



Business Process Analysis.....	1
Code of Practice on Accessibility Buildings.....	1
Getting the Best out of the ISO 9000 Family	2
Consumers and Standards	2
Recruiting the Right People	2
Reduced Patent and Trademark Fees.....	2
Standard for Safety Plans and Signs	3
Business will survive the Recession	3
World Water Day 2009.....	3

Business Process Analysis

In the current economic climate it is important for an organisation to concentrate on its value added activities and reduces its non-value added activities. One method that can help identify these non-value activities is Business Process Analysis.

Organisations are full of processes, not only manufacturing processes but processes for purchasing, warehousing, handling orders etc. Very often these processes have evolved as the organisation has grown, sometimes keeping pace, sometimes overwhelmed by the sheer size of the organisational growth. They can be complex, cross functional and sometimes wasteful. This waste can manifest itself in terms of:

- Cost to run the process (number of transactions per employee).
- The length of time to get from one end of the process to the other (lead time).
- The quality of the service provided e.g. errors, response or delivery times.

Analysis has suggested that the way to make processes more efficient and identify waste is to break them down to their most simple tasks or stages and then re-build the process so that it is more efficient. For example, processes can involve several sequential operations, each operation with its own inherent delays and transportation between each stage. The actual action (value added activity) for each of the process tasks can be very small compared with the non value added activities such as waiting and transportation time. Waiting, queuing and transportation can take up a significant proportion of the time to complete the whole process. This wastes

time, can encourage errors to creep in and will therefore add to costs of the process.

The objective then in breaking down the process into its simplest tasks is to identify and eliminate those activities that do not contribute towards the customer requirements - the non value-added activities.

There are also many processes which have activities that may be considered worthwhile by the organisation but may not add any value to the finished product or service. These activities are not usually something the customer wishes to pay for. Unfortunately these activities do have to be paid for and so will become an overhead to the running of the process. It is important to question whether these non-value-added activities are still worthwhile – or can the organisation make savings by removing them.

Business Process Analysis, with its detailed analysis of the key processes, gives the opportunity to identify any activities that may be considered Non-Value Adding. Modifying processes such that the amount of resource spent in non-value added activities will not only save money, but by creating a more efficient process can improve customer response time.

Code of Practice on Accessibility Buildings

A new Code of Practice has been published that provides guidance on the design of new buildings to make them more accessible. *BS 8300:2009 Design of buildings and their approaches to meet the needs of disabled people: Code of Practice*



is applicable to wide range of buildings including; car parks, concert halls, prisons and public houses. It provides advice on the accessibility to buildings such as access to lifts, signage, arrangement of seating and accessible washbasins.

Getting the Best out of the ISO 9000 Family

The International Standards Organisation (ISO) has published a new edition of *Selection and use of the ISO 9000 family of standards*. The brochure includes examples of the integrated use of the ISO 9000 family of standards in a range of manufacturing and service organisations including; a welfare agency, an electrical appliance manufacturer, a chemical processing company, a bank and a franchise organisation. It provides a description of the standards and how they can be used to improve the business.

A web version and PDF file of the paper version can be accessed free of charge on the ISO Website www.iso.ch

Consumers and Standards

Do you understand what standards are, what they do and how you can have an input? The ISO have launched an interactive tutorial on their web-site that explains what consumers can gain from International Standards and how standards benefit from consumer input. As well as educating people who are new to standards it will also help professionals from consumer organisations and standards bodies as a review of concepts and ideas.

ISO Secretary General Rob Steele comments, "Consumers are often the end users of goods and services influenced by ISO standards. They value such characteristics as safety, quality, ease of use and interoperability which standards help to ensure. For over 30 years, ISO has benefitted from the views of consumer representatives who have identified new areas for standardisation, such as services and social responsibility and who

have participated in technical committees producing standards that influence consumer products. This tutorial will help both to broaden and intensify consumer participation in developing ISO standards by providing the basic tools and references needed to understand and take an active part in the partnership with ISO."

The tutorial is free and will take about 4hrs to complete. It is available on the "consumers" section on the ISO web-site www.iso.ch

Recruiting the Right People

The UK Department for Innovation, Universities and Skills have released a new guide on graduate level recruitment in the professions. It aims to help businesses in their recruiting process to make sure that they are open and fair and are recruiting the most talented people they can. The step-by step guide shows employers how to:

- Write job adverts and place them where they will have the maximum effect
- Sift applications and screen suitable candidates
- Choose the most appropriate way to assess applicants, and one which will enable them to showcase all their talents
- Tell successful candidates they have got the job whilst letting unsuccessful candidates down gently

The Professional Recruitment Guide is available at http://www.cabinetoffice.gov.uk/strategy/work_areas/accessprofessions.aspx

Reduced Patent and Trademark Fees

The Intellectual Property Office (IPO) is reviewing its fees and services because there has been a decrease in demand for patent and trademark applications. David Lammy, Minister of State for Intellectual Property said, "In the current economic climate, there is a risk that businesses will not protect their Intellectual Property,



which will harm both those businesses and UK competitiveness in the longer term.”

The proposals include an overall reduction in the fee burden for trademark registration and more flexibility over when businesses have to pay for that service.

The proposals are available for viewing on www.ipo.gov.uk

Standard for Safety Plans and Signs

A new ISO Standard *ISO 23601:2009, Safety identification – Escape and evacuation plan signs*, contains design principles for displayed escape plans that provide information vital to fire safety, escape, evacuation and rescue of a facility’s occupants.

The standard is based on the safety signs, colour codes and design requirements of ISO 7010:2003 and establishes a common method of illustrating the position of the viewer in relation to designated escape routes leading to emergency exits and the location of fire safety and emergency equipment close to escape routes.

For further information, please visit www.iso.ch

Business will survive the Recession

According to some research carried out by uSwitch in March, the majority of Britain’s businesses are confident that they will survive the recession. 59% of respondents felt that the trading conditions are tough, and 38% said that they felt the current trading conditions are tolerable. In response to the financial pressures, the most common strategy for coping was cutting costs, and 28% of respondents are reducing staff hours with just under 25% cutting their spend on marketing. Paul Simpson, CQI technical manager said that although the survey results can be seen positively, cost cutting is not the only thing needed to survive a recession. He said, “Whilst it is good that the vast majority of respondents will survive the current recession, we are concerned about the solutions put forward. Most SMEs apparently believe the route to survival is through cutting

costs whereas the CQI believes that SMEs like all organisations need to focus on both satisfying customers and eliminating the waste recreated by poor quality. We believe this is the route to both survival and sustained success”

For further information, please visit www.thecqi.org

World Water Day 2009

World Water Day 2009 was celebrated on 22 March. This is a United Nations initiative and this year’s theme is “Transboundary waters: shared waters, shared opportunities”. International Standards developed by ISO can contribute to the objectives of World Water day, they provide practical tools for developing common understanding and cooperation between countries on aspects such as water quality and measurement, and the management of water supply services, including under crisis conditions.

ISO Secretary General Rob Steele comments: “As with many other global challenges, the ISO system has a proven track record of distilling international expertise into globally relevant standards that provide concrete help for achieving public policy goals and objectives, such as those of World Water Day.”

For further information on the role of ISO in water quality and water services, please contact www.iso.ch