



Principles of Responsible Management for ISO Standards

The ISO 9001:2015 makes it clear that quality management forms an integral component for sustainable development. Sustainable development means meeting the needs of an organization and its stakeholders, while also protecting, sustaining and improving the economic (business), social and environmental resources needed for the future.

ISO has developed several standards related to sustainability issues:

- a) Business sustainability: ISO 9001, ISO 3100 and ISO Guide 73.
- b) Environmental sustainability: ISO 14001
- c) Social sustainability: ISO 26000, ISO 45001 (OHSAS 18001)

Sustainability is measured by the capacity required to meet the needs and expectations of stakeholders, not solely by these of customers. Acting in the best interests for stakeholders, an organization should have the following responsibilities:

Corporate Responsibility	Relevant Stakeholder
Product responsibility	Customers
Human responsibility	Employees
Legal responsibility	Regulators
Governance responsibility	Managers
Environmental responsibility	All stakeholders
Social responsibility	Communities
Financial responsibility	Shareholders
Supplier responsibility	Suppliers



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Corporate responsibility is the obligation and plan of actions made to meet the needs and expectations of stakeholders, under a set of management principles.

The principles of responsible management are a set of guidelines designed to assist organizations in strategically integrating aspects of sustainability, ethics and corporate responsibility to create long-term sustainable value for relevant stakeholders.

The ISO 26000, UN Global Compact, Principle for Responsible Investment and the Stakeholder Theory have laid down the foundation for the principles of responsible management.

There are ten principles of responsible management according to CR8001 ESG Management Standard, and their comparison between the principles of quality management are as follows:

CR8001	ISO 9001:2015
Stakeholder focus	Customer focus
Corporate citizenship	Nil
People development	Nil
Product stewardship	Nil
Sustainable leadership	Leadership
Stakeholder engagement	Engagement of people
Holistic approach	Process approach
Partnership development	Relationship management
Integrated decision making	Evidence-based decision making
Improvement and learning	Improvement

The organization should develop a common system structure to integrate the ISO 9001, ISO 14001, ISO 45001 and ISO 26000 into a sustainable management system for the achievement of sustainable objectives and principles.



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- a) Stakeholder focus means focusing on the needs and expectations of relevant stakeholders when planning for sustainable management systems.
- b) Corporate citizenship means meeting the needs of the organization and its stakeholders, while also protecting, sustaining and improving the economic, social and environmental resources needed for the future.
- c) People development means improving labour standards, working conditions and competence of employees.
- d) Product stewardship means meeting customer and legal requirements for quality, health, safety and environmental integrity.
- e) Sustainable leadership means that leaders at all levels should establish a sense of unity with purpose and direction to create conditions suitable for sustainable development.
- f) Taking a Holistic approach means integrating the various systems into a coherent one, where business processes are aligned with sustainable objectives and activities are managed as interrelated processes.
- g) Partnership development means developing partnerships with relevant stakeholders for success.
- h) Integrated decision making refers to decisions made based on logical and intuitive analysis of information and the knowledge of stakeholders.
- i) Improvement and learning means taking opportunities internally and externally for purposes of improvement and learning.