OCTOBER 2001 NEWS

ISO 9001 STILL LIVES - IN SPITE OF MANY OBITUARIES!!
Since it's inception as BS 5750 and possibly before that with the US Military specifications, many people have written that ISO 9001 cannot or will not work. However, the latest ISO survey indicates a very different case, with continuing strong growth of ISO 9000 and ISO 14000 certification (environmental). See http://www.iso.ch. According to the International Organisation for Standardization (ISO) Survey the worldwide total of ISO 9000 certificates was over 400,000 an increase of some 16% over the previous year. Not quite as high as in 1999 when the increase was approximately 20% but still very significant.

For the ISO 14000 certification the worldwide total of ISO 14000 certificates was over 22,000 an increase of 38% over the previous year. As Abraham Lincoln was believed to have said "you can fool some of the people some of the time but you cannot fool all of the people all of the time". If this statement can be applied to the quality standard then ISO 9001 is not fooling any one in fact quite the opposite.

The top growth countries for ISO 9000 certification were in order; China, Italy, Japan, Republic of Korea Spain and Czech Republic.

KITEMARK CERTIFICATION FOR STAIRLIFTS

Kitemark certification is now available from BSI for powered stairlifts to the ISO 9386-2:2000 standard. The industry now has a defined set of parameters, and approval to these will give purchasers of the equipment confidence in its operation. The certification is relevant to any equipment that transports a person (whether in a wheelchair or not) between floor levels using a guided carriage or platform powered by an external source. For more information contact BSI.

CENTRAL GOVERNMENT BEACON SCHEME

Here is a quote from Ian McCartney, Minister of State at the Cabinet Office on the Beacon Scheme.

"There are many central government organisations who consistently show that they can thrive on change and adapt to new ways of working; who can demonstrate what they do well and who can encourage others to do similarly well. That is what this scheme is all about - enabling models of excellence and organisations who have demonstrated a significant advance in their performance, to share their experiences with others. This scheme has my full support."

What is the Central Government Beacon Scheme? Well it's a government programme with the objective of raising the quality, effectiveness and performance of public services. The Central Government Beacon Scheme benchmarks performance of parts of central government and identifies the top performers. Then through a series of communication and training initiatives allow others to learn from the top performers their best practice. The Central Government Beacon Scheme as being of "Beacon Status" has identified 23 centres. These centres have made real quality improvements in key identifiable areas. These business areas can include:

- Leadership Business planning and management
- People issues
- Partnership working
- Consultation with users

- Valuing and managing diversity
- IT and e-commerce

At this stage some similarities may be identified between this scheme and the British Quality Foundation scheme. For more information regarding BQF visit http://www.quality-foundation.co.uk/

IEC 61508

Anybody wishing to develop an understanding of the key aspects of IEC 61508 should contact the IEE at www.iee.org.uk/events/a07oct01.htm. Their 10th vacation school in October is aiming to provide participants with grounding in the theory and practice of modern techniques for defining and managing the risk potential of computer-based systems. The course will cover the major areas of IEC 61508 including systems, hardware and software issues.

NEW EDITION OF QUALITY MANAGEMENT (PRINCIPLES & TECHNIQUE) BOOK - ISBN 0 9528391 7 2 BY GEOFF VORLEY & FRED TICKLE

The latest edition of the book Quality Management (Principles & Techniques) is now available. Quality management is a dynamic subject continually evolving in response to a rapidly changing world. The book has reflected those trends and changes by presenting not only the theory, but also the practice of implementation, hence its title. In this book you will find the whys and the hows without being over prescriptive. For these reasons this book has become a standard for Universities and Colleges teaching Quality Management, selling approximately 20,000 copies. In particular the book covers the latest syllabus for the Institute of Quality Assurance (IQA) examination in Principles and Techniques of Quality Management (A12). It also complements its sister publication "Introduction to Quality Assurance" in meeting the requirements of the IQA syllabus - Introduction to Quality Assurance (A11).

Subjects covered in this book include:
- Quality Management Systems based on ISO 9001:2000
- Customer satisfaction
- European Quality Award
- Quality philosophies of Deming, Juran, Feigenbaum, Crosby, Ishakawa and Taguchi
- Quality Improvement tools and techniques such as QFD, FMEA, Quality Planning, Root cause analysis, Cost of Quality, etc.
- Purchasing Control and QS9000
- Legal aspects of quality management
- Computer aided quality control

In addition to updating the text to address the revised standard ISO 9000:2000 new sections have been added including the use of the Internet and Intranets for managing the QMS. This book is available in all good book shops and from Quality Management & Training Limited. P.O. Box 172, Guildford, Surrey, GU2 7ST, Telephone: 01483 453511, Website: www.qmt.co.uk

NATIONAL FORUM TO CLOSE

The DTI and British Standards, joint sponsors of the National Forum have decided that more flexible arrangements for its activities should be introduced. This will mean that the organisations directly involved will manage the issues and the National Forum will be closed down. It is expected that the DTI will cover regulatory, conformity, and assessment policy

issues and British Standards will deal with CEN, CENELEC, ISO and IEC. The date for close down of the Forum is 31ˢᵗ August 2001.

GAS AND ELECTRICAL TESTING

BSI Product Services have changed the set up of the electrical safety and gas appliance testing unit. This is in recognition of the fact that most gas appliances now included electrical and electronic systems as well. Now electrical safety testing is part of the BSI Product Services Gas Appliances laboratory, and there is a single point of contact for quotes and information providing a better service to customers.

BS 7373-2: 2001 Product Specifications – Guide to identifying criteria for product specifications for declaring product conformity.

This standard builds upon BS 7373 and provides advice on gathering information essential for the preparation of a product specification. It hopes that it will help a company to increase its chances of developing and manufacturing a successful product. It urges the designers and developers of new products and those updating existing products to remember product performance, commercial considerations and regulatory requirements. It contains many checklists to help in this respect. BS 7373 Part 2 covers the collection of information on customer needs, the market, potential products and applicable legislation as well as assisting in the understanding of how to manufacture, test, support and finally dispose of the product.

BS EN 55014-1:2001 Electromagnetic compatibility – requirements for household appliances, electric tools and similar apparatus – emissions.

The standard supersedes BS EN 55014-1:1997, which will be withdrawn on 1ˢᵗ August 2003. It covers radio frequency disturbances from equipment whose main functions are performed by motors and switching or regulating devices. Equipment covered included household electrical appliances, electric toys, slide projectors, electric tools etc.

BS 8300:2001 Design of buildings and their approaches to meet the needs of disabled people – Code of Practice.

This gives advice on designing buildings so that they are convenient and safe to use by disabled people. The recommendations are based on research, including a DETR funded study into the needs and capabilities of disabled people. They apply to the following types of buildings:

- Health and welfare buildings
- Refreshment, entertainment and recreation buildings
- Administrative and commercial buildings
- Transport and industrial buildings
- Religious buildings
- Educational, cultural and scientific buildings
- Dwellings and residential buildings

This will replace the BS 5619:1978 Code of Practice for the design of housing for disabled people and the BS 5810:1979, Code of Practice for access for the disabled to buildings, which will be withdrawn.

ELECTRONIC SIGNATURE

The European Electronic Signature Standardisation Initiative (EESSI) has released the first set of standards concerning electronic signatures. Their task was to put Electronic Signature legislation into terms that can be used in real life. The EESSI was set up by The European Committee for Standardisation (CEN) and the European Telecommunications Standards Institute (ETSI) to support the Electronic Signatures Directive. The Directive 199/93/EC cover supervision and certification as well as the conformity of electronic signature creation devices for EC member states.

A TRIBUTE TO PHILIP B. CROSBY

It is with sadness that we have to report that the internationally renowned quality philosopher and guru Philip Crosby died on the 18 August 2001.

Philip Crosby was the Director of Quality for the Pershing Missile Project and there he launched a programme to achieve Zero Defects in the Missiles. He was also Vice President for Quality at ITT Corps where he established a Quality College to teach ITT employees "how to do things right" and the concept is that "quality is free". One of Philip Crosby's definitions is quality is "conformance to requirements, not goodness" leading to the idea of zero defects against AQLs (Acceptable Quality Levels), which allows defects.

For some people Philip was too much of a Salesman but his concept "Quality is free" - sounds silly but it's true. It costs money to do things wrong. It costs money to make mistakes. This is because when things are done incorrectly they have to be repeated - costing money. When things are made wrongly, they have to be repaired or scrapped and remade - it costs money. To do tasks in the most efficient and effective manner (the quality way) saves money - quality is free. Do things right or in the most efficient manner and you get quality for free. In other words there is not necessarily a conflict between achieving the required output or completing the process or service as quickly as possible, in the most effective manner, with no mistakes. In fact by improving the performance of the process i.e. no waste, you get quality for free. These "quality is free" and "zero defects" concepts fly in the face of Joseph M. Juran's concept of Minimum Cost of Quality.

To find out why and to learn more about Philip Crosby's concepts and ideas together with other quality philosophers; W. Edwards Deming, A. V. Feigenbaum, K. Ishikawa, Joseph M. Juran, and Genichi Taguchi try the book Quality Management (Principles & Techniques) ISBN 0952839105 www.qmt.co.uk to purchase.