

Business Process Improvement – Roy Dunn

Human resources

There are no changes to BPI.

Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2012 – 2013 is progressing.

QMS process updates

A major review of Finance Department processes is continuing.

British Standards Institute (BSI) audit

BSI audited the Fitness to Practise, Customer Service functions, and carried out the Senior Management Interview.

No non- conformities or observations were recorded.

The next audit is scheduled for the 2nd of May 2013 and will include the Strategic Review, Quality Management System and Finance.

This will complete the current 3 year audit cycle.

We continue to work on the technical requirements for the BSI QMS / ISMS package to which we will migrate when the Quality team have been trained in its use.

Business continuity

The annual exercise took place on Tuesday 13th November at Uxbridge. No specific scenario was tested this year, but the detailed plan was run through by process owners to look for updates relating to recent or future projects.

Discussion on the use of online systems to prevent reliance on the paper copies of disaster recovery material supports the planned small departmental project to manage the data on a secure website. In the meantime, each department will be updating the appropriate area of the plan, for a final paper only version.

Information security management

Information Security training (a computer-based training package) for all employees has been rolled out and over 75% of the organisation have passed the test satisfactorily. New employees or contractors are being trained shortly after they arrive.

The collection of information assets round HCPC continues and the assets scored for risk. The use of vsRisk system continues.

Information and data management

Additional reporting is taking place around Social Worker renewals on a daily basis.

Risk register

The next iteration of the risk register will commence this month.

Other activity

Significant work continues on the new tendering process for the security print contract. By the time of this meeting the submission of pre-qualification questionnaires will have been completed, and assessment commenced.