

# Penarth Management

## World Quality Day 2009 - 12<sup>th</sup> November



Our 33rd year of successful consultancy

Penarth Management is registered to ISO9001:2008, ISO14001:2004 and OHSAS18001:2007

We currently assist clients with:

- ISO9001 Quality Assurance
- TickIT
- TS16949 for the automotive industry
- ISO13485 for medical devices
- ISO14001 Environmental Management
- BS8555, phased ISO14001
- BS EN 16001 Energy Management
- BS OHSAS 18001 Occupational Health & Safety
- ISO27001 Security
- SIA Approved Contractor Scheme
- BS7499 Static Site Guarding
- BS5839 Fire Detection and Fire Alarm Systems
- The Chemical Industry's Responsible Care Programme
- Highways Agency Sector Schemes 12A /12B , 12C , 16 and 18
- CE Marking guidance
- HACCP Food Safety
- ISO22000 Food Safety
- BRC Food Safety
- SA8000 Social Accountability
- BS 25999 Business Continuity
- FSC and PEFC Chain of Custody
- Asbestos Surveys (Type II)

## World Quality Day Special Offers

### 20% Off British Standards



Penarth Management is an Authorised Distributor for British Standards and are able to offer a 15% discount off the full price of all BSI Standards. On World Quality Day, 12th November, 2009, we are extending this by a further 5% for any Standards ordered up until the 31st December 2009, **giving a total of 20% off**. Just quote code 'PML-WQD 2009' and for more details, see our website [www.penarth.co.uk](http://www.penarth.co.uk).

**SPECIAL OFFERS**

### 10% Off Lead Auditor Training Course

Our next **Quality Management Systems Auditor/Lead Auditor** training course is being held in the Cardiff area w/c 25<sup>th</sup> January 2010. We are offering a **10% Early Booking discount** for bookings paid for in full before Monday 30th November 2009, reducing the cost to £805.50 + VAT for a day delegate course or £1165.50 + VAT for a residential course. Contact us for a booking form to book early and take advantage of this special price. Full details of the course are shown on our website: <http://www.penarth.co.uk/training/qms-auditor>.



## Enhancing your Quality Management System Management Representative



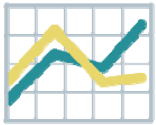
The Management Representative is often the person nominated to achieve certification, sometimes without prior knowledge or understanding of what the particular Standard will entail. Penarth Management has compiled a Quick Guide to Management Systems to assist in this task. This can be downloaded from our website at [www.penarth.co.uk/about/resources](http://www.penarth.co.uk/about/resources).

## Awareness Training on ISO9001:2008

One of the main barriers to the successful implementation of ISO9001:2008 is communication with staff. Awareness training is a simple yet effective way to communicate what the organisation is trying to achieve by obtaining certification. Also, by recording that you have carried out awareness training with individual staff members you can comply with some of the clauses in the Standard such as 6.2.2 for training and awareness. We have created a simple template that can be used as the basis for your training notes. The information can be downloaded free of charge from [www.penarth.co.uk/about/resources](http://www.penarth.co.uk/about/resources).



## Monitoring and Measurement



Clause 8 of ISO9001:2008 deals with 'Monitoring and Measurement'. This section includes the monitoring and measurement of processes and products. The Standard goes on to say that suitable methods for monitoring and measuring shall be applied.

One way of achieving this is to put Key Performance Indicators in place. A Key Performance Indicator, or KPI, is a measurement of performance which are commonly used to help an organisation define and evaluate how successful it is, typically in terms of making progress towards its long-term organisational goals. They help to evaluate the progress of an organisation towards its vision and long-term goals.

## Research Analysis Reveals Trends on Objectives

Part of our work involves helping our clients by analysing trends from assessment and surveillance reports generated from the accredited certification bodies and applying that knowledge to further consultancy projects.

20% of nonconformances from the last quarter of our research analysis were regarding **quality objectives**. The most common comments were objectives not being measurable and the lack of new objectives and limited improvement plans.

The trend suggests that there is either an increasing emphasis by assessors, or organisations are genuinely finding it harder to come up with new, measurable objectives.



New quality objectives can be obtained through the monitoring and measurement of data to enable new initiatives to be created.

Examples of quality objectives set by some of our clients include:

- reduce customer complaints by 2% by 31 March 2010
- reduce order processing times by 3 days by 30 June 2010

or

- reduce the number of credit notes versus invoices by 5% all by the end of 2010.

The important thing to remember is to make them **SMART** (Specific Measurable Achievable Realistic Time Based).

New objectives and initiatives can be discussed at Management Review Meetings following the analysis of data. The consultants' breadth of experience and involvement means they can help suggest new areas and subjects for objectives.

## Other Standards to Complement Quality

Many companies now have ISO9001:2008. However there are other Standards for your business that you may not know about:

- SA 8000 is a Standard on **Social Accountability** which is currently the most widely recognised global Standard for managing human rights in the workplace.
- BS ISO 27001 specifies requirements for establishing, implementing, operating, monitoring, reviewing, maintaining and improving a documented **Information Security Management System** (ISMS) within the context of the organisation's overall business risks.
- BS 25999 comprises two parts; Part 1 provides recommendations for best practice in **Business Continuity Management**. Part 2 specifies requirements for establishing, implementing, operating,

monitoring, reviewing, exercising, maintaining and improving a documented Business Continuity Management System (BCMS) within the context of managing an organisation's overall business risks and can be formally assessed.

- The **Forestry Products Chain of Custody** (FSC) and the **Programme for the Endorsement of Forest Certification Scheme**. The (PEFC) Standards allow the purchase and use of products from responsibly managed forest sources. Copies of the FSC and PEFC Standards can be downloaded free of charge from [www.penarth.co.uk/services/chain-of-custody](http://www.penarth.co.uk/services/chain-of-custody).

For these or any Standards you require which you feel will enhance your Quality Management System please talk to us.