

# ISO 14001 Design and Implementation in Government Agencies: Lessons Learned

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# EMS Implementation NC DPPEA's Experience

- 1997 – Staff ISO Lead Auditor Training
- 1998 – MSWG Project
- 2001 – Development Course for Government Agencies
- 2002 – Environmental Stewardship Initiative

# Government Agencies High Hurdle for EMS

- Fewer tangible incentives
  - No corporate or client pressure
  - Little marketing value
  - Budgetary issues
- Lack of adopted management philosophies/techniques
- Decentralized management of environmental requirements

# Government Agencies

## High Value of EMS

- Intangible benefits
  - Increased awareness and communication
  - Improved business management
  - Transparent roadmap to stewardship
  - Increases credibility and public perception
  - Increased morale
- Over time intangibles lead to tangible benefits
  - Improved efficiency and compliance

# Government Agencies Key to Success

- Getting off on the right foot and maintaining momentum
  - Identify resources
  - Educate/involve top management
  - Establish/educate a team
  - Develop timeline
  - Plan for expansion

# Resources

- Free or low cost assistance providers
  - State P2 programs, PEER Centers, MEPs, IESs, State/Federal Environmental Leadership Programs
- Mentors
- Consultants
- Web based documents and references

# Top Management

- More than setting policy and allocating resources
- Understand the product of EMS development and commitment of time
  - Attend training event / management review board
- Involvement at the outset and throughout the EMS development process
- Clarify the endgame
  - Certification?

# EMS Team

- Identify central coordinator(s)
  - Often become invaluable resource to agency
- Identify supporting team
  - Should be cross functional
- Provide education/training opportunities
  - Core individuals should receive external training
  - Attend audit of certified organization

# Timeline

- Timelines should drive progress
  - Extended timeframes lead to stalling of effort
- Arrange elements
  - in order that is logical
  - facilitates consistent team involvement on elements requiring the most legwork
- Include progress reporting to management



# Expansion

- Consider involvement of other units during design and implementation
- Design EMS implementing procedures with other units in mind
- Develop timeline for adoption by additional units
  - Allow time for streamlining of EMS
  - Target high value units
  - Stalling expansion can lead to animosity among those certified units

# EMS Links

- NC DPPEA's EMS Website
  - <http://www.p2pays.org/iso/>
- NC DENRs ESI website
  - <http://www.p2pays.org/esi/>
- Multi-State Working Group
  - <http://www.mswg.org/>
- National Database on Environmental Management Systems
  - <http://ndems.cas.unc.edu/>

# EMS Links

- EPAs EMS site
  - <http://www.epa.gov/ems/>
- List of certified organizations
  - <http://worldpreferred.com/pub/search/advSearch.h.asp>
- International Organization for Standards
  - <http://www.iso.ch/iso/en/ISOOnline.frontpage>

# Assistance Links

- National Pollution Prevention Program Directory
  - <http://www.p2.org/inforesources/p2rxpd.cfm>
- Public Entity EMS Resource Centers
  - <http://www.peercenter.net/>
- NIST Manufacturing Extension Partnership
  - <http://www.mep.nist.gov/about-mep/center-info.html>
- Industrial Extension Services
  - <http://www.ies.ncsu.edu/>