

Business Process Improvement – Roy Dunn

1. Human Resources

No changes to BPI. The Operations Dept. PA (Ruth Cooper) has been trained in ISO9001 auditing

Business Process Improvement and Operations will move from the Park House ground floor, to the new building on north Stannary street in the next month or so.

2. Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2011-12 is running. Education, and Procurement have been audited.

3. QMS process updates

Overview documents of HPC's function have been prepared, as requested by the auditor.

The Document control and Record control processes are being refreshed, with possible updated controls on Microsoft products (Word, Excel, PowerPoint).

4. BSI Audit

The next ISO9001:2008 audit will take place on 4th October 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. Next external audit is scheduled for October

5. Business continuity

No changes currently other than monthly list updates.

Tests of the Solaris infrastructure are being scheduled with ICM, and the test dates for 2012 are being arranged to fit in with HCPC timetables.

6. Information security management

Further policy documents (ISO27001 deliverables) are in preparation. Templates requiring heavy customisation have been obtained.

Mazars conducted an Information Security Audit in July. The report forms part of a paper to the committee.

RD attended an IDC IT security conference in September, which focused heavily on mobile device security. However they also highlighted a flaw affecting most persons home security.

7. Information & data management

A number of data extracts have been created for various HPC projects including a postal survey for Communications, and data for a control set for an analysis of FTP data.

CPD data extracts have been used to produce graphs for the CPD report.

A report on the background to Registration is being prepared by Thomas Berrie.

8. Risk Register

The latest update has been prepared for this meeting and will be discussed later.

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2011-01-1319	d	QUA	RPT	Audit IComm Report BPI Sept 2011	Draft DD: None	Public RD: None