FMEA

Failure Mode and Effects Analysis (FMEA) is a logical technique used to identify and eliminate possible causes of failure. The technique requires a sequential, disciplined approach to assess systems, products or processes, in order to establish the modes of failure and the effects of failure on the system, product or process. This is to ensure that all possible failure modes have been fully identified and ranked in order of their importance. The FMEA discipline requires the investigators to document their evaluation with regards to the failure mode, effect and criticality. The analysis work can be applied at any stage; design, manufacture, test, installation or use, but is best performed at the design stage. In a simple system the study may be performed on the total system or product but with more complex systems it may be necessary to break the product down into various sub-systems or sub-assemblies.

A mini-guide on using FMEA is now available from Amazon as a download from your Kindle – http://www.amazon.com/dp/B00AZL4Z1E

Student Award

Congratulations to Lucy Chiri who received the Gerald Smith Award as Student of the Year from the CQI Thames Valley Branch.

Lucy, is a Biomedical Scientist from the microbiology department at the Royal Free Hospital. Receiving her award, Lucy said:

"Quality is the backbone of what we do in the laboratory. We ensure that patient samples are appropriate for the required tests, analyse them and report results through a computer system that is linked to the wards and GP surgeries. I'm truly humbled by this award. It has strengthened my resolve to pursue a career in quality.

My aspiration is to be in a quality oriented role and ultimately becoming a Chartered Quality Practitioner."

Lucy studied with QM&T and completed the CQI Certificate in Quality Management in less than a year.

Lucy receives her award at the CQI Meeting. Left to Right Edda Saunders (QM&T) Lucy Chiri, Geoff Vorley (QM&T)

Food Safety

The latest news on horsemeat in food and the increased focus on food safety means that the new standard from BSI on the control safety hazards in food will be even more welcome.

Publicly Available Specification (PAS) 221:2012 – Prerequisite programmes for food safety in retail; aims at improving the

management of quality in the supply chain and mitigate any associated risks.

The specification shows retailers how they can construct a firm framework to help them control food safety hazards. This will entail them establishing, implementing and maintaining prerequisite programmes.

Such standards for prerequisite programmes are already available for food manufacturing, animal feed and food packaging and this new standard provides one for food retail and closes out a loop hole in the chain from manufacturing to sale.

For more information on the PAS, please contact BSI www.bsigroup.com

Integrated Information Security and Service Management

The International Standards Organisation (ISO) has released a new standard that should help organisations wishing to implement both the Information Security Management system and the standard for Service Management. *ISO/IEC 27013:2012. Information technology – Security techniques – Guidance on the Integrated implementation of ISO/IEC 27001 and ISO/IEC 20000-1* gives guidance and advice on whether to implement the standards one at a time or simultaneously and the approaches that can be taken.

Edward Humphreys, Convenor of the working group that developed the standard said, "Both ISO/IEC 27001 for information security and ISO/IEC 20000-1 for service management address very similar processes and activities, including the important principle of continual improvement. A number of advantages can be gained by implementing an integrated management system which takes into account not only the services` provided, but also the protection of information assets."

The ISO organisation has identified the following advantages for an integrated implementation:

- Gaining credibility for an effective and secure service to internal or external customers of the organization
- Lowering costs of an integrated programme
- Reducing implementation time due to the integrated development of processes common to both standards
- Eliminating necessary duplication
- Promoting understanding between service management and security personnel
- Improving the certification process

For further information please visit www.iso.org

Do standards help Small and Medium sized Enterprises (SMEs)

There has always been some debate on how standards benefit SMEs and whether the bureaucracy involved is outweighed by the benefits obtained. The ISO have now launched a short video that points out how using standards is of benefit to SMEs and can help them compete in worldwide markets.

The key benefits highlight by ISO are:
- Standards help you compete on a level playing field with bigger enterprises
- Standards open up export markets for your products and services
- Standards help you discover best business practices
- Standards drive efficiency in your business operations
- Standards add credibility and confidence for your customers
- Standards open new business opportunities and sales
- Standards give you the competitive edge
- Standards make your brand name internationally recognized

- Standards help your company grow
- Standards enable a common "language" to be used across an industry sector

ISO Secretary-General Rob Steele said: "ISO standards offer big benefits for small and medium-sized enterprises, helping them to compete on a level playing field with bigger enterprises, opening up export markets and opportunities to participate in global supply chains, and providing best business practice and state-of-the-art requirements for the products and services they produce. This, in turn, leads to increased credibility for the SME and increased confidence in their product or service from the most important group of people a business has - its customers."

The short video is available on the ISO website www.iso.org as well as YouTube www.youtube.com/planetiso.There are also a number of other videos from ISO that can also be viewed on YouTube.

Having trouble with Environmental Labels and Declarations?

Many organisations want to make the most of their environmental credentials or have to label their products to provide key environmental information; ISO have now made this easier to get right! They have produced a brochure, "*Environmental labels and declarations – How ISO standards can help*" that contains a set of rules and guidelines that can ensure that environmental claims made on products or labels are correct and can be trusted.

The introduction to the brochure points out that, "With the relentless focus on climate change and health, consumers are becoming more interested in less tangible product attributes such as the ethical and environmental aspects of a product's production and supply. In response to this, manufacturers often voluntarily choose to

provide information concerning the environmental aspects of their products on labelling and in advertising. In short, the environmental benefits of a company's products, such as recyclability of packaging, are part of its overall marketing strategy. Smart businesses are making a virtue out of necessity by promoting the environmental features of their products. Getting a market benefit through environmental labelling makes sense, particularly where companies have made the investment in environmental improvement and putting environmental management systems in place."

To help you get your labelling correct and to gain the benefits from your environmental performance take a look at the brochure. It explains *ISO 14020 - Environmental Labelling: General Principles* in clear and simple language and is available free of charge from http://www.iso.org/iso/environmental-labelling.pdf

Electronic Signatures

The world is becoming more and more dependent on technology and electronic documentation is just one element of this. However, many organisations still require formal contracts and similar documents to be signed in hardcopy. If this position is to change then we must feel that electronic use of signatures is secure and valid.

A new ISO standard aims to help governments and organisations to guarantee the authenticity of electronic signatures that will help further use of electronic contracts. The standard provides a framework for the development of systems and services which will guarantee the authenticity of electronic documents for a longer period of time.

The standard is in two parts:

- ISO 14533-1:2012, *Processes, data elements and documents in commerce, industry and administration – Long term signature profiles* – Part 1: *Long term signature profiles for CMS Advanced Electronic Signatures (CAdES)*
- ISO 14533-2:2012, *Processes, data elements and documents in commerce, industry and administration – Long term signature profiles* – Part 2: *Long term signature profiles for XML Advanced Electronic Signatures (XAdES)*

For further information, please visit www.iso.org

Have your say

As part of their commitment to continuous improvement, ISO have started to look at the development of the next version of the environmental management standard ISO 14001, which is planned for release in 2015. As part of this development, they are looking for feedback from the current users of the standard. If you are interested in providing input then please complete the online survey that can be found at www.iso.org/14001survey2013 . The survey closes on 30 April 2013.

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Order 3 Quality Management books from the CQI Diploma/Certificate range of textbooks and get the 3rd one free.

Offer valid till 31st March 2013.
For more details please visit www.qmt.co.uk