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Chartered Quality Professionals

The Charter Quality Institute (CQI) have recently announced that they have received the official order confirming Privy Council approval of individual chartered status - the **Chartered Quality Professional (CQP)**.

According to the CQI, achieving CQP status will bring you recognition as a quality professional at the top of your field, as well as increasing the visibility and credibility of your skill set for the rest of your career.

If you have any questions about the changes to membership, or how to become a CQP please contact cqiforward@thecqi.org

ISO 9000 Advice for Managers

The ISO 9000 family now consists of 17 international quality management standards and guidelines. The best known is the ISO 9001 standard for a quality management system and many people do not know about the other standards in the family.

ISO have now published on their website an electronic edition of their guide “Selection and use of ISO 9000 family of standards”. They recommend that to gain the greatest value the entire family of standards is used in an integrated manner. The e-brochure includes:

- An overview of the ISO9000 core standards
- A step-by-step process to implement a quality management system
- Examples of typical applications of the documents
- Information on the ISO 9000 family of standards

ISO Secretary-General Alan Bryden comments, “ISO not only develops standards for organisations operating in global markets; it also provides informative documents and advice to help these organisations get the best out of ISO standards”.

The e-brochure is available free of charge from www.iso.ch

Sustainable Buildings

As interest in sustainability grows, ISO have released a new standard aimed at the construction sector. ISO 15392:2008, Sustainability in building construction – General Principles, provides a common basis for communication between stakeholders such as builders and architects, product manufacturers and designers, building owners, policy makers and regulators, housing authorities and consumers.

The standard is based on the idea of sustainability and takes a ‘cradle – to – grave’ approach. It forms the basis for a suite of standards intended to address specific issues and aspects of sustainability.

For further information, please visit www.iso.ch

New standard to help safeguard privacy of financial data

ISO 22307:2008, Financial services – Privacy impact assessment, defines a methodology to help organisations in private and public sectors identify privacy issues and mitigate risks associated with processing the financial data of customers and consumers, business partners and citizens.

The standard describes the privacy impact assessment (PIA) that should be carried out. It is a tool that can help identify risks associated with

privacy and help organisations plan to mitigate those risks. It

- Describes the PIA process in general
- Defines the common and required components of a PIA, regardless of business systems affecting financial institutions
- Provides informative guidance, including frequently asked questions on PIAs and their implementation, together with a number of questionnaires designed to help users assess their needs and develop an effective PIA

According to John Ferris, Convenor of the working group that developed the standard, “The financial services community recognises how important it is to protect and not abuse their customers’ privacy, and not just because it may be required by law. As systems are developed or updated, there is an opportunity to enhance business processes and to provide improved services to customers. However, new ways of using existing technology and new technologies also bring new or unknown risks. It is advisable that corporations handling financial information be proactive in protecting and not abusing the privacy of their consumers and partners. One way of proactively addressing privacy principles and practices is to follow a standardised PIA process for a proposed financial system, such as the one recommended in ISO 22307”

For further information, please visit www.iso.ch

Corporate Governance of IT

ISO/IEC 38500:2008, Corporate governance of information technology, is applicable to organisations of all sizes, including public and private companies, government entities, and not-for-profit organisations. This standard provides a framework for effective governance of IT to assist those at the highest level of organisations to understand and fulfil their legal, regulatory, and ethical obligations in respect of their organisations’ use of IT.

The standard set out six principles for IT corporate governance:

- Responsibility
- Strategy
- Acquisition
- Performance
- Conformance
- Human behaviour.

Alice Holt, chair of the IT Governance Working Group, said, “This standard is targeted at the Board of an organisation, to assist the Board in delivering the maximum value from IT and information assets across the organisation”.

For further information, visit www.iso.ch

Help from the UK Government for skills and training

John Denham, Secretary of State for Innovation, Universities and Skills, has outlined how up to 22 million workers in England will be able to use a new legal right to request time to train. At the moment about one third of employers do not train their staff, and eight million people a year receive no training at all. It is hoped that this legal right will ensure training is taken seriously. It is planned that the new entitlement will apply to all employees who have worked for their employer for six months. The new right will follow the legal model of the current right to request flexible working. Employers granting requests for time to train will be able to access Government support and funding rising to over £1 billion by 2010-11.

The right to request time to train was announced in the Draft Legislative Programme and can be found at

<http://commonsleader.gov.uk/output/page2391.asp>

John Denham has also announced a new drive to deliver more skilled workers in science, engineering and manufacturing technologies. £65 million from the Train to Gain budget will go to help Semta, the Sector Skills Council for science, engineering and manufacturing technologies invest in the skills of the sector’s workforce.

Part of the budget will now be available to train employees who already have GCSE and A Level qualifications, on specific or more up to date business qualifications.

Philip Whiteman, Semta’s Chief Executive said, “Our partnership with the government will deliver real economic benefits to science, engineering and manufacturing. To overcome significant skills gaps and make businesses more competitive, employers need access to funding for innovative programmes like Business Improvement Techniques. These not only upskill workers in a sustainable way, they also put employees on the qualifications ladder and



provide measurable bottom line profits from quality, cost and delivery”.

Intellectual Property Advisory Board

The new Strategic Advisory Board for Intellectual Property (SABIP) was formally established in June 2008. Its role is to advise Ministers and the UK Intellectual Property Office Chief Executive on the development of intellectual property (IP) policy.

Joly Dixon, Chairman of SABIP said, “We live in a knowledge based economy in which economic prosperity and social well-being increasingly depend on our wise stewardship of intellectual property. Globalisation, technological change and changing economic and social structures are challenging many of the past relationships between intellectual property rights and innovation. SABIP will work strenuously to increase the evidence base for policy by offering well-researched and independent advice to Government”.

Statistical Methods on CD ROM

The 74 ISO standards that cover statistical methods are now available on a CD ROM. The ISO Standards for the application of statistical methods are generic and widely used in many technical fields, including quality management, inspection and certification. Not only are they used by organisations in all business sectors worldwide, but they are also cited in hundreds of ISO Standards on specific products, processes and materials.

The CD-ROM includes standards for:

- Statistical methods in general
- Terminology and symbols
- Applications of statistical methods in process management
- Acceptance sampling
- Measurement methods and results

For further information, please visit www.iso.ch

Queen’s Award for Enterprise

UK Businesses can apply for the Queen’s Awards for Enterprise in one or more of three categories – International Trade, Innovation and Sustainable Development. The Department for Business Enterprise & Regulatory Reform are now looking for applications for next year’s Awards. These

awards are described as being ‘like a corporate knighthood’ and give businesses a competitive edge as well as recognising the contribution made by the whole workforce to the success of the organisation. The deadline is 31 October 2008, but it is never too early to start the applications process. Further details can be found at www.queensawards.org.uk

Green Tariffs

What can consumers and businesses expect from ‘green electricity tariffs’ apart from the supplier’s existing legal obligation to provide electricity from renewable sources? According to the Environment Secretary Hilary Benn, “Many energy suppliers offer green tariffs to businesses and domestic customers who want to make a contribution to environmental projects or help to tackle climate change, but these differ in what they deliver.” To clarify the situation, Mr Benn has:

- Asked OFGEM to provide detailed guidelines for suppliers if green tariffs with a view to developing a rating system that will distinguish between the different environmental potential of green tariffs
- Written to the Chief Executives of energy suppliers to ask them to provide the clearest possible information about the benefit their green tariff brings to the environment: and
- Announced that DEFRA will change its guidance on corporate reporting so that it reflects the latest evidence on the benefits of green tariffs.

The revised DEFRA Greenhouse Gas Conversion Factors, including the guidance on the treatment of green tariffs can be found at www.defra.gov.uk/environment/business/envrp/conversion-factors.htm