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QM&T's New Courses

Quality Management & Training (QM&T) has recently introduced a number of new distance learning courses as well as 3 to 5 day training courses. These include:

- NEBOSH National General Certificate (Distance Learning Course) - a qualification designed to help those with health and safety responsibilities eg. managers, supervisors and employee representatives to carry out more effectively their duties and functions.
- IQA Level 3 Certificate in Quality (Management and Assurance) Distance Learning Course - a qualification designed for those individuals who wish to gain the Level 4 Diploma in Quality (Assurance and Management) but may not have the complete necessary skills and knowledge to commence a Level 4 qualification and also for those individuals who are new to the quality field who would need an introductory level qualification.
- Registered Lead Assessor Training Courses for:
 - OHSAS 18001 Health & Safety
 - ISO 14001 Environmental
 - ISO TS 16949 Lead Assessors

For more detailed information regarding these new courses and all other products, please visit www.qmt.co.uk

Free ISO 9001:2000 'Auditing Kit'

ISO (International Organization for Standardization) are offering free of charge, on-line guidance modules on specific aspects of auditing ISO 9001:2000 quality management systems (QMS). The documents are being developed by the ISO 9001:2000 Auditing Practices Group (APG) established by ISO and the IAF (International Accreditation Forum) - the grouping of national accreditation bodies that verify the competence of certification bodies. The "Auditing Kit" consists of short, easy to read and understand, guidance modules giving a practical, "how to" approach. They have been developed mainly for certification body personnel who carry out audits of quality systems for organizations seeking an ISO 9001:2000 certificate. However, they can also be used for quality professionals who carry out audits in-house, as well as for consultants. The guidance modules are not endorsed by ISO and are not a product of its standards-development processes. The documents are intended to provide additional assistance to ISO 9001:2000 users, without modifying any of the requirements

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of the standard. For more information please visit www.iso.org

World Environment Day

The 30th World Environment Day was celebrated on Saturday 5th June 2004. It was the year's most important occasion for focusing worldwide attention on the environment. World Environment Day was established by the United Nations General Assembly in 1972 to mark the opening of the Stockholm Conference on the Human Environment. Since then, it has been held every year, always on the same date, and with an ever-growing list of participating countries. This year the environment agency ran its own campaign to encourage all individuals and organisations to do their bit by identifying ways in which they could improve their local environment through organising their own project. Many individuals and organisations countrywide got involved by taking part in and setting up activities that both helped to improve the quality of life and raised money to tackle environmental causes. Prizes were also being offered to those who suggested the most innovative and unusual ideas. A clean, healthy environment means a better quality of life – we all benefit from cleaner air and improved waters and land and it helps to preserve the earth's irreplaceable natural resources. The increasing impact of climate change brings an increased threat of flooding in winter and drought in summer. By making simple lifestyle changes, both at home and at work, we can make a real difference and help to tackle global environmental problems. Recent surveys by the Environment Agency has found that many individuals and organisations know very little about the benefits of protecting their environment. The following is a list of how you can help preserve energy and cut down on waste at work.

- Where possible, walk, cycle or use the bus to go to work.
- Find out where your company is using too much energy and how

well it manages its disposal of waste.

- Contact your local authority to find out what can be recycled. Most authorities accept glass, paper, tins and cardboard for recycling.
- Turn the heating down by one degree and don't heat unused spaces. Areas where heavy physical work is done, temperatures can be turned down lower. Place thermostats away from draughts and away from printers and photocopiers that produce extra heat.
- Use daylight wherever possible. Turn lights out in empty rooms. Switch all electrical goods off – don't leave them on standby. Replace ordinary light bulbs with energy saving ones.
- Use recycled paper for photocopying or printing. Try printing on both sides of paper and if a memo can be placed on a board, don't hand out copies to everyone.
- Recycle ink cartridges from printers and fax machines.
- Instead of using disposable plastic or paper cups replace them with china mugs and plates.
- Instead of discarding old office equipment, either try and mend it or give it to charities that can distribute it to either schools, or used in developing countries.
- If your workplace has a garden area, plant a tree and choose plants that don't need a lot of watering. e.g. lavender, tulips, sunflowers, buddleia and wallflowers. Use the hose sparingly to water the plants.
- Replace dripping taps and put a 'save a flush' in the toilet cisterns to reduce the amount of water used per flush. Have showers instead of baths.

To reduce greenhouse gas emission, the London Mayor, Ken Livingston, has introduced three gas-powered buses using hydrogen gas. London is one of the nine European cities taking part in the trial of a scheme to reduce greenhouse gas

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emissions and noise pollution. These single decker buses, costing £750,000, use fuel-cell technology to power an electric engine with a top speed of 80 kph and they can run for 125 miles before needing refuelling. The only emission is water which forms into a vapour cloud as it leaves the exhaust. These buses run on route 25 from Oxford Circus to Ilford in East London. However, it could be a decade before we see the fuel cell technology cheap enough to replace the diesel. There are many other ways of saving energy and waste to find out more please visit www.environment-agency.gov.uk and BBC news.

New ISO Standard 6385:2004

ISO (International Organization for Standardization) has recently published a new International Standard, **ISO 6385:2004, *Ergonomic principles in the design of work systems*** for improved user health, safety, performance and cost savings for businesses. The new standard is the work of ISO technical committee ISO/TC 159, *Ergonomics*, subcommittee SC 1, *Ergonomic guiding principles*. It replaces the old standard, ISO 6385:1981 and has been updated to include a description of the design process, definitions of ergonomics, ergonomic design principles and an overview of the components involved in the design of a work system. A work system consists of people and equipment combined within a given space and environment, and their interaction. The work system can contribute to a number of mental and physical health problems and can result in increased staff absenteeism, poor timekeeping and increased staff turnover - which can all affect the productivity and efficiency of the organization. To avoid these problems it is therefore necessary to make the work system fit the users. ISO 6385:2004 is available from ISO national member institutes and from ISO Central Secretariat. For more information on this standard please visit www.iso.org

World Lottery Association

The World Lottery Association (WLA) has recently developed a new standard on

best practice for information security management. The new standard covers five key areas of control; general security, information security, information technology security, business continuity and game security. It will enable WLA members to implement information security controls to meet their own business needs and those of the other lotteries with which they have international connections. BSI Management Systems has worked alongside the WLA in developing the standard and is working with a number of WLA members to provide certification and training to implement the scheme. For more information please visit www.bsi-global.com

Helping the Blind

According to a recent article, there are three million people in the UK who suffer from a reading disability such as sight problems or dyslexia, but most organisations fail to take this into account when designing their media and communications. The Royal National Institute of the Blind (RNIB) and the Confederation of Transcribed Information Services (COTIS) and the BSI have been working together to develop standardised codes of best practice to ensure all information is accessible to the blind or visually impaired people. Now it needs business input to create a publicly available specification. If your organisation is interested in getting involved or would like more information please visit www.bsi-global.com

Wakeup Call For ISO/TS 16949 Certification Bodies

Two years on from the introduction of the latest version of the “definitive” automotive quality systems management standard, how is it being received? There is no doubt the intention of all the participating vehicle manufacturers to make ISO/TS 16949:2002 extremely demanding and it’s content, heavily influenced by “The Big Three” – Ford, General Motors and Daimler Chrysler – goes way beyond ISO9001:2000. Another big attraction to all vehicle manufacturers

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is the third party certification and surveillance that goes with ISO/TS 16949 because it means that they do not have to spend vast amounts of time, money and resource auditing their suppliers. Like any standard, however, it requires interpretation and the application of stringent certification audit standards. So, is this happening to a point where QS 9000, the standard hitherto used by the "Big Three" can be abandoned? Ford, G.M. and Chrysler have big doubts, enough to make noises about introducing QS 9000 version four and returning to going it alone when the life of the current version three expires in 2006. Why? Well it is all down to how well they perceive ISO/TS 16949 to be working for their suppliers to whom it has been awarded by the certification bodies. So, does this mean that ISO/TS 16949 is being given too lightly? Well, sadly, examples of companies certified to even ISO 9001:2000 and who do not perform basic requirements such as Management Review and supplier assessment are often all too readily apparent. Should QS 9000 version four be born? It would be founded upon the process based model at the heart of ISO 9001:2000, but demand the many extras required by today's automotive industry, and proof of conformance to its requirements will be aggressively sought. Is there a general tightening of certification body auditing standards? Well, yes, it has certainly started, and is being actively pushed by the likes of UKAS and the other national accreditation bodies. Can the certification bodies stand the loss of the automotive sector business that would be brought about by the return to 2nd party policing via the likes of QS 9000 v 4? If you would like to know more about ISO / TS 16949 please visit www.qmt.co.uk

Bad Office Etiquette

According to a recent survey, most office workers admit to being rude or bad mannered at work. Two out of three people regularly turned up late for meetings, three out of four swore and most people ignored tricky e-mails. Other common examples of bad office etiquette

admitted by workers included ignoring colleagues and answering mobile phone calls during meetings. Office Angels, the recruitment firm questioned 1,000 workers, two-thirds blamed pressure of work for their bad behaviour. Their Managing Director Paul Jacobs said avoiding rudeness could dramatically improve the working environment. Dr Colin Gill a psychologist says "Avoiding bad manners at work is such a simple thing to do and can have a dramatic impact on improving your working environment and your relationships with others, simple politeness which was seen as normal a couple of generations ago is no longer universally practised". He also added "Courtesy is no longer something that is so much respected in our society. If anything, it's often seen as quite stuffy to be polite or overly formal." Office Angels is asking people to turn up for meetings on time, to turn their mobile phones off and to cut down on swearing. Politeness campaigners are hoping to use schoolchildren to start a courtesy "evolution". A series of plays will be performed in the summer in Stoke-on-Trent and Newcastle schools, reminding pupils to say "please" and "thank-you". The Campaign aim to teach the benefits of good manners. Ten schools will be involved in the pilot and the group hope the tours will continue later this year and into 2005. If good manners can be taught at a younger age and be expected of them, then maybe that message will then go home and introduced to parents who will then reintroduce it at work. For more information please see BBC news.

Australia's Hi-Tech Lifeguard System

Australia's lifeguards are turning to technology to make their beaches safer. A computer surveillance system is being used to monitor the beaches in order to reduce deaths by drowning. SurfCom is Australia's emergency communications centre for lifesavers in Queensland – North Australia. It is a purpose-built, fully integrated radio, telecommunications and computer network for the beach. The alarm can be raised by a member of the public on the beach or by a phone call. Jet

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boat teams are then dispatched and the rescue is co-ordinated and tracked using global positioning systems. Beach cameras monitor trouble spots while an emergency services helicopter provides aerial surveillance and support. It is the only dedicated surf and beach surveillance and communications network in Australia, using a unique custom-built software system that was designed by volunteer surf lifesavers. SurfCom was introduced in 2002, after a record number of tourists drowned that year. During the first five months of operation last year, SurfCom received around 1,000 calls per day and over 120 beach emergencies were coordinated. Australia has long been considered as the leader in lifeguard systems. Now the UK and many other overseas lifeguard services are considering adopting the Australian technology. For more information please see BBC news.

Camera Phones

According to a recent report, mobiles with built-in cameras have increased the fear of stealing of trade secrets and some schools, health clubs and other organisations have also banned the phones. The increasing popularity of these camera phones that can take pictures and instantly send them to others has caused some fears about workplace security. The idea that sensitive information can be easily sent to other phones, copied to websites or even e-mailed to others has caused organisations such as Intel, Samsung, UK's Foreign Office and Lawrence Livermore National Laboratories in the United States to ban these camera phones from their buildings. It has also been reported that at previews of popular films,

reviewers have been asked to leave their phones behind, to prevent any leaks before the release date. Camera phones have been banned in Saudi Arabia, and their use has been frowned upon in the Middle East and in Italy, the government's information watchdog has issued guidelines on usage of these phones, which states they can only be used for taking photos of people for personal use, and must keep the images safe. Regardless of bans and the clamp down on the usage of these phones, the popularity of these camera phones is unlikely to disappear. Last year, worldwide, more camera phones were sold than digital cameras and some experts have predicted that by 2007, almost half the mobiles sold worldwide will include a camera. However, there will be ongoing concern for those organisations with issues such as privacy, child protection or protection of worker's/clients identities. For more information please see BBC news.

Wanted – Six Sigma Trainer

QM&T are actively looking for independent Six Sigma trainers / consultants who can provide Black Belt, Green Belt and Introductory Six Sigma training courses. The incentive to work independently as well as with the QM&T's team, could bring its many advantages. If interested please contact QM&T and leave your details or email help@qmt.co.uk.