



New Year Resolutions.....1
Updates.....1
Guidance for Implementing ISO 31000.....1
Calculating a Carbon Footprint.....2
Asset Management System Standard2
Single Charger Specification.....2
CQI Leadership Conference3
And Finally.....3

Happy New Year

New Year Resolutions

Many people make New Year resolutions and these often include; giving up smoking, losing weight, getting fit or learning a new language.

Have you considered using the start of the year to set some 'resolutions' at work? The end of the year may not coincide with the organisation's financial end of year, but as the employees are setting personal resolutions you could use this enthusiasm to gain support for some new initiatives. To help you decide what these might be you can look back on the results from 2013. Use the quality assurance data to identify areas of weakness – or opportunities for improvement and pick a few that would be suitable New Year resolutions. These may be more about changing some embedded habits rather than the typical objectives such as % decrease in complaints or scrap. Poor habits that could be suitable for addressing include: always returning tools to their correct location, submitting quality data on time, turning up on time to meetings.

All organisations have some 'bad habits' and so why not use the New Year to tackle some of them.

Updates

As mentioned in previous newsletters, **ISO9001** is being revised. The latest meeting of the relevant ISO Committee was

held in November 2013 and one of the key outputs was that a document 'ISO 9001 Implementation Guidance' should be developed for simultaneous issue with ISO 9001:2015. This aims to provide guidance for organisations transitioning to the new standard.

The next meeting will be in March 2014, when feedback from the national standards bodies such as BSI will be received and used to shape the final version that is due for release in 2015.

For more information and to buy a copy of the draft standard, please visit <http://www.bsigroup.com/en-GB/iso-9001-quality-management/ISO-9001-Revision/>

Also, as previously mentioned, there is to be an ISO standard developed for occupational health and safety that will replace the OHSAS 18001 standard. The project committee met recently and produced its first working draft. It will be aligned to ISO9001 and ISO14001 and should be ready for publication in October 2016.

Guidance for Implementing ISO 31000

A new technical report has been release by ISO that aims to help organisations align their risk management practices to ISO 31000 – Risk management, principles and guidelines. ISO/TR 31004:2013 Risk Management – Guidance for the implementation of ISO 31000 will provide

additional support to effectively implement ISO31000. According to BSI, it provides:

- A structured approach for the efficiently transition from existing risk management practices to ISO31000, with a dynamic outlook to adapt to future changes.
- An explanation of the underlying concepts of ISO31000 with advice and examples tailored to the user's individual needs.
- Additional guidance on the ISO31000 principles and framework for the management of risk.

For further information, please visit www.bsi-global.com

Calculating a Carbon Footprint

Do you know how to calculate a carbon footprint? And what do we mean by a carbon footprint? The carbon footprint of product – be it a pork chop or a kilo of French beans – is the cost of a product in grams of CO₂ that was used to produce and bring it to market. However, what do you include in this calculation – how far down the production chain do you go?

ISO/TS14067 Carbon footprint of products – Requirements and guidelines for quantification and communication aims to reduce the uncertainty behind the calculations. Jose Alcorta, the ISO contract for the team that developed the technical specification said, 'Calculating the carbon footprint of a product is an incredibly complex task but it is important that the results can be trusted, especially for the consumer. Carbon footprint measurements are an increasingly popular way for companies to differentiate their products in the marketplace, so how to communicate these values to consumers becomes particularly important. This is why experts from around the world decided to develop principles, requirements and guidelines for the quantification and communication of the carbon footprint of a product. ISO/TS14067 will help companies calculate the carbon footprint of their products and communicate

these numbers in an open and honest way to their consumers'.

For further information, please visit www.iso.org

Asset Management System Standard

A company's assets can include tangible items such as buildings and equipment that can be fairly easily valued, and intangible assets such as brand and reputation that are more difficult to value. However, both types of assets can be managed in a similar way and a new International standard is being developed for an asset management system. *ISO55001, Asset Management – Management System – Requirements* is to be published early in 2014. In the standard an asset is defined as 'an item, thing or entity that has potential or actual value for an organisation'. The management of assets means understanding what an organisation wants to achieve with an asset, what it needs to do to make that happen and also assess the risks associated with the asset. The new standard aims to help an organisation manage its assets successfully.

For further information, please visit www.iso.org

Single Charger Specification

We have probably all been annoyed by the incompatibility between chargers for notebook computer. The IEC, the international standards and conformity assessment body for all fields of electro-technology, have recently announced the publication of the first globally relevant technical specification for a single external charger for a wide range of notebook computers and laptops. Power supplies for notebooks are generally not usable from one computer to the next and this means that, as well as being annoying for the users, a large volume of e-waste is generated.

This new IEC Technical Specification covers key aspects of external chargers for notebook computers, including their

connector and plug, as well as safety, interoperability, performance and environmental considerations.

For further information, please visit <http://www.iec.ch/newslog/2013/nr2713.htm>

CQI Leadership Conference

The Chartered Quality Institute is holding a Leadership Conference on 1st April 2014. The day aims to stress the quality agenda and will give attendees an increased understanding of how operational effectiveness and efficiency is key to achieving organisational success.

Speakers at the conference include: Mike Forde, former Director of Football Operations at Chelsea FC, whose topic is "Tackling Efficiency – Scouting for Success", Alan Ovens, Chair of Next Generation Network and John Oakland, Chairman of Oakland Consulting LLP, their topic is "Repositioning the Quality Professional for the 21st Century, Jo Moran, Head of Customer Services at Marks and Spencer, who will be talking on "Customer Service – Enhancing the customer experience" and Dennis Turner, former Chief Economist at HSBC, speaking on "Lifting the lid of government and banking".

Tickets for the conference are available now, with early bird prices on sale until 31st January. The venue for the conference is: The King's Fund, 11 – 13 Cavendish Square, London W1G 0AN (near Oxford Circus underground station). Contact Number: 020 7307 2400

For further information and to book tickets, please visit www.thecqi.org

And Finally

Many of us enjoyed the odd glass of wine over the festive season, but did you know that serious wine tasting is not done in any old glass, there is an ISO standard for wine-tasting glasses. *ISO3591:1977, Sensory analysis – Apparatus – Wine-tasting glass* defines the shape and dimensions of the glass as well as the glass

it is made from. The shape must be such that the opening is narrower than the body since this helps to concentrate the bouquet and helps to release the full body of the wine. The glass itself must be clear and colourless so that the taster can see clearly the shade and clarity of the wine.

For more information, please visit www.iso.org