

## Business Process Improvement: Mr Roy Dunn

### 1. Human resources

The Quality Compliance Auditor (Kayleigh Birtwistle) has undertaken ISO 9001 Internal Audit training with BSI. Further training will be provided over the next few months.

The Data (Business) Analyst recruitment will be rerun later in the year.

### 2. Quality Management System (QMS) review meetings, internal audits and Near Miss Reports (NMR).

The internal audit schedule for 2015 – 16 is running.

The following depts have been audited;

Registrations – CPD: ISO9001 Planned audit  
Registrations – CPD: Compliance audit  
Registrations – EEA: ISO9001 Reactive audit  
Registrations – EEA: .Compliance audit  
Registrations – INT: Reactive compliance audit

Secretariat – Customer Service Feedback – ISO9001 Planned audit  
Secretariat – ISO9001 Planned audit  
Human Resources – Employees: ISO9001 Planned audit  
Education Processes – ISO9001 Planned audit  
Finance – Purchase and Supplier evaluation: ISO9001 Planned audit

#### NMR's

Four NMR's have been closed since July 2014

Three new NMR's have been opened since July, however one of those have already been closed.

### 3. QMS process updates

Amendments to the Customer Complaint handling process are awaiting approval by EMT.

Human Resources processes have been updated, in line with the Major project.

We will be moving the Quality Management System (QMS) to an externally hosted system with assistance from BSI in the coming months.

Along with the move, all of the current Business Processes on our existing system are being reviewed and there have already been several updates implemented.

### 4. BSI audit

The next BSI Audit is scheduled for November 4<sup>th</sup> and will cover Education, Registrations CPD, Purchasing & Supplier evaluation, Secretariat and Staff Development & Training.

The HCPC QMS / ISMS will be migrated to the BSI Entropy platform as soon as possible. The next major work will occur in W/C 20<sup>th</sup> October.

## **5. Business continuity**

Monthly employee details will continue to be circulated whilst the move to an upgrade electronically delivered plan progress.

An upgrade to the possible externally hosted Business Continuity System is being demonstrated at the supplier on 2<sup>nd</sup> October. This will be evaluated against our requirements.

The next test is being arranged for March 2015.

## **6. Information security management**

The security training programme continues. A new package has been selected from three possible suppliers. Content from the provider is being internally reviewed to fit Employees and Partners or Council Members.

Adjustments to how documents are printed around the organisation are being evaluated, and security improvements developed. The IT department have seen two possible providers of technology solutions.

The Tidy desk policy has been implemented within the organisation, with a soft roll out. There has been an improvement in tidiness, and items are generally locked away within storage. Work continues to monitor the situation.

The new ISO 27001:2013 standard is being addressed by BPI with the aid of external consultants. The documentation is being made as reader friendly as possible.

An additional set of glass doors have been added to the rear of the building, in response to a second incursion into the building. This slightly slows ingress and egress, but makes unwelcome visitors less likely.

## **7. Information & data management**

### **Assessment and destruction of older archive material: an update on progress.**

Freedom of Information requests of a statistical nature continue.

The Registration department hope to progress the destruction of scanned renewal notices as soon as the archive boxes can be validated as "renewals".

Work with the Registrations department on sites for secure scanning continues prior to tests with internal CPD processes.

## **8. Reporting**

Extracts for Registrant sampling are being prepared for an external party. External organisations handling our confidential data are required to sign a Data Processing Agreement, and in this case be ISO27001 compliant, and certified if possible.

## **9. Risk Register**

The next iteration will be published in October 2014 following updates over the summer. (This meeting).

A high level Risk Assurance map has been appended to the end of the Risk Register.