



Six Sigma1
Supply Chain Resilience2
Measurement of Colours.....2
Improved Packaging Design.....2
TickITplus.....3
Consumer Bill of Rights3
Quality Conference.....3

Six Sigma

Six Sigma is a business strategy as well as a quality improvement technique and Six Sigma performance means that there are almost ‘zero defects’ in the process producing a product, service or transaction. It shows the achievement and the maintenance of world-class performance. It could be considered as the standard required to win and keep customers in today’s markets.

Six Sigma performance means reducing defects to less than 4 per million, with the resultant reduction in costs, giving big gains on the bottom line. Products and services fail to satisfy customer requirements, if they are produced with large variation and cause the product to be inconsistent. To compensate for these variations, which are caused by inefficient work processes, companies spend a great deal of time and money on ‘fire-fighting’. This includes activities such as redesign, inspection and rework. Six Sigma takes these ‘wasted resources’ spent on putting things right and uses them to improve on ‘getting it right first time’ by reducing the variation in the process. The Six Sigma process encourages leanness and simplicity which means that waste and cost are driven out of the organisation. The process turns ‘wasted effort’ into increased productivity and improved products and services; it also acts as a culture change vehicle.

Six Sigma means overall excellence, not only in the finished product, but in the administration, service and the manufacturing process throughout the whole organisation.

The International Standards Organisation (ISO) has now released a standard on using Six Sigma. **ISO 13053:2011, Quantitative methods in process improvement – Six Sigma**, covers the application of Six Sigma to improve existing processes and is published in two parts:

- **Part 1: DMAIC methodology**, describes the five-phased methodology DMAIC (Define, Measure, Analyse, Improve and Control), and recommends best practice, including on the roles, expertise and training of personnel involved in such projects.
- **Part 2: Tools and techniques**, describes tools and techniques, illustrated by factsheets, to be used at each phase of the DMAIC approach.

Dr. Michèle Boulanger, President of JISC-Statistics and co-chair of the sub-committee that developed the standard, said “Six Sigma can be used to effectively address serious chronic business issues. Organisations can deploy Six Sigma projects to increase customer satisfaction and become more competitive. Although Six Sigma has existed for some time, bringing its best practice together under an ISO standard helps solidify and consolidate the methodology. The ISO brand is respected and recognized worldwide, and thus provides an added layer of confidence. Moreover, publication of Six Sigma methodology as an ISO standard will boost international uptake of the methodology in a coherent form, reduce fragmentation, and provide users with harmonized best practice”. Further information on the new standard can found at www.iso.org

Supply Chain Resilience

Recent disasters such as the tsunami in Japan have made organisations think more about their business continuity plans. A new standard released recently from the ISO will help plan for resilience in their whole supply chain, **ISO 28002:2011, Security management systems for the supply chain – Development of resilience in the supply chain – Requirements with guidance for use**. According to ISO, the standard offers a comprehensive and systematic process to enhance prevention, protection, preparedness, mitigation, response, continuity of operations and recovery from disruptive incidents. Its generic auditable criteria, when implemented in a management system, can be used to establish, implement, monitor, review, maintain and improve an organisation's resiliency policy to plan for, take action and make decisions before, during and after an incident to its supply chain.

Captain Charlie Piersall, Chair of the committee that developed the standard said, "Today, the leadership of any organisation has a duty to its stakeholders to plan for its survival. ISO 28002 offers them an invaluable tool. Its integrated approach is both flexible and proactive, and utilises to the maximum the knowledge, capabilities and expertise within an organisation. In this way the standard helps meet individual needs for risk management within an economically sound context". For further information on the standard, please visit www.iso.org

Measurement of Colours

It is well known that people can see colours differently and that even when we look at the same colour the lighting and environment can mean that the colour looks different. This can be an issue in industry when colours need to be compared. A revised ISO standard, **ISO 11037:2011, Sensory analysis – Guidelines for sensory assessment of the colour of products**, can help.

Huguette Nicod, Chair of the technical sub-committee that developed the standard said, "We have all noticed how the way we perceive colour changes during the day, as light and our surroundings vary. ISO 11037 is a powerful tool for industry because it enables colour comparisons of products assessed anywhere in the world by different observers". Further details on the standard can be found at www.iso.org.

Improved Packaging Design

Many people find it difficult to open some packaged products such as CDs and DVDs are a common problem, but if you are elderly or disabled then many products can be awkward to deal with. **ISO 11156:2011, Packaging – Accessible design – General requirements**, provides a framework for packaging design that takes into account the varying physical and sensory capabilities of users to ensure that it can be used not only by people with visual, hearing, motor or cognitive disabilities, but also by the elderly, the temporarily disabled – and by those with no disability at all.

Dr. Ken Sagawa, Convenor of the working group that developed the standard said, "Around the globe packaged products are used by increasingly older individuals. What's more, globalisation results in the circulation of packages across borders, causing problems due to differences in language and culture. This standard, and some related standards to follow, will help a greater number of individuals to use packaged products without the restrictions often imposed by age, disability or national differences. The economic benefit is that products developed using accessible design will be able to be purchased by a wider range of people, including older persons and those with disabilities, who are now a significant proportion of consumers with potential buying power." For further information on the standard, please visit www.iso.org

TickITplus

TickIT may be familiar to many people as a guide to the interpretation of ISO9001 for software development. It was launched in the early 1990's and since then IT has developed rapidly and new related standards have been released e.g. ISO27001. These changes have meant that some users have found it rather limited and TickITplus was developed to address their concerns. According to British Standards Institute (BSI), the development had the following goals:

- To adopt a full process-driven approach to business systems management
- To introduce capability assessment concepts
- To accommodate multiple requirement standards, e.g. ISO 9001, ISO/IEC 20000-1) and ISO/IEC 27001 (information security management)
- To strengthen the commitment to improvements
- To enable collaborative assessments to be undertaken more formally

TickITplus meets these goals by:

- defining a core set of well-defined processes that provide complete coverage for a range of organisational activities
- adopting graded levels of process capability assessment and a maturity approach based on ISO/IEC 15504-2
- providing mappings between the core processes and combinations of requirement and reference standards
- introducing the concept of having formally trained practitioners within an organisation to support ongoing improvements, promote higher levels of process capability and benefit from closer involvement in assessments.

For further details on TickITplus, please visit www.bsi-global.com

Consumer Bill of Rights

Consumer Minister, Edward Davey has announced a new Consumer Bill of Rights that will update the law for goods and services. It aims to clarify contract terms and consolidate powers for Trading Standards. The Minister said, "The Consumer Bill of Rights will consolidate, clarify and strengthen the consumer laws already in place, which will make it easier for everyone to understand and consumer rights in the UK will be stronger than ever. This Bill will give everyone a single place to find all their consumer rights." You can find more details on the BIS website: www.bis.gov.uk

Quality Conference

The Chartered Quality Institute (CQI) is holding a conference on Wednesday 30th November at the Inmarsat Conference Centre, 99 City Road, London, EC1Y 1AX. This is the inaugural CQI conference and booking is now open.

There is a high profile speaker line up including:

- Andrew McMillan, Former Head of Customer Service, John Lewis, speaking on "Making quality count and delivering the right customer experience".
- Ed Mayo, Secretary General of Co-operatives UK and former CEO of Consumer Focus
- Jo Fairley, Co-Founder of Green & Blacks, speaking on "Delivering business assurance through quality – Building an ethical global brand".
- Paul Sloane, consultant and author of Destination Innovation taking part in the breakout session "Balancing Risk and innovation"
- David Straker, consultant, author and expert on quality and innovation, taking part in the breakout session "Balancing Risk and innovation"
- Sir Richard Needham, Senior Independent Director, Dyson speaking on "Helping businesses thrive through quality and maintaining innovation".

For further information and details on how to book a place please visit www.cqiconference.org