Business Process Improvement – Roy Dunn

Human Resources
No changes to BPI. The Operations Dept. PA has left the organisation and the replacement (Ruth Cooper) will be trained in ISO9001 auditing

Business Process Improvement and Operations have moved from the Mezzanine floor to a part of Park House.

Quality Management System (QMS) review meetings and internal audits
The internal audit schedule for 2011-12 is running.

QMS process updates
Work plan processes have been reviewed, and an updated Project Re-prioritisation process rolled out. The whole "Projects" section is being reviewed by the Project Portfolio Manager.

BSI Audit
The ISO9001:2008 audit took place on 5th April with our new auditor, John Doyle, looking at International Registrations, the whole Quality Management System function at HPC, plus workplace and IT provision. HPC passed the audit. The latest external audit report is attached. There is significantly more content, with suggestions on how we could change aspects of how we manage record keeping and document control. Next external audit is scheduled for October

Business continuity
No changes currently other than monthly list updates.

The 2011 exercise took place on the 27th May at Uxbridge (IT systems) and Sevenoaks (Business Continuity Management. A report will be circulated to Finance & Resources committee.

The scenario was around a hypothetical information theft following hacking at a supplier of ISP services.

Information security management
Customisation for our cross organisation Information Security training solution have been rolled out to all employees. Approximately 127 persons have undertaken the training to date out of 134.

Further policy documents (ISO27001 deliverables) are in preparation.

The importance of this project is highlighted by the recent breaches at Citibank in the US, Co-Op, BP, Sony, Nintendo, RSA, Barracuda. The last two are IT security companies.

Information & data management
Test are being carried out to ensure the migration of the reporting databases from one server and database software version does not introduce any unconstrained variances.

Risk Register
The next update is being prepared for the September 2011 edition prior to being circulated to the Audit Committee. Suggestions for updates to Finance, Pensions, Quality, Projects and Strategic risks have been identified to date.