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## SELECTED STANDARDIZED MANAGEMENT SYSTEMS VS QUALITY OF LIFE

**Abstract:** *Quality of life is one of the most important issues of contemporary science. Despite its multifaceted character there is no universal conception of quality of life to implement in all areas of science. Every field of knowledge focuses on different aspects of quality of life. The article attempts to identify the main aspects related to standardized management systems affecting the quality of life, which are used by organizations wishing to continually improve. The quest for excellence in the daily activities of the organization can go beyond the activity within the organization using the continuous improvement in the everyday life of employees thereby improving the quality of life.*

**Keywords:** *quality management systems, quality of life,*

### 1. INTRODUCTION

Quality of life (QOL) is a very complex and broad concept. Every person has its own subjective view on this issue so it is difficult to define it. You can try to determine the attributes of quality of life common to all people, such as to move freely; social relationships; adequate financial situation allowing for meeting the basic needs; independent living; understanding of the surrounding world; finding a satisfactory activities; acquisition of knowledge; improvement activities, etc. The quality of life is also the level of satisfaction obtained by man as a result of the consumption of goods and services, leisure activities and benefit from material and social conditions of the environment [1].

The quality of life (QOL) concept is currently embraced by three major branches of science: Economics, Medicine, and the Social Sciences. Each discipline has fostered the development of a quite different view of how QOL should be conceptualized and measured [2].

The article attempts to identify the main aspects related to quality management systems affecting the quality of life, which are used by organizations wishing to continually improve. The quest for excellence in the daily activities of the organization can go beyond the activity within the organization using the continuous

improvement in the everyday life of employees thereby improving the quality of life.

### 2. QUALITY OF LIFE GENERAL ASPECTS

Quality of life is defined by the World Health Organization (WHO) as "individual perception of their position in life in the context of culture and systems value in which they live and in relation to their objectives, expectations and standards".

Any attempt to systematize the quality of life requires to evaluate the criteria describing the essence of quality of life as well as the comparative ones, taking into account the conditions and events allowing for a comprehensive description of the conceptual category. Definitions of quality of life will be differently considered by an economist, engineer or doctor. Definitions of quality of life that can be found in the literature referring to the following spheres of human activity:

- The psychological and moral,
- The socio-cultural and
- The technical and economic.

On the basis of a variety of definitions for quality of life is distinguished by some constant elements, such as objective factors, social factors and subjective factors. Objective factors usually reflects material prosperity, social factors are measured by means of social services

and available infrastructure, and in the framework of subjective factors it shows some ephemeral characteristics, for example, mental feelings of units, satisfaction and happiness.

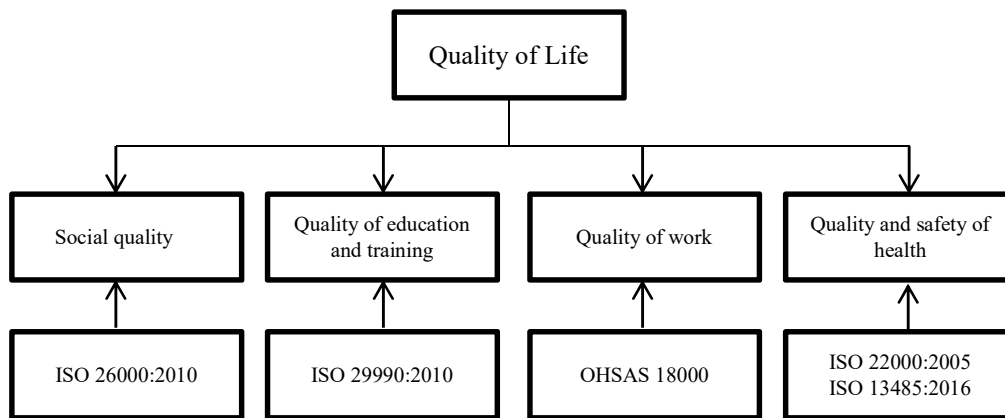
There are many approaches to disaggregate the overall conceptual category relating to the quality of life in sub-categories. One of such division is proposed by [1] into 4 sub categories:

- The social quality
- The quality of education and training
- The quality of work and
- The quality safety of health.

Within these categories there is a way to match the management systems which influence

the quality of life. This aspect of quality of life may be considered directly or indirectly for the consumer. Indirectly by for example an influence of Social Responsibility Standards used by enterprises as well as directly by increasing the level of work quality within its safety by implementing standards such as OHSAS or ISO 22000.

As far as it is stated in general, the customer approach is emphasised in most of the management systems based on the particular standards, it can be said that most of the standardized management systems implemented by companies will positively influence the people's quality of life.



**Figure 1.** Influence of selected standardized management systems on chosen approach to quality of life. (1)

So it can be stated much further that implemented systems in enterprises will happen customer to raise the level of its' life quality.

The figure 1. shows the influence of the selected standardized management systems on each sub category of chosen approach to quality of life.

**3. ISO 26000:2010 GUIDANCE ON SOCIAL RESPONSIBILITY**

Considering the first category as the social quality it can be suggested an ISO 26000:2010 standard that is on social responsibility. ISO 26000 is the international standard developed to help organizations effectively assess and address those social responsibilities that are relevant and significant to their mission and vision; operations and processes; customers,

employees, communities, and other stakeholders; and environmental impact.

The ISO 26000 standard provides guidance on [3]:

- The seven key underlying principles of social responsibility: accountability, transparency, ethical behaviour, respect for stakeholder interests, respect for the rule of law, respect for international norms of behaviour, and respect for human rights.
- Recognizing social responsibility and engaging stakeholders.
- The seven core subjects and issues pertaining to social responsibility: organizational governance, human rights, labor practices, the environment, fair operating practices, consumer

issues, and community involvement and development.

- Ways to integrate socially responsible behaviour into the organization.

In addition to providing definitions and information to help organizations understand and address social responsibility, the standard emphasizes the importance of results and improvements in performance on social responsibility.

This standard is also designed for organizations in the private, public, and nonprofit sectors, whether large or small, and whether operating in developed or developing countries. All of the core subjects are relevant in some way to every organization.

Since the core subjects comprise a number of issues, organizations will benefit when they identify, through examination of their own considerations and dialogue with stakeholders, which issues are most relevant and significant for them to address.

The ISO 26000 standard is:

- Intended as guidance, not for certification,
- Presents a comprehensive documentation of social responsibilities including core subjects and issues related to those subjects.

The scope of ISO 26000 includes the following [4]:

- Assist organizations in addressing their social responsibilities while respecting cultural, societal, environmental, and legal differences and economic development conditions.
- Provide practical guidance related to making social responsibility operational.
- Assist with identifying and engaging with stakeholders and enhancing credibility of reports and claims made about social responsibility.
- Emphasize performance results and improvement.
- Increase confidence and satisfaction in organizations among their customers and other stakeholders.
- Achieve consistency with existing documents, international treaties and conventions, and existing ISO standards.
- Promote common terminology in the social responsibility field.
- Broaden awareness of social responsibility.

#### **4. ISO 29990:2010 LEARNING SERVICES FOR NON-FORMAL EDUCATION AND TRAINING. BASIC REQUIREMENTS FOR SERVICE PROVIDERS**

The second category related to the quality of education and training may be influenced by the ISO 29990:2010 standard that comply to learning services for non-formal education and training. The objective of this International Standard is to provide a generic model for quality professional practice and performance, and a common reference for Learning Service Providers (LSPs) and their clients in the design, development and delivery of non-formal education, training and development. This International Standard uses the term “learning services” rather than “training” in order to encourage a focus on the learner and the results of the process, and to emphasize the full range of options available for delivering learning services [5].

This International Standard focuses on the competency of LSPs. It is intended to assist organizations and individuals to select an LSP who will meet the organization's needs and expectations for competency and capability development and can be used to certify LSPs. This International Standard shares some similarities with many of the management system standards published by ISO, particularly ISO 9001.

The ISO 29990 puts special emphasis on the identification of needs and expectations and satisfaction so. stakeholders, understood as:

- trainee
- group training
- company/institution in charge of staff training or studies
- individuals and organizations that finance education, etc.

After determining the needs of stakeholders, there must be determined curricula taking into account the objectives of educational services, the expected results of the learning process, skills and specific knowledge. Creating curriculum must take into account the initial expertise and experience of the participants. By having this knowledge, there can properly be chosen teaching methods and determine the responsibilities and tasks of staff involved in providing training services.

The quality management system based on ISO 29990 specifies the requirements for the evaluation of training services, both taking into

account the results of the teaching and the perception of training providers by stakeholders. An important aspect is the transfer of knowledge and skills acquired by learners, especially the opportunity to put into practice what has been the subject of science.

Training organizations implementing a quality management system based on ISO 29990 should identify the processes affecting the quality of training services and implement methods and tools for the rational management of these processes, leading to the achievement of the objectives and implementation of the agreed strategy.

The most important resources of the training/education organizations is the staff and suppliers/associates involved in supplying services in training/education. The competences of such persons should be clearly defined and be a subject to periodic evaluation.

#### **5. OHSAS 18001 OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM**

The third category is influenced by the OHSAS standards that are directly increase the quality of life of employees.

The occupational health and safety management system OHSAS (Occupational Health and Safety Assessment Series) was developed to provide organizations with the elements of an effective occupational health and safety management system that can be integrated with other management requirements and help organizations achieve occupational health and safety as well as economic objectives. The OHSAS approach enables organizations to identify their hazards and determine the risks that are not acceptable and need to be controlled. The overall aim of the OHSAS 18000 standard series is to support and promote good occupational health and safety practices, including self regulation, in balance with organization's and socio-economic needs. The OHSAS 18001 was developed by the OHSAS Project Group, a consortium of 43 organizations from 28 countries. This consortium includes national standards bodies, registrars (certification bodies), OH&S institutes, and consultants. The standard series OHSAS 18000 is not a standard of International Standardization Organization. The OHSAS 18000 series has two publications:

OHSAS 18001 Occupational health and

safety management systems – Requirements

OHSAS 18002 Occupational health and safety management systems — Guidelines for the implementation of OHSAS 18001:2007

The OHSAS 18001 specifies requirements for an occupational health and safety management system to enable an organization to develop and implement a policy and objectives which take into account legal requirements and information about occupational risks and to improve their occupational safety and health performance. The OHSAS 18002, as a non-certifiable guideline, quotes the specific requirements from OHSAS 18001 and follows with a generic assistance to an organization for establishing, implementing or improving an occupational health and safety management system that encompasses a full range of issues, including those with strategic and competitive implications. The standard OHSAS 18001 can be implemented in any organization to reduce the risks associated with health and safety in the working environment for employees, contracted organizations, customers and the general public. The OHSAS 18001 expects organizations to comply with all of the requirements that make up the standard. According to the standard, organization's occupational health and safety management system must comply with OHSAS 18001 requirements [6].

Implementation of the standard is intended to provide multiple benefits. These include:

- Reduced risk (via improved safety management of health and safety risks).
- Competitive advantage (via demonstration of commitment to health and safety).
- Improved performance (via improved operational efficiency through accident management reduction and reduced downtime).
- Reduced costs (via reduced insurance premiums and compensation / penalties for breached legislation/etc.).

#### **6. ISO 22000:2005 - FOOD SAFETY MANAGEMENT SYSTEM**

The last but not least mentioned category is about the quality and safety of health. This category may be influenced by two standards. First of them is an ISO 22000:2005 standard relating to food safety management. ISO 22000:2005 sets out the requirements for a food safety management system and can be certified to. It maps out what an organization needs to do

to demonstrate its ability to control food safety hazards in order to ensure that food is safe. It can be used by any organization regardless of its size or position in the food chain. In developing the ISO 22000 the ISO Technical Committee paid special attention to the specifications related to the Codex Alimentarius taking into account the international standards that may be useful to improve and raise to a higher level of on-site food safety systems. Standard is intended for companies wishing to create a coherent system of food safety management [7].

The standard sets out requirements for food safety management system in the food chain in which the organization:

- Needs to demonstrate its ability to control food safety risk, in order to secure a constant supply of finished products that meet food safety requirements, both those issued by the consumers, as well as those arising from the giving regulations that are applicable.
- Comply with legal requirements.
- Implements established food safety policy.
- Contacts with suppliers and other stakeholders in the food chain.
- Seeking a certificate or confirmation of compliance.

The ISO 22000:2005 standard is general and is addressed to all organizations participating in the food chain, regardless of the size and complexity of organization. It includes organizations directly and indirectly involved in one or more of the food chain stage, including primary producers, the farmers, feed producers, processors of food, traders, retailers, food and catering service companies, cleaning and disinfection service organizations as well as transport, storage and distribution [8].

The main objectives of ISO 22000 standard are [9, 10].

Harmonization of the requirements for food safety management on a global scale, allowing the usage of standardized requirements for any organization which is included in the food chain.

- To facilitate the application of this standard in the implementation of integrated management systems (consistent with the ISO 9001 and the ISO 14001).
- Improving the effectiveness of food safety management in the organization, through the implementation of more effective, coherent and consistent way, which requires organizations to include practical application of legal requirements regarding food safety in its management systems.

- Improve customer satisfaction through the effective control of food safety hazards, including the processes of updating the system.

The ISO 22000:2005 standard includes the following requirements [11]:

- All risks in the food chain (which reasonably can be expected) were identified and assessed.
- The necessary knowledge to establish an effective combination of measures of food safety oversight including on an ongoing basis tracing of new threats.
- Ensure that internal and external communications, including the use of information relating to food safety throughout the food chain from the development of its activities in this area.
- Preparing the organization for emergency operations, including the testing of such a situation, and inform consumers and interested parties about a possible threat occurrence.
- Identification and incorporation into its system of legislative and regulatory requirements.
- Other legislation relating to food safety.

The standard includes generally defined four key elements to ensure food safety along the food chain [12, 13]:

- Management system.
- The HACCP principles.
- pre-requisite programs.
- Interactive communication.

The most important element in the system is a "hazard analysis" - chapter 7.4 of the standard. Standard requires that every risk that could be reasonably expected to appear in the food chain, including the risks that may be associated with the applied processes and facilities, was identified and estimated. At the same time it should be indicated which of them should remain under the control of the organization, and which should be (or already are) controlled by other organizations in the food chain and / or by the final consumer. The standard assumes that the hazard analysis is a key element of food safety management and is a source of knowledge required to proper design of a combination of control and supervision [16].

## 7. ISO 13485:2016 MEDICAL DEVICES. QUALITY MANAGEMENT SYSTEMS. REQUIREMENTS FOR REGULATORY PURPOSES

The second standard influencing fourth category of quality of life approach is a ISO 13485:2016 standard related to quality managements systems for medical devices manufacturers. It specifies requirements for a quality management system where an organization needs to demonstrate its ability to provide medical devices and related services that consistently meet customer and applicable regulatory requirements. Such organizations can be involved in one or more stages of the life-cycle, including design and development, production, storage and distribution, installation, or servicing of a medical device and design and development or provision of associated activities (e.g. technical support). ISO 13485:2016 can also be used by suppliers or external parties that provide product, including quality management system-related services to such organizations. Requirements of ISO 13485:2016 are applicable to organizations regardless of their size and regardless of their type except where explicitly stated. Wherever requirements are specified as applying to medical devices, the requirements apply equally to associated services as supplied by the organization. The processes required by ISO 13485:2016 that are applicable to the organization, but are not performed by the organization, are the responsibility of the

organization and are accounted for in the organization's quality management system by monitoring, maintaining, and controlling the processes [15].

The key elements of this standard are [16]:

- Alignment of global regulatory requirements.
- Inclusion of risk management and risk based decision making throughout the quality management system.
- Additional requirements and clarity with regard to validation, verification, and design activities.
- Strengthening of supplier control processes.
- Increased focus regarding feedback mechanisms.
- More explicit requirements for software validation for different applications.

## 8. CONCLUSION

The above reviewed selected standardized management systems chosen to express the versatility and interdisciplinarity of quality of life shows that all of them through their requirements strongly influence the everyone's level of life quality. Their wide scope of usage is shown by the different industries and branches from all aspects of life where they are implemented. On the other hand it shows that aspects of quality of life are very wide and it is very difficult to precisely define and assign it to one aspect of science.

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