



Business Continuity Planning	1
Update for an Old Photography ISO Standard	1
UK pint and mile protected.....	2
New rules for recycling batteries.....	2
ISO Sustainable Event Standard.....	2
The 14000 family of Standards	2
The Management Ideas of the Decade	2
Centres for Manufacturing Research	3
ISO initiative to help eHealth in Developing Countries	3
And finally.... dealing with the snow.....	3

Business Continuity Planning

As the UK gets back to work after the recent travel chaos caused by the snowy weather, it could be helpful to review how your organisation coped with this event – a real live exercise in your Business Continuity Planning.

The analysis of how your business managed might identify the following:

- Processes that failed because staff were absent and nobody else knew what to do
- Communications problems – too many people trying to access your network from home causing the network to crash
- Time spent trying to find documents because the normal person who finds them for you was away
- Customer Complaints because no one told them their delivery would be late
- Lack of staff to carry out key activities
- Etc

Forward planning and a robust quality system can help to reduce these problems and enable the organisation to cope more efficiently. The following are actions that could be taken to reduce the impact of the problems listed above.

- Clear documented processes and back up training should mean that you are not just reliant on one person
- An IT review of your network with testing under load conditions would identify the limitations and allow you to plan around them
- A standard taxonomy for filing – both hardcopy and electronic filing would

mean that people would know where to find information

- Multi-skilling so that staff could be moved from less important activities to the key activities that need to operate.
- A robust customer database with a process for communication

Although this winter was in the worst in 30 years for the UK and may not happen again for another 30 years – this analysis and planning will prepare you for other ‘disaster scenarios’ such as a flu pandemic.

This event may even provide the impetus needed to develop a business contingency plan – and push management into providing the resource. There are four stages to the business continuity management process

1. Initiation – getting management commitment and getting started
2. Requirements and Strategy – understanding the risks and identifying critical processes and looking at how the risks can be reduced
3. Implementation – putting in place the risk reduction strategies that have been identified and testing that they work
4. Operational Management – managing this going forward

Further advice on Business Continuity Planning including how to go about developing your plan is available from the UK Government web-site <http://www.berr.gov.uk/whatwedo/sectors/infosec/infosecadvice/continuitymanagement/process/page33406.html> .

Update for an Old Photography ISO Standard

ISO 5, has its number suggests was only the fifth standard to be developed and has been around for more than 30 years. All standards are

regularly revised and updated, and the latest version of this one has recently been released. **ISO 5:2009, Photography and graphic technology – Density measurements** consists of four parts

- Part 1 Geometry and functional notation
- Part 2 Geometry for transmittance density
- Part 3 Special conditions
- Part 4 Geometric conditions for reflection density

David McDowell, convenor of the working group that developed the standard, said, “To meet the industry’s latest trends, this revision enables the use of modern spectrally based instruments, while preserving the validity of traditional filter based instruments for measuring density. At the same time, it ensures compatibility of results using both types of instruments.”

Further information can be found from www.iso.ch

UK pint and mile protected

From the 1 January 2010, new powers came into being that preserve the pint and the mile. The new legislation also ensures that any business that uses imperial units along side metric can continue to do so. If the UK government had not negotiated this exemption from EU laws, then companies would have to have produced separate metric and imperial labels for different markets.

Science and Innovation Minister, Lord Drayton said, “As we enter a new decade it’s good to know that traditional imperial measurements like the pint and the mile will remain. But importantly this also means that businesses will avoid the unnecessary cost of changing labels. This indefinite exemption leaves these important decisions in our own hands, removing worry and uncertainty from businesses.”

For further information please contact the DBIS

New rules for recycling batteries

Jan 1 2010 saw new legislation come into force that is designed to ensure that all waste

industrial and automotive batteries are recycled. Producers of these batteries will be required to arrange collection, treatment and recycling of such batteries, free of charge, if requested by business end users and final holders.

If you are a producer of these batteries you must be registered as such and report on waste and recycling of the batteries. There is also now a ban on landfill disposal or incineration of waste industrial and automotive batteries.

For further information please visit www.businesslink.gov.uk/batteries

ISO Sustainable Event Standard

A new standard is to be developed by the ISO – *ISO 20121 Sustainability in event management*. The new standard will take a management systems approach requiring identification of key sustainability issues like venue selection, operating procedures, supply chain management, procurement, communications, transport and others. Fiona Pelham, Chair of the new ISO project committee developing the standard, said, “The future standard will provide a framework which event planners, venues and other members of the event supply chain can use to implement, maintain and improve sustainability within their way of working.”

The standard is expected to be finalised in 2012 to coincide with the London Olympics.

For further information, please visit www.iso.ch

The 14000 family of Standards

A new brochure has been published by ISO that introduces the 14000 family. As its name suggests -*Environmental management – the ISO 14000 family of International Standards*, it includes an overview of all standards the in the 14000 series and includes a table that classifies the standards according to their optimal place in the PDCA cycle.

The brochure is free and can be downloaded as a PDF from www.iso.ch

The Management Ideas of the Decade

The ‘noughties’ have been a decade of considerable change with the pace of technology

growing ever faster and the environment having a much higher profile than before. There have been changes in management ideas as well, and the Harvard Business Review editors have come up with a list of the Top 12 most influential ideas of the decade:

1. Shareholder Value as a Strategy
2. IT as a Utility
3. The Customer Chorus – customers have a stronger voice
4. Enterprise Risk Management
5. The Creative Organisation – creativity gives competitive advantage
6. Open Source – like Wikipedia
7. Going Private – private organisations show best practice management
8. Behavioural Economics
9. High Potentials – spot your high flyers and develop them
10. Competing on Analytics – use your data
11. Reverse Innovation
12. Sustainability

For further information see “The Decade in Management Ideas” Julia Kirby Harvard Business Review, January 1 2010.

Centres for Manufacturing Research

The UK Government is funding state of the art manufacturing research centres with the aim of helping UK businesses develop the technology products of the future and underpin manufacturing growth. The first three will focus research efforts in the fields of:

- Photonics – the science and application of light using optical fibres to revolutionise the internet and telecommunications – based at Southampton University
- Regenerative Medicine – therapies to enable damaged, diseased or defective tissues to work normally again – based at Loughborough University
- Liquid Metals – developing innovative technologies for the reuse and recycling of metal – based at Brunel University

Business Secretary Lord Mandelson, said “A highly skilled, innovative manufacturing sector is vital to Britain’s future economic growth. This £70 million of Government

funding will see universities and businesses working together to commercialise academic research”

Further information can be obtained from the Department of Business, Innovation and Skills.

ISO initiative to help eHealth in Developing Countries

ISO plan to develop a report that will help developing countries implement a harmonised health informatics system. The report is being produced together with the World Health Organisation and will be in two parts.

ISO/TR 14639-1 Health Informatics – eHealth Enterprise Architecture for emerging and developing countries – part 1: Environmental Scan, will offer an overview of existing eHealth architecture and International standards, and address specific activities such as monitoring and evaluation, surveillance, public health, management and policy functions

ISO/TR 14639-1 Health Informatics – eHealth Enterprise Architecture for emerging and developing countries – part 2: Business Requirements, will provide a roadmap for identifying business requirements to define eHealth enterprise architecture.

For further information please visit www.iso.ch

And finally.... dealing with the snow

- Winter tyres are compulsory in Sweden between December and March
- In Moscow chemicals, not salt, are used to clear the snow
- In Stockholm they have small snowploughs to clear pavements
- In Oslo there are some areas with under-pavement heating so that the snow doesn’t get a chance to settle
- In north Sweden they use warm sand to keep airport runways useable – though it can only be used in very cold areas so that it will freeze and not be sucked into the engines.

From www.bbc.co.uk news site 11 Jan 2010