Business Process Improvement: Roy Dunn

1. Human resources

No changes to BPI resources.

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

The internal audit schedule for 2015 – 16 is running. The mine Archive audit will be rescheduled for November or January.

NMR's

One new NMR has been declared around the storage of data on shared drives, NMR55 Redaction quality in FTP bundles has a sponsor and will be closed shortly. Two reports were published to EMT in September.
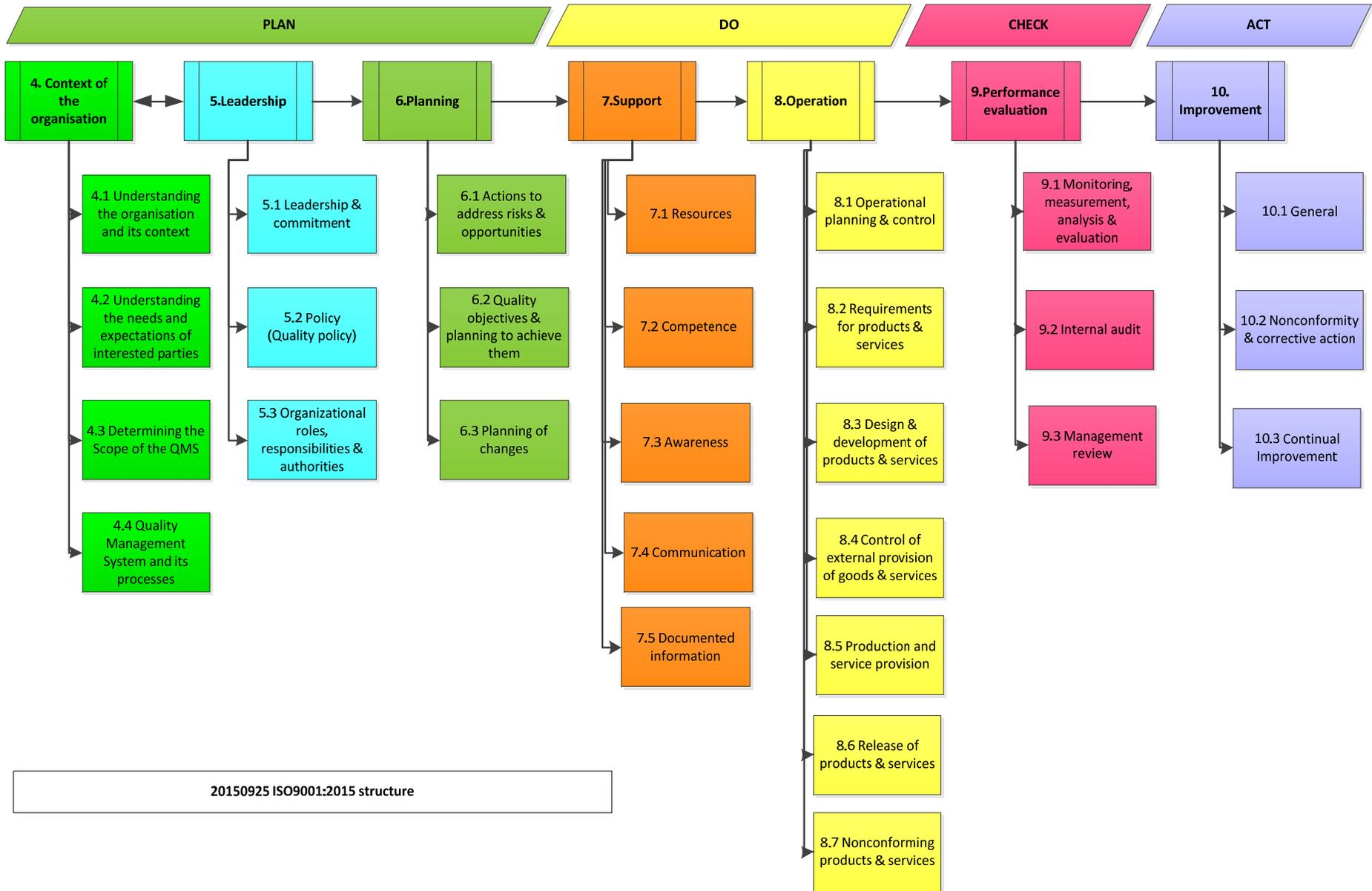
3. QMS process updates

The migration of the Quality Management System (QMS) to an externally hosted system has been terminated. The new access model following an upgrade to the hosting platform was found to be incompatible with our click through access requirement. We will therefore be planning to migrate our QMS & ISMS to a hosted MS SharePoint environment over the autumn. Experimentation with various "Add-ins" to support the required functionality is underway.

4. BSI audit

The ISO9001:2008 two day audit took place on 22 and 23 October. The subject of the audit was Business Overview: Quality Management System Processes; Projects; Registrations CPD, Operations, Quality Assurance; IT Infrastructure and Service Support; Secretariat; Customer Services; Information Governance; Council processes. No areas of non-conformance were found.

The next audit (April 20-21 2016) will cover Finance Transactions; Invoicing and Purchase Ledger; Management Accounts; purchasing and supplier evaluation; Facilities; QMS; key controls; Risk Register; Quality Assurance; Senior Management Interview; Strategic Review. This is the end of a three year cycle, and is the recertification visit.

The new ISO9001:2015 standard has been published. The high level change is that it is more risk based, has tried to remove a level of confusion between Corrective Action and Preventive Action (by removing Preventive Action). The key auditable sections of the new standard is illustrated below in graphical form. We will move to the new standard between April and October next year.

PLAN

DO

CHECK

ACT

4. Context of the organisation

5.Leadership

6.Planning

7.Support

8.Operation

9.Performance evaluation

10. Improvement

4.1 Understanding the organisation and its context

5.1 Leadership & commitment

6.1 Actions to address risks & opportunities

7.1 Resources

8.1 Operational planning & control

9.1 Monitoring, measurement, analysis & evaluation

10.1 General

4.2 Understanding the needs and expectations of interested parties

5.2 Policy (Quality policy)

6.2 Quality objectives & planning to achieve them

7.2 Competence

8.2 Requirements for products & services

9.2 Internal audit

10.2 Nonconformity & corrective action

4.3 Determining the Scope of the QMS

5.3 Organizational roles, responsibilities & authorities

6.3 Planning of changes

7.3 Awareness

8.3 Design & development of products & services

9.3 Management review

10.3 Continual Improvement

4.4 Quality Management System and its processes

7.4 Communication

8.4 Control of external provision of goods & services

7.5 Documented information

8.5 Production and service provision

8.6 Release of products & services

8.7 Nonconforming products & services

20150925 ISO9001:2015 structure

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5. Business continuity

Work on the Shadow Planner solution continues. A demonstration was provided to EMT in October on HCPC Blackberry devices, and the restructure of the plan has been made to fit the online delivery model. All basic plan data has now been input to the supporting secure website, and we will be training EMT and CDT / Heads of Department on maintenance of the plan for their areas of responsibility over the next few months. Additions and enhancements to content will continue.

The Shadow Planner system is currently available on Blackberry 7 and iOS (iPhone) and should be available on the new Blackberry platform (Android) around Christmas / New Year. It will then be essentially agnostic to the device it is viewed on.

6. Information security management

Information Security awareness activities continue around HCPC. Plans for an Information Security week are in progress. We are still determining which CBT package to procure for employees, Partners and Council members. However we should still meet our deadline for a roll out in February. This will help prepare employees for the next audit. We are also going to train Information Security Champions in each department, to assist in day to day prevention activities.

The next Continuing Assessment Visit is due for April 18-19 2016

7. Information & data management
Assessment and destruction of older archive material: an update on progress.

The Registration department hope to progress the destruction of scanned renewal notices as soon as the archive boxes can be validated as "renewals". A pre destruction visit to the archive is being planned.

8. Reporting

The number of Freedom of Information requests of a statistical nature has started to increase again.

9. Risk Register

The latest iteration was published in Sept 2015. The next iteration will be based on updates collected over December and January, with publication due for March. Risk Assurance mapping will be demonstrated during this meeting based on the September version.