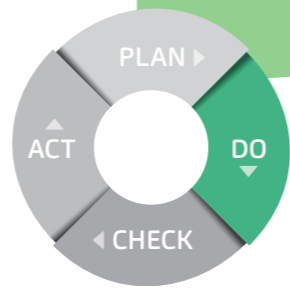
Support

The "Support" chapter in ISO management system standards focuses on providing the necessary resources and support to ensure effective implementation and maintenance of the management system. This chapter covers various aspects **including resources, competence, awareness, communication, and documented information**.

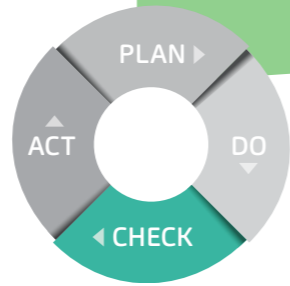| Challenges	Recommended modules and products	How it works
Competence and training: Depending on the size of the company and the scope of the management system, it can be very challenging to ensure that employees have the necessary skills and abilities to make an effective contribution to the management system.	Online Instructions Health & Safety	The key advantage of Quentic is its ability to centralize employee skills and training on a single platform, not only for ISO-related skills, but also for a wide range of other skills. This comprehensive approach allows you to manage, plan, and track various training and skill development initiatives across your organization. These training programs can be conducted either on-site or individually, regardless of time or location. Because employees are notified of the training they need well in advance, they can complete it at their own pace long before they start working on-site. With Quentic, you gain immediate visibility into participant lists and their corresponding results. The platform's robust search capabilities facilitate the rapid retrieval of specific individual qualifications. In addition, Quentic's easy certificate generation ensures seamless documentation of training completion.
Awareness and communication: It is necessary to ensure that all members of staff are aware of the management system, its importance, and their role within it.	All modules and products	Quentic provides a platform where employees can access information such as roles, responsibilities, and expectations. This reduces confusion and improves alignment. The clean and intuitive layout makes navigation and system configuration easy, even for those without extensive technical expertise.
Documenting information: Accurate and up-to-date documented information, including strategies, procedures, and guidelines, is essential.	Quentic Core Processes	The Quentic Platform features an integrated document management system with revision control and workflows for efficient document registration and approval. These documents can be seamlessly linked to relevant processes. For example, the process instructions or templates can be directly linked to the ISO 14001 process.
Work permits: For high-risk tasks and activities, appropriate work permits must be obtained and the specifics and measures listed there must be adhered to.	Control of Work	The Platform facilitates the rapid creation of permits to work (PTW), accommodating both customized permits and templated versions for efficient task initiation. Users select from pre-defined PTW types, ensuring accurate documentation and providing precise work details, timeframes, and execution guidelines. Risk assessments are seamlessly integrated, outlining necessary safety or control measures and promoting hazard awareness. Approvals are made transparent with clear participant roles, status updates, and adherence to standardized processes.

PLAN ▶
ACT ▲
DO ▼
◀ CHECK

Performance

The "Performance" chapter within ISO management system standards relates to the measurement, evaluation, and continuous enhancement of an organization's performance in various processes. This chapter outlines requirements for performance measurement, data integrity, continuous improvement, stakeholder engagement, benchmarking, and audit processes.

| Challenges	Recommended modules and products	How it works
Performance measurement: Accurately measuring and evaluating performance indicators across various organizational processes and activities can be complex and time-consuming.	All modules and products	Quentic provides a comprehensive monitoring and reporting framework through customized dashboards that streamline tracking and reporting. The platform makes it easy to define, track, and analyze key performance indicators (KPIs). Real-time dashboards and reports provide insight into performance trends and areas for improvement. Using the Quentic "Sustainability" module ensures reliable evaluations based on complete and consistent data, combining indicator values across departments and management systems.
Data integrity and accuracy: Maintaining the integrity and accuracy of performance data can be a challenge, especially in large organizations.	Quentic Core / Quentic Connect	Quentic helps you keep data standardized and consistent as it is collected, tested, validated, and approved. The accuracy and integrity of data within Quentic are essential to ensure that the system provides reliable information for decision making, reporting, and compliance. The system is built with various checks and balances to ensure that the data entered is complete and accurate.
Stakeholder engagement: Involving relevant stakeholders in the performance improvement process and keeping them informed of progress can be difficult.	Quentic Core	Everyone involved can submit their data at the same time, anytime and anywhere, which makes the division of labor very smooth. The standardized process ensures that all data is consistent and reliable, as the indicators from different departments are complete, immediate, and traceable.
Audits: Regularly assessing performance against established goals and standards requires efficient audit processes.	Risks & Audits / Quentic Analytics	Quentic facilitates audit management, including planning, execution, and reporting. The "Risk & Audits" module includes schedules, auditors, question catalogs, and direct links to actions, legal requirements, and risk assessments. Historical data and trends are accessible for informed decision making. Upon completion of an audit, Quentic quickly documents results, highlights goal achievement, identifies necessary corrective procedures, and enables the creation of comprehensive and accessible reports.

Challenges	Recommended modules and products	How it works
Customization of audits: Flexibility is essential because standardized audits may not fully meet an organization's unique requirements, making customization a valuable tool for ensuring audits are effective and relevant.	Risks & Audits	Quentic simplifies this by allowing organizations to effortlessly customize audit processes and content within the platform. This feature enables users to develop an effective audit approach that supports their compliance, safety, and sustainability goals while providing them with the flexibility to meet their unique business needs.
Management review and performance improvement: Regularly evaluating an organization's performance against its objectives and making necessary improvements by the top management is a cornerstone of effective management. However, this vital process can be complex for managers. They need comprehensive support, not only in terms of the organizational framework, but also in accessing readily available data and key performance indicators (KPIs).	Quentic Core / Quentic Analytics / Risks & Audits	Similar to audits, management reviews are facilitated within the Quentic platform. Whether conducting audits module by module or creating a dedicated review dashboard within the "Analytics" module, Quentic offers the flexibility to meet specific needs. The integrated audit schedule offers a consolidated overview of upcoming reviews, facilitating accurate planning and execution. The software's customizability allows you to select relevant questions from an existing catalog that aligns with your review goals. Another key benefit is the ability to have management review meeting minutes reviewed and approved by multiple stakeholders before storing them in the integrated document management system.

CUSTOMER TESTIMONIAL

[…] In the past, […] indicators were distributed across a cumbersome series of […] spreadsheets before ultimately and painstakingly being recompiled manually. Today, however, data from the various company divisions are added to the Quentic solution centrally thanks to a standardized process that requires minimal coordination. Clearly itemized sets of indicators and initial validation during the input process simplify the preliminary work and improve data quality. The ability to upload documents like electricity supply contracts and add supplementary comments adds greater levels of detail to the required input. […] With Quentic, the inconsistent use of energy units in input and calculation fields is a thing of the past – thanks to selectable, pre-defined options, automatic conversions, and validation steps. In the event of any abnormalities, the QHSE team no longer have to wait until the end of the data acquisition period to intervene. […]

https://www.quentic.com/success-stories/dussmann-group/

PLAN ▶
ACT
DO
◀ CHECK
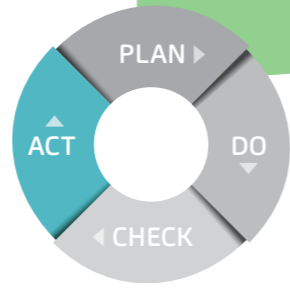
Improvement

The "Improvement" chapter within ISO management system standards emphasizes the continuous improvement of an organization's processes and practices. This chapter covers areas such as identifying opportunities for improvement, root cause analysis, corrective and preventive actions (CAPA), performance monitoring, employee engagement, and documentation.

Challenges	Recommended modules and products	How it works
Observations and deviations management: One of the notable challenges in this area is motivating employees to actively participate in the reporting process. Engaging employees in reporting can be a complex endeavor due to a variety of factors, including concerns about potential repercussions, time constraints, or a lack of clear incentives.	Quentic Core Incidents & Observations Quentic App	Quentic addresses this challenge by providing an easy-to-use platform that enables convenient, on-the-go reporting. The software offers a comprehensive set of predefined use cases, covering a wide range of scenarios such as property and environmental damage, compliance, and quality issues. This predefined framework not only simplifies the reporting process, but also allows customers to further classify incidents according to their unique standards.
Root cause analysis: Determining the root causes of problems or deviations is a complex task that often requires intricate analysis and in-depth investigation. Manual methods may lack the structured approach, tools, and data integration needed to uncover complex root causes. This can consume significant resources, potentially resulting in incomplete or inadequate analyses that fail to address the fundamental reasons behind problems.	Quentic Core Health & Safety Incidents & Observations	Quentic provides tools for root cause analysis, including techniques such as the "5 Whys" method, along with collaborative workflows that enhance problem solving and analysis. These tools efficiently streamline the process, allowing organizations to consistently and effectively identify and address underlying issues, ensuring more accurate solutions, and preventing future recurrences.
Corrective and preventive actions (CAPA): Implementing effective CAPA strategies requires detailed planning, execution, and monitoring.	All modules and products	Quentic streamlines the management of CAPA processes, from identifying actions to assigning responsibilities and tracking progress. Automated workflows and reminders ensure timely execution of corrective and preventive actions.
Continuous adjustments: Working on management systems in accordance with ISO standards involves continuous adjustments to various aspects of the system, such as risk analysis.	All modules and products	Quentic stores historical data, allowing organizations to track changes, adjustments, and improvements made to different parts of the system.

Challenges	Recommended modules and products	How it works
Efficient action follow-up: EHSQ managers often face the time-consuming challenge of coordinating action follow-ups, audits, and risk analyses with various team members. Actions arising from various facets of the EHSQ work range from risk assessments, audits, legal obligations, and incidents to suggestions for improvement. These tasks are often categorized in different lists and systems, resulting in a time-consuming task of monitoring, tracking, and reminding individuals of their assignments.	Quentic Core Health & Safety Risks & Audits Legal Compliance Hazardous Chemicals Incidents & Observations Quentic App	Quentic simplifies this process by automating reminders and escalations through email notifications, ensuring streamlined and efficient action tracking and follow-up. No tasks are hidden or forgotten.

CUSTOMER TESTIMONIAL

[…E]mployees don't need individual logins […] to report critical incidents or near-misses. Instead, they can simply scan QR codes with their own smartphones and can choose to anonymize their reports if they prefer. The codes are linked to forms that [… have been] configured for various applications. Any employee can fill out these forms in just a few steps. The laborious process of filling out paper reports – which would sometimes disappear into a desk drawer, never to be seen again – is now consigned to history. The system collects all reports centrally and directly notifies managers, who can then begin to analyze the causes and derive safety measures right away. The speed and simplicity of this process has led to a 70% increase in near-miss reports […] over recent years. […]

https://www.quentic.com/success-stories/veltec/

Deep dive: Occupational health & safety, energy, environmental and chemical management

Each ISO standard further refines the Harmonized Structure to address specific subject areas. Specific requirements are added, often highlighted by new (sub)chapters that provide clarity and focus for each management system.

The following sections provide specific examples of how Quentic supports ISO 45001, ISO 50001, ISO 14001, and the related management of hazardous chemicals. We illustrate the use of Quentic for selected subchapters and list all the modules that companies would typically need to digitize their management system with Quentic.
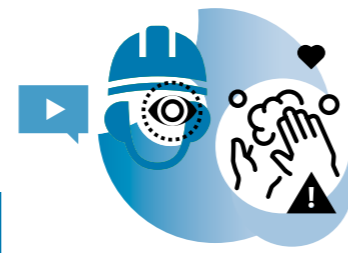
Occupational health & safety management

ISO 45001

PLAN			DO		CHECK	ACT
5.4 Consultation and participation of workers	**6.1.2** Hazard identification and assessment of risks and opportunities	**6.1.3** Determination of legal and other requirements	**8.1.2** Eliminating hazards and reducing OH&S risks	**8.1.4** Procurement	**9.1.2** Evaluation of compliance	
			8.1.3 Planning of changes	**8.2** Emergency preparedness and response		

ISO 45001 includes additional requirements such as conducting hazard identification and assessment of risks and opportunities.

Figure 2: Additional chapters within the Harmonized Structure for ISO 45001

5.4 Consultation and participation of workers

The Quentic Platform and the integrated App are your solid foundation for reporting of incidents, unsafe situations and observations. You can choose to report via QR codes, allowing all employees, regardless of role or profession, to participate in the process actively and easily.

6.1.2 Hazard identification and assessment of risks and opportunities

In Quentic you can document, evaluate, and assess risks and appropriate control measures or safeguards for employees and quickly create operating instructions with standardized signs and symbols. You can easily create, approve, and issue permits to work for different types of hazardous work.

6.1.3 Determination of legal and other requirements

9.1.2 Evaluation of compliance

The "Legal Register" module component is as a comprehensive and up-to-date resource carefully crafted to support legal compliance. You can seamlessly document and update not only relevant laws and obligations, but also related requirements of stakeholders and audit concerns, all within a centralized framework. This guarantees that everyone involved has quick access to information while receiving automated alerts for relevant changes.

Quentic modules recommended for ISO 45001
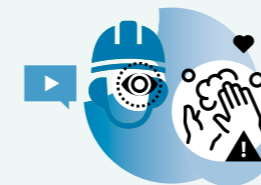
- Health & Safety
- Online Instructions
- Risks & Audits
- Legal Compliance

ISO 50001

Energy and environmental management

ISO 14001

|	PLAN		DO		CHECK	ACT
ISO 50001 and **ISO 14001** include additional requirements for identifying environmental aspects and improving energy performance.	**6.3** Energy review	**6.5** Energy baseline	**8.2** Design	**8.3** Procurement	**9.1.2** Evaluation of compliance with legal requirements and other requirements	
	6.4 Energy performance indicators					
	6.1.2 Environmental aspects	**6.1.3** Compliance obligations	**8.2** Emergency preparedness and response		**9.1.2** Evaluation of compliance	

Figure 3: Additional chapters within the Harmonized Structure for ISO 14001 and 50001

6.3 Energy review

6.5 Energy baseline
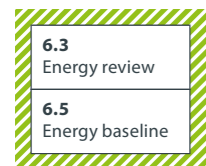
Quentic provides a holistic understanding of resource use. This comprehensive insight allows for a thorough energy review, uncovering invaluable insights. In addition, you can easily compare energy consumption across different multiple sites for informed decision making.

6.1.2 Environmental aspects

Quentic simplifies the identification and management of environmental aspects. Seamlessly record, classify, and track different types of waste, along with associated costs and revenues, promoting effective environmental management.

6.4 Energy performance indicators
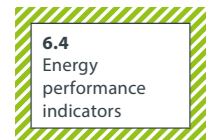
Quentic allows you to customize environmental indicators and tracking their evolution. Use our analytics tool to monitor CO_2 emissions per unit produced, facilitating the evaluation of energy consumption and energy-saving opportunities. Validate reported values with historical data checks, automatically converting different units of measurement.

Quentic modules recommended for ISO 50001
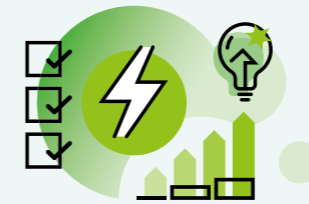
- Risks & Audits
- Processes
- Sustainability
- Legal Compliance
- Environmental Management

Quentic modules recommended for ISO 14001

- Risks & Audits
- Sustainability
- Hazardous Chemicals
- Legal Compliance
- Environmental Management

Hazardous chemical management

Effective hazardous chemical management is essential for organizations implementing ISO 45001 or 14001 management systems. It ensures the employee safety and well-being, reduces environmental impacts, and aligns with regulatory compliance. The intricacies of hazardous chemicals require meticulous tracking, labelling, storage, and handling, which can be difficult to manage manually. Using Quentic significantly improves hazardous chemicals management. It streamlines processes, centralizes data, and facilitates real-time access to critical information.

With Quentic, you can meet your hazardous chemical and safety data sheet documentation requirements while saving time and money. Find information on individual substances quickly and easily and streamline your workflow with standardized testing and approval. Below you will find the main areas of professional hazardous chemical management and what opportunities Quentic offers:

Hazardous chemical register

With Quentic "Hazardous Chemicals", you can document all hazardous and non-hazardous chemicals as well as dangerous goods in a consistent and well-structured manner. Defining individual chemical substances and labelling hazardous chemicals according to GHS is done with just a few clicks. Practical overviews allow information on chemical properties and application areas to be quickly distributed to employees. This even works on the go: Needed safety information can easily be pulled up via smartphone or tablet with the Quentic App.

Manage safety data sheets

You can centrally access specific information from SDSs, even via mobile app if necessary. This enables those involved to find the information they need straight away and filter hazardous chemical data records by, for example, application site or purpose. Get a complete overview of the status of existing SDSs and submit necessary inquiries to distributors directly from Quentic.

Expand Quentic Hazardous Chemicals with SDS Extract and save up to 90% of your time when initially recording data. Upload your SDSs with just a few clicks and the rest is done automatically: Relevant information is automatically read out and transferred 1:1 into new hazardous chemical data records. This allows hundreds of SDSs to be accurately and quickly integrated into Quentic.

Risk assessments for hazardous chemicals

Quentic creates legally compliant risk assessments for those who work with hazardous chemicals. Evaluate the hazards and determine if you can replace certain substances with less harmful alternatives. Quentic automatically assigns control measures or safeguards depending on the selected national or international standards.

Safety instructions for hazardous chemicals

Creating safety instructions for hazardous chemicals is one of the Quentic software solution's core features. Set universally applicable standards and generate specific safety instructions in large numbers. This way, you can easily create customized instructions for the uses of each chemical.

Transportation of dangerous goods

Quentic supports you in all aspects of transporting dangerous goods. Use the dangerous goods register as a reference when deciding how to transport goods by road, rail, or water. Stay in control of your transport plans with automatic admissibility checks. Compliant transport documents are just a click away!

CUSTOMER TESTIMONIAL

[…] As part of the company-wide rollout of Quentic, data from 280 suppliers and about 1,900 hazardous chemicals were imported into the system. Today, after ten years in operation, the company's database has almost doubled, with over 3,000 hazardous and non-hazardous chemicals now managed centrally in Quentic. […]

Each entry in the hazardous chemicals register is linked to corresponding documents, from safety data sheets and work instructions to NSF (National Sanitation Foundation) certifications. Up to seven documents are usually assigned to a single chemical. In total, [… the company] digitally provides over 12,000 documents via Quentic. […]

Today, all ingredients are transferred from safety data sheets into the Quentic system. Certain chemicals […] are subject to specific regulations, which present a particular challenge. Chemicals are repeatedly reassessed and reclassified by the national governments committee on hazardous chemicals, the REACH regulation (Registration, Evaluation, Authorisation and Restriction of Chemicals) and the European Chemicals Agency (ECHA). […]

[… The Central Occupational Safety Specialist and Hazardous Chemicals Officer] supports external audits and independently conducts internal environmental audits and hazardous chemicals checks. He documents the quantities and locations of stored hazardous and non-hazardous chemicals in the system. At the same time, [… he] can sort all chemicals by their water hazard classes to check where different hazardous chemicals are stored and ensure they cannot contaminate the environment. During these audits, he sometimes discovers chemicals that are not recorded in the software – and can rectify this by adding them to the system with a few taps on his tablet. […]

Integrated Management Systems

The Harmonized Structure reveals striking similarities in the requirements of different management systems. However, without integration, parallel structures, processes, responsibilities, and documentation inevitably lead to redundancies and inefficient duplication of effort. An integrated approach is essential to fully realize the significant synergy potential between management systems and to optimize their use.

By adopting an Integrated Management System (IMS), organizations gain a comprehensive view of all relevant requirements. This perspective opens the door to realizing synergies and avoiding redundancies. The holistic IMS approach simplifies the identification and mitigation of inconsistencies and minimizes friction points at process interfaces.

An IMS plays a key role in identifying goal conflicts and potential synergies among the requirements of the underlying systems. It enables organizations to collectively manage these goals, such as customer satisfaction, environmental performance, and energy efficiency, through prioritization. This promotes cross-functional collaboration and increases transparency of existing regulations. Implementing an IMS eliminates inefficient and demotivating duplicate work or conflicting provisions, resulting in more efficient use of resources in terms of time and cost to operate systems.

However, establishing and maintaining an integrated management system that encompasses various ISO standardized management systems presents unique challenges due to the need for alignment, consistency, and efficient coordination across multiple domains.

This is where EHSQ and ESG software like Quentic becomes essential. Quentic offers a suite of tools for efficient coordination, alignment, data sharing, risk management, compliance, reporting, and collaboration across multiple domains within an organization. By leveraging the software's capabilities, organizations can navigate the complexities of integrated management systems while reaping the benefits of increased efficiency, transparency, and overall performance improvement.

CUSTOMER TESTIMONIAL

[…] In addition to major topics such as training, instruction, risk assessments, and hazardous chemicals, it's the small details that add significant added value. The requirements of the chapter "Context of the Organization," which is part of the Harmonized Structure in all ISO standards, can be mapped in Quentic through an interface with HR software. In the context of ISO 45001, this has an additional advantage: All officers responsible for tasks, such as crane operation or first aid, are assigned these roles via the software's job function, making them easily identifiable and enabling them to be assigned appropriate responsibilities. […]

[… The] integrated management system undergoes internal and external integrated audits. During the most recent certification, the auditor was able to directly access certain certificates and the training plan within Quentic. "Looking ahead, our […] entire audit process, whether internal or external, will then take place within the Quentic 'Risk & Audits' module, providing us with improved oversight and reliability" […].

From administrative overload to taking real action

The implementation of management systems for EHSQ is intended to improve performance in this specific area while at the same time improving overall business success. Achieving both goals, however, is only possible if ISO management itself does not become a major impediment to business efficiency due to excessive administrative tasks.

Inadequate tools or a lack of digital support are the primary culprits behind the frequent failure of EHSQ management systems to achieve their intended impact. It is time for a revolution.

By harnessing the power of Quentic, you can significantly reduce the time spent on administrative processes, freeing up valuable time for what ISO standards are really about: the continuous improvement process. Business improvement encompasses a multitude of tasks that companies undertake, often scattered across different lists and systems. Without adequate tools, these tasks are often left undone. Quentic consolidates all these activities into one platform, ensuring that no task is neglected or overlooked.

With a focus on continuous improvement in all facets of their operations, companies that implement management systems in accordance with ISO standards can increase product quality, minimize waste, maintain safer workplaces, and demonstrate a commitment to corporate social responsibility. This not only increases employee satisfaction, but also builds customer confidence in the company.
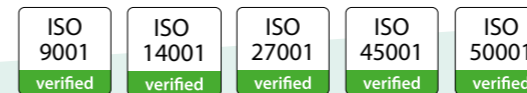
Quentic Demo

Request your personal guided tour of our award-winning software solution. Discover how Quentic can easily bring your ISO management to the next level.

Request a demo

Centralized ISO-verified solutions

Quentic is a cloud-based EHSQ and ESG software that helps you centrally map the content requirements of management system standards in a time-saving manner. The different modules enable the digitalization of an IMS in a connected system and optimally reinforce the creation of synergies.

Officially certified as suitable for ISO 9001, ISO 14001, ISO 27001, ISO 45001, and ISO 50001, the high standards of the Quentic software solutions support you in the successful implementation of your management systems.

ISO 9001 verified	ISO 14001 verified	ISO 27001 verified	ISO 45001 verified	ISO 50001 verified

1. Get in touch

Just fill out the form **on our website** and we will quickly reach out to you to discuss your request.

2. Personalized demo

We will guide you through Quentic's software solutions and answer your questions right from your screen in a live session specifically tailored to your needs.

3. Professional consultation

Our product specialists will work together with you to find the best solution for your unique situation.

Quentic
powered by AMCS

QUENTIC. THE COMPANY

Quentic is one of the leading solution providers of Software as a Service (SaaS) for EHSQ and ESG management and serves more than 900 customers worldwide in a wide range of industries – from medium-sized companies to large corporations. Founded in 2007 and headquartered in Berlin, the company has over 300 employees across Europe. Quentic is part of AMCS, the world's leading provider of integrated software and vehicle technology.

QUENTIC. THE SOFTWARE

Quentic software solutions strengthen EHSQ and ESG management: For more compliance, more safety, and a sustainable future. The platform comprises ten modules that can be selected and combined as required and create the best conditions for efficient management in the areas of Health & Safety, Incidents & Observations, Risks & Audits, Hazardous Chemicals, Control of Work, Legal Compliance, Online Instructions, Processes, Environmental Management, and Sustainability. The integrated software solution supports occupational health & safety, environmental, quality, and sustainability management. From gathering information and planning actions to documenting processes and evaluating results, the holistic SaaS solution supports users at every step. Quentic networks data, connects all EHSQ and ESG stakeholders, and offers inspiration for the entire spectrum of tasks – using a browser or via the app. The software solutions seamlessly integrate tasks across departments, sites, and countries, enabling users to manage company processes efficiently and in accordance with applicable legal requirements.

Quentic – the perfect choice

Quentic App

Quentic Connect

Quentic Analytics

Incidents & Observations

Hazardous Chemicals

Legal Compliance

Control of Work

Environmental Management

QUENTIC PLATFORM

Quentic Core

Health & Safety

Online Instructions

Risks & Audits

Processes

Sustainability

Request a discovery call

QC2123