

G 19 IZOGOOD® QSE

DECRYPTING QSE STANDARDS WHILE HAVING FUN



GAMER'S BOOKLET

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1. Rules of the game

The game is intended for one person, but nothing prevents playing in a small group, it will be much more fun.

The game is compatible with recent versions of web browsers. Otherwise the game can be slow.

A game session typically lasts between half an hour to 2 – 3 hours. You can play as many times as you like during your 60-day access and learn a lot about QSE standards.

The goal of the game is to reach the final space (Finish) as quickly as possible.



The standards requirements and comments are on these pages, [ISO 9001](#), [ISO 45001](#) and [ISO 14001](#). A free quiz on the standard requirements is provided at the beginning. This allows you to discover, decrypt and become familiar with the requirements of the standard.

Having a copy of QSE standards at hand (not provided with the game) is a prerequisite.

The board of the game is a city with a car's journey.

In the top left, there is a clock showing elapsed time. In the top right, you have a help button and option to exit the game.

At the bottom left, there's a button to mute the sound. In the bottom center, you can see the total stars you've earned. ★ At the bottom right, there's a button linking to the ISO 9001 standard requirements page.

At the beginning, the car is parked at the Start space. 

Click on the "START GAME" button to begin.

The sequence of spaces (types of cards) is as follows:

- RISK - threat or opportunity - silver
- MCT - multiple choice test - green
- PRACTICE - good or bad practice - orange
- CASE – situation, challenge and solutions - blue

You also have special Maintenance





and Pandora's box spaces



Each type of case includes 50 questions (cards), and each answer is linked to a paragraph of the ISO 9001 standard version 2015.

Each card is presented in the following steps:

- step 1: The back of the card showing the card type, number (from 1 to 50) and the number of stars (from one to three) in blue, white and red ★☆☆☆☆
- step 2: The card type, its number, the question (e.g., "Is the following statement more of a threat or an opportunity?"), the statement (e.g., "The scope of the IMS describes the company's main activities") and the star(s)

- step 3: The answers (one or more correct answers are possible) with a green emoji (for **all** correct answers)  and a red emoji (for a wrong answer) 
- step 4: The paragraph from the standard and a comment for the correct or incorrect answer





The car starts and arrives at the Risk space.

The card number is random. Depending on the question's difficulty, the stars are one, two or three.

If you guess the correct answer, the car moves forward as many spaces as there are stars on the question.

If you don't guess the correct answer (or answer partially) the car stalls on the same space, and the next card will be of the same type.



If you land on a Maintenance  or Pandora's box space , you may get lucky or unlucky. From the car's trunk or Pandora's box comes a random luck or misfortune card. If



luck is on your side, you get Joker card , and your car moves forward 3 spaces. If



misfortune strikes , your car moves back 3 spaces.




If a second person is with you and has printed this booklet, they can increase the game's difficulty by asking questions like:

- What is the clause and sub-clause (paragraph) of the standard related to the question?
- Can you provide an example from your department related to this question?

When you reach the Finish space for the first time, you can download your IZOGOOD®

QSE game participation Certificate. 

You can also view your game results:

- number of stars earned 
- date and time each time you played 
- time spent 

The educational objectives of the game are to allow each player to:

- identify whether a risk is more of a threat or an opportunity
- enhance their knowledge of the standard's requirements through MCTs
- guess whether a statement is a good or a bad practice

- study each proposed case's situation, challenge, and to find the right solution (one or more correct solutions are possible)
- decrypt the clauses and paragraphs of the standard and assimilate the requirements

Some questions have a touch of humor (even if the boss forgot to say it).

Relax, it's just a game. 😊

A bias is inevitable regarding the “correct answers” to retain, especially for RISK or PRACTICE cards.

Here's an example:

PRACTICE card 02. Is the following statement rather a good or a bad practice? “To determine the issues of the context, the analysis of the competitive environment is a priority”.

You could answer that it's a good practice or a bad practice, but it depends on your understanding of what's a priority. It's relative, because each company has its own context and its own way of determining its issues.

We think it's a bad practice because top management must first determine the internal and external issues.

But it's fair to say that this is good practice, because there's no real order of priority for determining the issues in a context where all the stakeholders have to be analyzed.

Thus, the presented answers and the relevance of the comments are debatable; in the end, the truth is sometimes relative.

The IZOGOOD games are created and developed with great care. Thank you in advance for communicating any potential improvement points you've identified via the link: <https://www.pqbweb.eu/contact.php>

2. Glossary

The beginning of wisdom is the definition of terms. Socrates

Some specific QSE terms:

Acceptable risk: *risk reduced to a tolerable level*

Accident: *undesired event causing death or health and environmental damages*

Audit evidence: *demonstrably true data related to audit criteria*

Audit: *a systematic and independent survey to determine whether activities and results comply with pre-established measures and are capable of achieving the objectives*

Competence: *personal skills, knowledge and experiences*

Concession (after production): *written authorization to deliver a nonconforming product*

Conformity: *fulfillment of a specified requirement*

Continual improvement: *permanent process allowing the improvement of the global performance of the company*

Corrective action: *action to eliminate the causes of nonconformity or any other undesirable event and to prevent their recurrence*

Customer satisfaction: *top priority objective of every QSE management system related to the satisfaction of customer requirements*

Customer: *anyone who receives a product*

Document: *any support allowing the treatment of information*

Effectiveness: *capacity to realize planned activities with minimum effort*

Efficiency: *financial relationship between achieved results and used resources*

Emergency situation: *event that poses a serious threat to life, health, property or the environment*

Environment: *space in which any organization functions*

Environmental aspect: *every element of an organization that interacts with the environment*

Environmental impact: *every change in the environment caused by an organization*

Environmental objective: *environment related, measurable goal that must be achieved*

Environmental performance: *measurable results of the environmental management system*

External provider (supplier): *entity that provides a product*

Hazard: *situation that could lead to an incident*

Incident: *undesired event that could lead to health damages*

Indicator: *value of a parameter, associated with an objective, allowing the objective measure of its effectiveness*

Inspection: *the actions of measuring, testing and examining a process, product or material to establish whether requirements are met*

Management review: *a periodic survey carried out by top management of the management system for its continual improvement*

Management system: *set of processes allowing objectives to be achieved*

Nonconformity: *non-fulfillment of a specified requirement*

Occupational health and safety (OH&S): *everything that can influence the wellbeing of the personnel in an organization*

Occupational health and safety management system: *set of processes allowing occupational health and safety objectives to be achieved*

Organization (company): *structure that satisfies a need*

Performance: *measurable and expected results of the management system*

PEST: *Political, Economic, Sociological, Technological. Analysis to identify the influence of external factors*

Process approach: *management by the processes to better satisfy customers, improve the effectiveness of all processes and increase the global efficiency*

Process: *activities which transform inputs into outputs*

Product (or service): *outcome of a process or activity*

Quality management: activities allowing the control of a company with regard to quality

Quality objective: quality related, measurable goal that must be achieved

Quality: aptitude to fulfill requirements

Requirement: explicit or implicit need or expectation

Review: a survey of a file, product, process so as to verify if pre-set objectives are achieved

Risk: probability of occurrence of a threat or an opportunity

Safety: aptitude to avoid an undesired event

Stakeholder: person, group or company that can affect or be affected by an organization

SWOT: Strengths, Weaknesses, Opportunities, Threats. Tool for structuring a risk analysis

Top management: group or persons in charge of the organizational control at the highest level



Traceability: the aptitude to memorize or restore all or part of a trace of executed functions

Validation: notice that the application of any process, product or material allows expected results to be achieved

Verification: the periodic inspection survey of compliance of a process, product or material

Remark 1: the use of ISO 9000, ISO 45001 and ISO 14050 definitions is recommended. The most important thing is to determine a common and unequivocal vocabulary for everyone in the company.

Remark 2: a document can be presented as documented information that must be maintained

(procedure ) or retained (record .

3. RISKS



Recurring question: Is the following statement more of a threat or an opportunity?

RISK 01 The machines in the workshop are quite noisy, but the workers have been used to it for a long time

Threat § 4.1 ★★★

Noise pollution from the workshop's machines is a threat to workers' health, and action to reduce noise is essential

RISK 02 The company's context is an element that can be considered (even if the boss forgot to mention it)

Threat § 4.1 ☆☆☆

This is a requirement of the standard and is unavoidable. It's one of the first tasks to carry out since the validation of the company's strategy depends on it

RISK 03 Trying to anticipate the evolution of customer expectations is a waste of time (if the boss says so)

Threat § 4.2 ★

Since the company's goal is to sustainably satisfy its customers, knowing the evolution of expectations is a key success factor for the future

RISK 04 We can try to comply with compliance obligations (if the boss agrees)

Threat § 4.2 ★

We must strictly comply with legal requirements

RISK 05 The scope of the IMS (integrated management system) describes the main activities of the organization

Opportunity § 4.3 ★

Describing the scope of the IMS is delimiting the entities and activities concerned. Exclusions must be specified

RISK 06 In-house promotion of process mapping (the boss said to manage on our own)

Opportunity § 4.4 ★

This is an opportunity to let everyone know about process mapping. This allows everyone to situate themselves in the overall operation of the organization and in supplier customer relationships with other processes

RISK 07 Top management protects workers who report OH&S incidents and hazards from retaliation

Opportunity § 5.1 ☆☆☆

Top management demonstrates leadership and an unequivocal commitment to protecting workers

RISK 08 Involve staff in applying the QSE approach on a daily basis (even when the boss is not around)

Opportunity § 5.2 ★

When staff is involved on a daily basis, operational efficiency is enhanced and continual improvement is possible

RISK 09 The QSE policy is determined independently of the strategic direction

Threat § 5.2 ★★★