QM&T June 2002 Newsletter

ISO 9001:2000 Certification for ISO Central Secretariat

The first standardisation body to receive certification of conformity to the ISO 9001:2000 quality management standard, is the Central Secretariat of ISO (International Organisation for Standardisation) which is a non-governmental organization and developers of voluntary technical standards. The Central Secretariat was first certified to ISO 9002:1994 in 1996 by the Swiss certification body, SQS. The new certification for ISO 9001:2000 is valid till 2005. For more information please visit www.iso.org

Recycling of cars

A new International Standard published by ISO, ISO 22628, *Road vehicles - Recyclability and recoverability - Calculation method*, will help the recycling of used cars and reduce waste. According to the Commission of the European Community, between 8 to 9 million tonnes of waste are produced each year. The new ISO standard provides manufacturers with a method for calculating the recycling percentage of a car during the design stage and will help recyclers identify what parts of the car is recoverable, therefore reducing the amount of waste and saving energy. For more information please visit www.iso.org

Computer Security

The Department of Trade and Industry annual 'Information on Security Breaches' report was released recently at the InfoSec trade show in London. It showed that the biggest threat to company security was employees rather than external hackers and criminals. Last year 75% of those questioned named the latter as causing the most serious security incidents whereas this year nearly half of large companies blamed their worst incidents on employees. This rise could be due to the increase in digital cameras, MP3 players and handheld computers that may be used to sabotage computer systems and steal key information. The incidents include virus outbreaks and fraud.

Not all incidents are caused intentionally. Unless trained, people can open suspicious files attached to emails and this may start viruses or give easy access to hackers to the internal network. Well trained staff choose hard to guess passwords and are wary of unsolicited emails.

The BSI has a security standard – BS7799 that can help an organisation review its data security and be less vulnerable to attack. This standard is soon to be released as an international standard ISO/IEC 17799. There is an International Conference to launch this

which is being held in London, in September. For further details please visit. www.bsi-global.com

Graphics Standards

The ISO/TC 130 Graphic Technology is a committee that develops standards for all aspects of graphic technology. The current drivers for new graphic technology standards are: -

- Standard file formats that allow the unambiguous transfer of print-ready material as electronic data
- Supporting standards that allow the meaning of the data to be defined.

A family of standards is being developed by the working party that should significantly improve the exchange of material between providers and publishers/printers.

The current most reliable file exchange format for graphics has been the 'TIFF' format. (ISO12630/1998 Graphic technology – Prepress digital data exchange – Tag image file format for image technology (TIFF/IT)). The biggest problem with it is that it is restricted to raster data and so all graphics and text have to be converted before that data is exchanged. A format is needed that will support object-based elements as well as raster data.

PDF format is available, but has so many options that it does not provide the level of reliability and predictability needed by the graphic arts industry.

PDF/X format provides greater reliability by identifying a limited set of PDF objects that may be used. The ISO/TC 130 group have developed a PSF/X family of standards – including one on how to write PDF/X standards. ISO15929 : 2002 Graphic technology – Prepress digital data exchange – Guidelines and principles for development of PDF/X standards. The rest of the ISO PDF/X family is covered in ISO15930 Graphic technology – Prepress digital data exchange – use of PDF. There are 3 parts in preparation:

Part 1: Complete exchange using CMYK data (PDF/X – 1 and PDF/X – 1a)
Part 2: Partial exchange (PDF/X – 2)
Part 3: Complete exchange suitable for colour managed workflows (PDF/X – 3)
For further details please visit www.iso.ch

Pressure Equipment

The Pressure Equipment Regulation 1999 (SI1999/2001) came into force on 29 Nov 1999 but there has been a transfer period. This period has now ended and from 30 May 2002 most pressure equipment and assemblies on the market in the UK must comply with the regulations. Failure to comply means that the equipment cannot be legally supplied in the UK and if found on sale could result in fines, imprisonment or both. The rules apply everywhere in the European Economic Area as the UK regulation is the UK law implementing the European Directive 97/23/EC.

Information service for the Construction Industry

There is now an on-line information service for the Construction Industry. The service is provided by BSI and is called the CPD Standard Tracker. It shows the status of the draft European harmonized standards being produced in the 31 mandated product areas under the Construction Products Directive. For more information visit www.cpd-tracker.com.

New guide for Civil Engineering

A new guide to British Standards for civil engineering students has been released -PP7312: 2002, Extracts from British Standards for students of structural design. The guide includes extracts from 11 standards covering:

- Wind loads
- Weights of building materials

- Concrete design
- Timber
- Timber strength classes
- Masonry
- Dead and imposed loads
- Imposed roof loads
- Foundations
- Structural steelwork

For further information please visit www.bsi-global.com

Kite mark scheme for window installation

A new kite mark scheme complements an industry specification for fully-installed casement and tilt-and-turn windows. The specification calls for windows to comply with BS 7413, BS 7412 and BS 7950. It pays particular attention to the Survey and Installation elements of contracts and aims to give the customer increased peace of mind. Contractors must also have a quality management system equivalent to ISO 9001:2000. The Kite mark scheme covers all these issues and covers the installation of the window.

"Melissa" virus

According to a recent report, David Smith, the creater of the Melissa virus, has been sentenced to prison for spreading the Melissa virus in 1999, using a stolen AOL account. His sentence of 20 months in prison, plus 3 years of supervised release was greatly reduced, because he has agreed to cooperate with other computer crime investigations.

ISO Standard for Musical Works

ISO (International Organization for Standardization) has published a new International Standard to efficiently identify musical works. ISO 15707, *Information and documentation - International Standard Musical Work Code (ISWC)*, was developed by ISO technical committee ISO/TC 46, *Information and documentation*, subcommittee SC 9, *Presentation, identification and description of documents*, in association with the International Confederation of Societies of Authors and Composers (CISAC). The standard will provide an internationally recognized reference number for the identification of every musical work, published or unpublished, newly created or already existing, despite its copyright status. The method used for specifying a musical work is very unique, almost in the same way that an ISBN number can identify a book. For more information please visit www.iso.org

Dentists at risk

A study by researchers at the University of Glasgow has suggested that mercury exposure can cause kidney and memory problems. As dentists use mercury for tooth fillings, they are thought to be at a greater risk. The study showed that dentists had higher levels of mercury in their bodies and were more likely to report kidney disorders and memory disturbances compared with the control group.   These levels were found to be strongly associated with the number of hours the dentists worked, the number of fillings they handled and the number of fillings they had themselves. Although the mercury concentrations were high amongst the dentists, only one dentist had levels in excess of health and safety recommendations.

Swimming pools & asthma

A study by researchers in Birmingham has suggested that swimming pools can trigger asthma caused by chemicals called "chloramines". These chemicals are produced when chlorine reacts with the pollutants such as swimmers' sweat and urine, which causes the familiar smell of pools. Chlorine-based chemicals are used to disinfect the water. The amount of

chloramines present in the air depends on how often the water gets changed and the swimmers' personal hygiene. Researchers have suggested disinfectants used in pools should be more carefully chosen and that air and water should be replaced as often as possible.

Alternate car fuel

In a recent report it has been suggested that soon we may see cars running on fuel made from farm waste (straw and grass). A Canadian company who has been carrying out this research has developed a bio fuel which when mixed with petrol, can considerably reduce our reliance on fossil fuel. Already big oil companies such as Shell have shown great interest in this research and have invested £20m in the company. Some countries like Brazil already mix ethanol into their petrol, but we are yet to see "green" fuels make an impact on our forecourts

New Advances in QA Material

- **IQA Distance Learning courses**
  With the launch of the new IQA Diploma in Quality, Quality Management & Training Ltd. are also producing textbooks and distance learning material to systematically guide students through the riggers of this qualification, inline with the IQA syllabus. For more information please visit www.qmt.co.uk

- **Software**
  Software packages to help with using ISO9001:2000

  - ISO 9000:2000 Quality Manager Database 2000 Standard
  - ISO 9000:2000 Quality Manager Database (Gold)
  - ISO 9000 Quality Manager Toolkit 2000
  - Essential ISO 9001 - Guide to Quality Management

- **Poster**
  Although Deming said eliminate slogans, posters and goals, Crosby was very keen on selling the message. We have selected some posters to invigorate the quality message. Take a look at the selection of quality posters on www.qmt.co.uk. These posters deliver very important messages and there are 3 to choose from; 7 Wastes of Production, 10 Commandments of Improvement, The 3 Evils Of Meetings.

- **Books**
  The books listed on the website www.qmt.co.uk have been specially selected because of their relevance, value and practicality. All of the authors are well known figures in the Quality Assurance field. Consequently, you have the confidence that QM&T has evaluated these books and they have QM&T''s seal of approval. *Not just any book will make it passed QM&T's rigorous selection process.*

- **Free material**

  A wide selection of software, papers and lecture notes on a variety of subjects including ISO 9001:2000, Quality improvement, What is Quality, Customer Satisfaction and Benchmarking etc. are available from www.qmt.co.uk