

WORLD STANDARDS Review

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R2:2013 Transition Deadline: December 31, 2014 – Are You Prepared?

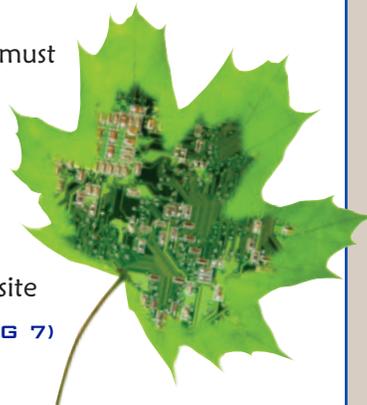
The deadline for the R2:2013 transition is fast approaching. As of January 1st, 2014, PJR is no longer able to issue new certifications to R2:2008 and is required to audit clients to the 2013 version of the standard. Renewals of existing certificates will be based on conformance to R2:2013. So what has changed?

R2:2013 clarifies some of the requirements of the R2:2008 practices. The revision also improves on readability and understanding and provides additional requirements and instructions to ensure quality certifications. The 2013 standard in particular emphasizes data security requirements, good housekeeping standards, and reuse requirements for electronics recyclers. Data destruction procedures shall be consistent with the level of security and the sensitivity of the media processed in certified facilities. Risks will be evaluated to determine what level of insurance would be adequate for the facility.

Under the revision, R2 clients will have to be certified to ISO 14001 and OHSAS 18001 or RIOS. As of July 1st, 2013, a valid licensing agreement with R2 Solutions must be in effect. Certification bodies are responsible for confirming the valid licensing agreement while conducting surveillance audits and prior to issuing certificates.

Any multi-site certifications must clearly identify the controlling site, and every site listing must demonstrate any differences in the scope of the activities that take place on each site. Every site must be fully audited before they can be added to a multi-site

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Raising the Bar: PJR's Annual Auditor Training

As 2013 was drawing to a close, PJR was looking forward to 2014 and beyond. Every December, PJR hosts training sessions for our auditors and sales representatives to ensure that everyone is up to date on the latest in various business sectors and to ensure that they get a chance to interact with one another. Over 70 auditors from the United States, Japan, India, Italy, Spain, Mexico, and Israel attended the sessions, and sales representatives from around the country were also in attendance.

The overall theme of the 2013 training was “Raising the Bar: Improving Client Performance Through Enhanced Audits.” This theme was a common thread in all of the training sessions. The idea was sparked by Programs and Accreditations Manager Shannon Craddock's attendance at an automotive industry training in November 2013. “The theme, to me, is really meaningful,” Shannon Craddock said. “Our audits should be meaningful and drive process improvement.” Many of the attendees agreed with Craddock's assessment: the feedback provided indicates that the training was very

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What's HOT in the Registry?

Responsible Recycling (R2)

AS9100 Rev. C

ISO/TS 16949



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BA 9000

While all industries can benefit from special attention to quality, this focus is especially important in an industry where life and death are daily realities. Such is the case in the body armor industry, where products that protect federal, state, local, and tribal criminal justice workers are created and relied upon to keep law enforcement and corrections officers safe.



The National Institute of Justice (NIJ), in an effort to address the issues of body armor safety and the needs of law enforcement offices, assembled a collaborative team that came to several conclusions about what needed to be improved. They decided that the testing for body armor needed to become more frequent and extensive, and that environmental testing also needed to be performed. What they also decided on and released in January 2012 was the BA 9000 quality management standard.

BA 9000 is an extension of ISO 9001 that focuses on industry practices and products related to ballistics-resistant body armor. Adherence to this standard will require additional testing beyond that required for ISO 9001, and although the standard is voluntary it is highly recommended by the NIJ. The standard requires that each piece of armor is given a unique identifier to ensure accountability; that manufacturers provide a procedure for communicating with the Compliance Testing Program; that work areas are carefully managed to control any possible negative effects on body armor; and that the labs in which tests are performed are ISO 17025 compliant. Those manufacturers that adhere to these standards are rewarded with a definite marker of quality and the possibility of less frequent testing.

At the time of writing, PJR is in the process of achieving accreditation with ANAB. We have extensive experience and a very solid foundation in ISO standards, and we feel that we are ready to meet your body armor needs. For more information on what body armor certification can do for your company, contact us at [1-800-800-7910](tel:1-800-800-7910) or email pjr@pjr.com to get in touch with a Project Manager in your area. ♦



Upcoming Changes to ISO 14001:2015

As the release of the new Version of ISO 14001 approaches, organizations should start preparing themselves for the inevitable changes that will soon be upon us. It has been 10 years since the current Version of ISO 14001:2004 was released and it is apparent, with the most recent release of the second Committee Draft (CD2) that significant changes to the new version are on their way.

The development of the new version started in February 2012 and is expected to be officially released in January 2015. As with any new version of a standard, organizations currently certified to ISO 14001:2004 will be allowed a transition period to upgrade to the new standard. PJR will release a transition guideline to all certified clients after publication of the standard.

In an attempt to make organizations aware of the new version of ISO 14001 and to help organizations become familiar with the proposed upcoming changes, some of the key changes have been identified below.

Structural Changes

1. Scope
2. Normative References
3. Terms and Definitions
4. Context of the Organization
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance Evaluation
10. Improvement



Key Changes in Requirements

Many of the changes or additional requirements identified in CD2 are for the most part clarifications of previously implied requirements that have been articulated into the new version.

- The Scope shall not exclude activities, products and services within the organization's control or influence that can have significant environmental aspects (see 6.1.4).

- Determining how the organization will integrate its environmental management system requirements into its business processes.
- Ensuring Top Management demonstrates leadership and commitment with respect to the environmental management system
- Organizations shall determine significant environmental aspects and organizational risks and opportunities by assuring the environmental management system can achieve its intended outcome(s), preventing, or reducing, undesired effects, satisfying its compliance obligations, and achieving continual improvement.
- Actions to address significant environmental aspects, compliance obligations and organizational risks and opportunities shall be managed within the environmental management system. This shall include consideration of environmental objectives and planning to achieve them (6.2.2), operational planning and control (8.1), value chain control (8.2), emergency preparedness and response (8.3), and monitoring and measurement (9.1).
- The organization shall determine how the processes associated with its **value chain** that are related to its significant environmental aspects and organizational risks and opportunities will be controlled or influenced, taking into account life cycle perspective.
- When identifying environmental aspects and those that are significant, one factor often considered in determining whether an element of an activity, product or service can interact with the environment is use of energy or energy emitted. One way to ensure environmental aspects related energy are controlled is through implementation and certification to ISO 50001, Energy Management Systems.

Please contact PJR for questions or clarifications regarding the requirements of the proposed ISO 14001:2015 or if you wish to connect with a Project Manager in your area or a technical expert. ◆

(TRAINING CONTINUED FROM PG 1)

effective and that the instruction and tools presented would “enable improved behaviors” from our auditors.

The four-day-long series of events was busy and productive for everyone involved. The sales training, which took place December 11th through the 13th, featured guest speaker Greg Swan from Basel Action Network (BAN), who took the opportunity to educate PJR sales representatives on the e-Stewards certification program. PJR's application to start certifying companies to e-Stewards was recently approved, and the education as we get ready to offer it is especially valuable; we appreciate that Jim was able to take the time to join us that week.

The auditor training, which took place on December 13th and 14th, was divided into three sector-specific sessions on Friday and one general session on Saturday. The sessions were led by PJR managers and auditors alike, bringing a wide variety of experiences and talents to an already-valuable event.

The automotive sector session was led by Programs and Accreditations Manager Shannon Craddock. This session focused in particular on changes to the International Automotive Task Force Rules 4th edition that becomes effective April 2014. Auditors who attended this session were informed of the changes to ISO/TS 16949 that could directly or indirectly affect them. PJR clients should stay tuned as well; we will be hosting informational seminars on these changes to keep you informed.



SHANNON CRADDOCK PRESENTING
THE AUTOMOTIVE SECTOR TRAINING

The aerospace session was led by Aerospace Program Manager Mike McRandall and auditors Larry Beck and Craig Steele. This session emphasized auditing

customer-specific requirements, customer scorecards, and using scorecard data to drive audits. In addition, Larry presented on AS9101 Rev. E, and Craig presented on auditing design.



LARRY BECK PRESENTING
THE AEROSPACE TRAINING

The environmental management system and Responsible Recycling[®] session was led by Environmental Program Manager Sharada Rao and Environmental Specialist Scott Jones, and featured guest speaker John Lingelbach of R2 Solutions. This session focused on the new R2 Code of Practice and the upcoming transition to R2:2013, including the new and revised requirements that auditors need to know. We are aware that clients will need to know this information as well, so keep an eye out for informational seminars from PJR on this topic as well.



SCOTT JONES PRESENTING
THE EMS AND R2 TRAINING

The Saturday session was hosted by Shannon Craddock, Aerospace Support Manager Robbie Milligan, Audit Logistics Manager Danielle Lehner and auditors Amanda Brown and Larry Beck. The session discussed the upcoming transition to ISO 9001:2015, and other topics included the lessons that can be

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PJR Employee/Auditor Awards for 2013



LILIYA OCH

The Employee of the Year for 2013 was QMS Assistant Program and Accreditation Manager Liliya Och. Liliya was recognized for her hard work and impeccable attention to detail in addition to having played an instrumental role in several high-profile tasks.

“ It was a true honor to receive the Employee of the Year award. I have been with PJR since 2006 and I am happy to be part of a great team that works towards a common goal of helping our clients achieve success. ”

The Auditor of the Year for 2013 was Aerospace AIEA Craig Steele. He was recognized not only because he is an effective auditor, but also as an educator: he played a valuable role in helping our Asia-Pacific region on the aerospace requirements and building up their program.

“ I chose to work with PJR out of many other certification bodies because I wanted to work with a top registrar, help expand PJR's network of clients and improve PJR's standing with the Original Equipment Manufacturers. What I received in return was an excellent support network, especially in terms of standards interpretation, audit support and scheduling support. I am very humbled to have been selected as Auditor of the Year, as I'm just doing the best I can to improve the aerospace sector one client at a time. I appreciate the award and support of the entire PJR team. Thank you all very much!! ”



CRAIG STEELE

The Salesperson of the Year for 2013 was Rich Shelhamer. This isn't the first year he's won this honor, and with good reason: he achieved the top overall sales volume and top unit volume of any salesperson in the company, and is known for being a strong manager and personable representative of the company at trade shows and speaking engagements. As a matter of fact, this is his sixth time for Salesperson of the Year.



RICH SHELHAMER

In describing his longtime business philosophy, Rich said:

“ I firmly believe what goes around comes around. I always treat salespeople as I would like to be treated, and I don't mind giving them a few good leads or even an account to help them get started. ”

Rich has also been fortunate to be surrounded with good people – solid producers who don't necessarily need day to day monitoring.

“ I believe in hiring the right people to begin with. ”

PJR is proud of all of its hard-working employees and pleased to honor those that adhere so strongly to the company's passion for quality and the standards to which it adheres. ♦

Client Spotlight:

TL Technologies Survives and Thrives After Government Shutdown

Ephrata, PA –After President Chris Leh testified last fall at the Senate sub-committee meeting on the government shutdown, TL Technologies successfully expanded in spite of the odds against it as a small business.

There are several principles that go into the ISO 9000 series of quality management standards and establish the groundwork for the guidelines within the ISO 9001:2008 standard. Among those are an understanding of customer needs and a drive to fulfill and exceed those needs; involvement of people at every level within an organization; and the continual improvement of an organization, among others. These principles, while part of the ISO 9000 series, are not limited to workplace situations, as Chris Leh, the President of TL Technologies, demonstrated last fall when the government shut down.



CHRIS LEH
PRESIDENT

At the time, TL Technologies was set to begin expanding its operations: due to the Small Business Administration being closed, however, the loan that was required to increase production couldn't be closed, which put a hold on his ability to hire new employees and obtain new equipment. A few days after he was interviewed by *The New York Times*, Leh had the opportunity to testify along with other small business owners at the Senate sub-committee hearing regarding the government shutdown and its economic impact.



Once the government shutdown ended, Leh got the deals he was waiting on. At the time of writing, his equipment arrived five weeks ago, one new employee has been hired on, and an offer was presented to another potential new employee.

Leh's leadership and concern for his clients, employees, and other local businesses makes certification to ISO 9001:2008 a natural fit for TL Technologies. As for why he picked PJR as his certification body, the choice was easy for him: when TL Technologies was first starting up and he was looking up registration bodies, he says that he didn't even call anyone else. "I have worked with Perry Johnson in the past at another employer and found that I liked dealing with them," Leh said. "This'll be the fifth or sixth year that we've dealt with PJR directly, and I've always had good experiences with them."

PJR is honored to have a partnership with TL Technologies and Chris Leh and has always been proud to play a role in the success of small businesses. To find out how certification can benefit your business, no matter the size, call [1-800-800-7910](tel:1-800-800-7910) to get in touch with a Project Manager in your area. ◆

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certificate, and regardless of sampling requirements, every remote site must be visited by a certification body and audited at least once every three years.

There are a number of allowances that are approved to be documented on the certificate. These allowances do not change the requirements of the standard: they instead remove requirements from the scope of certification based on the needs of a particular organization or industry. Such allowances include but are not limited to a broker allowances, co-location allowances, campus allowances, and collector allowances.

The domestic or international shipment of used electronics equipment and components that contain focus materials must be clearly identified under the requirements of the standard. There are three different identifications that such a shipment can have:

- “Tested for Full Functions, R2/Ready for Reuse”: All functions of equipment and components are working properly and ready for reuse. Products are properly configured with appropriate legally licensed software if required for operation, and device-specific drives in the hardware of a device. A written quality assurance plan or current certification to ISO 9001 or RIOS is required, as are a written product return plan and policy.
- “Tested for Key Functions, R2/Ready for Resale”: Effective test methods and equipment confirms that the key functions of equipment and components are working properly. Organizations must disclose in writing to consumers any functions that are not working properly and must provide a description of cosmetic defects and missing components in each shipment when applicable. A written quality assurance plan or current certification to ISO 9001 or RIOS is required.
- “Evaluated and Non-Function, R2/Ready for Repair”: A written quality assurance plan and policy are required to evaluate equipment and components to ensure that the condition, functionality, and sales price of the units are capable of repair and refurbishment in the intended market. R2:2013 conforming recyclers do not need to conform to Section (c) for sales of “Collectible Electronics” or “Specialty Electronics” or their associated components that the recycler does not have the



ability to process or repair. Sales of these products are restricted to 1% of total individual units by quantity sold on a rolling 12 month average. These sales must include returns at no cost to the consumer.

For additional information on the transition to R2:2013, the new requirements, or other environmental standard certification needs, contact us at [1-800-800-7910](tel:1-800-800-7910) to be put in contact with a Project Manager in your area. If your organization is interested in receiving a free quotation for environmental management certification, go to www.pjr.com/contact-us/free-quotation. ♦



Meet Your New PJR Team Members!

Perry Johnson Registrars Keeps Growing! With the addition of new standards and scopes of registration, our world headquarters team continues to grow! Our goal is to continue to provide value-added auditing and outstanding customer service to all our clients!



AMBER STOUT
Receptionist



PAIGE LAPERRIERE
Administrative Assistant



CARRIE BRENEMAN
Audit Program Coordinator



KRISTIN SHANNON
Audit Program Coordinator



SARAH YANACHIK
Audit Program Coordinator



DONNA NAGEL
Project Manager



ERIK TACK
Project Manager



MARGO MINA
Certificate Coordinator



LIKE US ON FACEBOOK

PJR Seeking ISO 50001 Program Launch Candidate

Save money by being more energy efficient and at the same time, show your clients and the world that you are environmentally responsible by helping to conserve energy, natural resources and tackling the ever increasing issue of rising utility and energy costs.

PJR is seeking a candidate for ISO 50001 Certification with significant discounts to the first company to sign up as our program launch audit candidate!

For more information on the ISO 50001 standard, go to the PJR website at www.pjr.com. Visit the ISO 50001 page or download our prior free webinar and slides. For more information about this exciting opportunity and to learn more about ISO 50001, please contact a Project Manager in your area at 1-800-800-7910. ♦



Transition to Rules 4th Edition: What the ISO/TS 16949 Certified Client Needs to Know

***Required Implementation Date: April 1st, 2014**

Space is Limited - RSVP Today!

Host: Perry Johnson Registrars, Inc.

Speaker: Shannon Craddock, Program & Accreditations Manager and IATF Auditor

When: April 24, 2014 (Thursday) • 8:30 am - 12:00 noon (Registration begins at 8:00 am)

Where: PNC Building, 755 W. Big Beaver, 13th Floor, PJR Seminar Room, Troy, MI 48084

Topics Covered:

- Learn why your contract with the certification body will change because of new requirements;
- New requirements for shift auditing, especially on Stage 2 and recertification;
- Learn why FMEAs and control plans are now required for all automotive customers;
- Site extensions are no longer recognized – learn how your audit time will change;
- Learn about the extra hour added to every site audit for verification of audit planning information;
- New limitations on accepting nonconformities as 100% resolved;
- Changes to the decertification process: a major on a surveillance or recertification automatically leads to certificate suspension.

There will be plenty of time for questions and answers, and an opportunity to meet key PJR staff members. A continental breakfast will be provided.

Please RSVP to Samantha Kempf by: 4/18/2014
skempf@pjr.com • 248-358-3388 ext. 4714

 **PERRY JOHNSON
REGISTRARS, INC.**
WWW.PJR.COM



Did You Know? PJR Watches Your Bottom Line

There are many advantages to certifying your company through PJR. Aside from the feeling of confidence you have from knowing that you are getting a value-added audit from a knowledgeable professional organization and leader within the industry with many years of experience, PJR also offers services that put us above and beyond your typical Certification Body, including:

- Priority scheduling
- Sensitivity to the needs of all sizes of businesses
- A dedicated scheduling team for each client
- Use of local auditors
- No hidden costs
- No application fee
- No overtime charges
- No markup for auditors' travel expenses
- Complimentary plaque and certificates.
- Off-site closure of NCRs (when applicable)

These are but a few of the advantages of selecting Perry Johnson Registrars, Inc. as your Certification Body. For additional information or a quote for services, call us at 1-800-800-7910 to get in touch with a Project Manager in your area. ◆

TRADESHOWS and EVENTS

NACW 2014

*Navigating the American
Carbon World*

March 26-28, 2014

Palace Hotel - San Francisco, CA

ISRI 2014

Convention & Exposition

April 6-10, 2014

Mandalay Bay Convention Center
Las Vegas, NV - Booth #842

**Transition to Rules 4th Edition:
*What the ISO/TS 16949 Certified
Client Needs to Know***

April 24, 2014

PJR Headquarters - Troy, MI
Call to Reserve Your Space:
248-358-3388 Ext. 4714

Come visit us!

www.pjr.com

(TRAINING CONTINUED FROM PG 4)

learned from office and witness audits, auditing logo usage, and a case study on process auditing. Larry gave a presentation and a new perspective on process definition and process performance.

PJR also uses this time of year to recognize those individuals that have gone above and beyond for the company by naming the Employee of the Year and the Auditor of the Year. These individuals are elected by PJR management. The Auditor of the Year was Craig Steele, the Employee of the Year was Liliya Och, and the Salesperson of the Year was Rich Shelhamer.

All of these minds coming together results in a week filled with useful information, great presentations, and a spirit of collaboration. We are excited about the new developments that we can implement over the course of what is sure to be a successful 2014, and we look forward to next year's training and beyond as we continue to grow and improve. ◆



PJR ANNUAL AUDITOR TRAINING

Career Opportunities

PJR is currently seeking qualified auditors in the following fields and locations. We believe in maintaining an exceptional quality of life by reducing the amount of travel for our auditing staff and by increasing our audit team. We strive to meet this goal.

Environmental Specialist:

Seeking bright, hard-working, articulate individuals for subcontract environmental, e-Stewards, R2, and Rios auditing. Minimum 3 to 4 years working experience in the environmental field and strong presentation skills is a must. An undergraduate degree is required preferably an environmental degree, however science engineering background is acceptable, experience in ISO 14001 and OHSAS 18001 a must. Experience conducting Phase I and Phase II environmental site assessments a plus, but not required. Must be willing to travel. Candidates will be trained to conduct field auditing and also is potential growth in the very exciting and rapidly growing greenhouse gas carbon emissions field.



Environmental Specialist opportunities are available throughout the United States, Europe and Asia!

Aerospace Auditors:

Seeking fulltime or subcontract AIEA, AEA lead auditors. Highly desired are those with AS9110 qualifications and location of auditors is open. Must have a minimum 4 years of aerospace industry experience within the prior 10 calendar years, work experience must be production/quality based, attended and passed a 40 hour lead auditor class, Aerospace Auditor Transition Training (AATT), and be in the OASIS database.

Food Safety Auditors:

Seeking full-time or sub-contract individual with knowledge of HACCP, USDA/FDA requirements to conduct ISO 22000 and/or FSSC 22000 audits. Qualified candidates must have a minimum of five years full-time work experience in the food-chain-related industry, two of which must be in quality assurance or food safety. Undergraduate degree required in general microbiology and general chemistry, as well as coursework in the food chain industry such as: food processing, food chemistry, crop production, etc.

Written applications can be sent to Recruiter, Perry Johnson Registrars, Inc.,
755 W. Big Beaver Rd., Suite 1340, Troy, MI. 48084 or via email to employment@pjr.com.





**PERRY JOHNSON
REGISTRARS, INC.**

755 W. Big Beaver, Suite 1340
Troy, Michigan 48084 USA



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Call: 248-358-3388 or Visit our website: www.pjr.com

FREE Training! Exclusively from PJR!

PJR continues to expand their webinar topics to include: “Transition to R2:2013” to “Rules 4th Edition for ISO/TS 16949”! Check out PJR's current webinar schedule at www.pjr.com, registration is easy. ♦

