

## Sustainability: improving our products, people and planet

### The powerful synergy of quality management and sustainability

Organisations create value for their customers and stakeholders by providing products and services. Increasingly, these need to be designed and delivered in a way that respects the environment and wider society.

Use your management system to translate your sustainability intent into improved environmental and social outcomes.

#### CONTEXT:

How do you recognise environmental and social concerns, and how they affect the quality you need to deliver to your customers?



## VALUE



#### IMPROVEMENT:

How do you innovate the design of products and services that are commercially viable and sustainable?



#### LEADERSHIP:

How do you demonstrate your own commitment to the sustainability needs and expectations of your organisation, and contribute to a culture where changes to people, process, planet are real and visible throughout?



## FUTURE

#### GOVERNANCE:

How do you embed sustainability needs and expectations in processes and plans through your organisation's management system and operational governance?



#### ASSURANCE:

How do you measure, monitor and report your use of sustainability to improve your business and reputation?

