NEWSLETTER

Welcome to Winter 2001 Edition

REVISIONS

TO

ISO 9000 SERIES

Issue No. 4

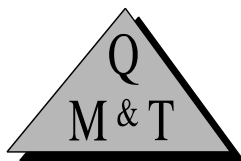**In this issue:**

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Q
M & T

Quality Management & Training Limited

Where Quality Counts

**LAUNCH OF REVISED
ISO 9000 SERIES OF STANDARDS**
December 18, 2000 saw the launch of the revised ISO9000 series of quality standards. The ISO9000 series is used by more than a quarter of a million businesses worldwide and is highly respected. The ISO9001:2000 standard has customer satisfaction at its core and encourages continuous improvement. It is far easier to interpret for all organisations as it is less focused on the manufacturing industries. The ISO9000 series was originally based on the BS 5750 and it brought a structured approach to quality control in manufacturing.

More recently, as other business disciplines became interested in quality it was found to be less appropriate to these industries and this demand has lead to the revision of the standard.
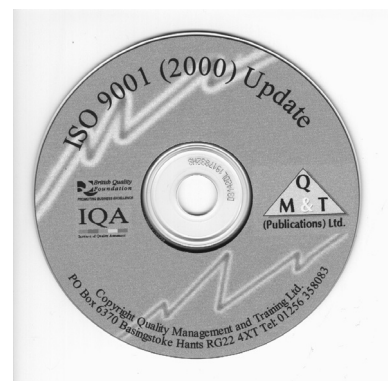
The ISO9000:2000 series comprises:

ISO9000:2000   Quality Management Systems - Fundamentals and vocabulary
ISO9001:2000   Quality Management Systems - Requirements
ISO9004:2000   Quality Management Systems - Guidelines for performance improvements.

The main registration bodies are arranging update seminars on the impact of the changes and your External Assessor will be able to give guidance on the new requirements.

**ISO 9000 (2000)
CD Roms
are now available**

There are also CDs available which cover the introduction of the new standards.   QM&T has a CD available, which is more comprehensive that those available from the major assessment houses. It not only includes the changes required by the standard but has a complete 'KIT' for its introduction into a company. This kit has everything from slides for the management presentation and a training lecture but also example forms and procedures. QMT can also offer in-house support and training on a range of quality issues.

For more information please contact help@qmt.co.uk

COURSES

QM&T offer a variety of courses including:-

- A11 Introduction to Quality Assurance
- A12 Quality Management
- B2 Statistical Analysis for Control of Quality
- B6 Computing & Quality Assurance
- Diploma (in Quality Assurance)
- A11 & A12 Workshops

QM&T WORKSHOPS

Would you like to join our workshops
to help with your revision or
any questions or problems you may have
with quality issues.

Workshops: 3, 4, 10, 11 May 2001
Cost: £149 per day

Book early to avoid disappointment.
Contact QM&T
on
Tel: 01256 358083 or 01483 453511
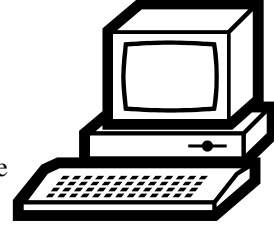**E-mail:** help@qmt.co.uk

NEWS

"TECHNICAL DEBT"

"Technical Debt" is a recently introduced term. It is used to describe the issues or possible problems which are left over for other departments to resolve later in the process or project. These issues can knowingly (we'll sort that out at the testing stage), or unknowingly (where is the requirement for that in the terms of reference, quotation or order?), contribute to the final Technical Debt. They can be debts left by the Sales Team who said "that's too much detail to be determined at the quotation stage, we will resolve it during design". The debts could be left at the design stage when the designer said "service or support will be able to modify or manipulate that during the installation phase". These are not necessarily mistakes or oversights, they are conscious decisions that have been made at that specific stage in the project or process (possibly due to time or resource pressure), but nevertheless have not been communicated, agreed or thought through. The consequence of these issues, if allowed to accumulate throughout the process or life of the project, can be catastrophic for the final stages (particularly for those people attempting to manage these latter stages - effectively pay back the debt!). Is it necessary to monitor this Technical Debt? If it is to be

monitored how can Technical Debt be recorded, measured, agreed, controlled and resolved? Does Quality Assurance hold the answer to this question? In later editions we will explore this concept further and explain what steps can be taken to keep this debt to a minimum and repay it as easily as possible.
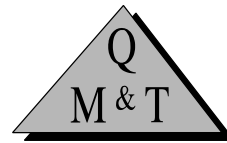
IT SERVICE MANAGEMENT SYSTEMS

BS 15000 is the new British Standard for IT Service Management Systems and was released in December 2000. This standard is aimed at people who provide IT Service Management and companies that look after their own IT needs. The specification in the standard is based on the well-known Code of Practice PD 005. This Standard, together with the Code of Practice should give all that is needed for guidance in this area.

SHOPPING ON INTERNET

This year it was predicted that UK consumers would spend over £1 billion over the internet on Christmas gifts. In a survey recently conducted on behalf of SGS Yarsley, of 100 UK websites selling toys and games, less than half detail their policies on safeguarding the privacy of personal information. Only 10 of the sites dedicated processes for registering customer complaints. Among the criteria used for judging the site's customer assurance were data protection, feedback mechanisms, secure channel use, complaints procedures and information security systems.

Quality Management & Training Limited

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