

QM&T February 2004 Newsletter

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Check Out QM&T's New Website – www.qmt.co.uk

The website has had a new facelift to make it more user friendly and hopefully more informative and interesting. We have a selection of new books, software and training courses. For instance have you ever had problems with soldering, or wanted to know exactly what good or bad soldering looks like? Then the "Photographic Guide to Soldering Quality" is the book for you.

<http://www.qmt.co.uk/books/soldering.htm>. Another new book addition is "The Perfect Customer Care" describes how to get customers to place repeat orders, how to look after them, and how to provide them with what they want, plus that little bit extra.

http://www.qmt.co.uk/books/customer_care.htm. If you are looking for a particular British or International Standard, then look no further, QM&T can provide and supply you with the latest standard.

http://www.qmt.co.uk/books/british_std.htm. We hope you enjoy your visit www.qmt.co.uk

Quality Improvement Euro Tunnel Style

With Euro Tunnel's service now fully and successfully operational, Euro Tunnel's top management turned their attention to reaffirming their total commitment to quality and consistently and visibly communicating this to their employees. It provides an opportunity to make further

use of their employees' talents, through the feeding back of their thoughts and ideas. This was a large undertaking for the company, particularly so when the deadline was so tight - 6 months. They employed an old method, Suggestion Schemes, but invigorated it with the latest technology. It's all been done before hasn't it? Well to quote Taiichi Ohno, VP and 'father' of Toyota Production System. *"Something is wrong if workers do not look around each day, find things that are tedious or boring, and then rewrite the procedures. Even last month's manual should be out of date"* and to use another quote *"40 years 20 million Ideas"*. Some of the more novel ideas that Helen Brown, Quality Management Advisor from Euro Tunnel brought to the scheme were; active and participative support by top management, publishing progress and results on the website and gazette, regular posters, praising, recognising and rewarding suggestion scheme participants. If you would like to know more about the success of this scheme or more information regarding implementing suggestion scheme then contact geoff@qmt.co.uk

Could Parmalat happen to you?

The quality manager is often quoted as the customer's representative within the organisation. If this is the case, what exactly was the quality manager or the directors at Enron or Parmalat up to (if anything)? Further more, can quality managers continue to stand back and take the position that financial controls and



systems are nothing to do with them, and it is the responsibility of the finance department - accountants and auditors? Does this mean the finance departments are above Quality Management Systems and quality auditing? When was the last time the quality auditor actually audited your invoice to cash process? Do you have any procedures and processes and are they sound and legitimate? These questions are only aimed at the small end of the financial business processes, we've not even started on the big financial issues and the lack of clear accountable processes uncovered from Enron and Parmalat. If you've completed any financial quality audits recently or have a different or even complementary view, we'd be interested to hear from you. Also, if you think this potentially is an issue for your organisation and would like to know more about quality auditing the financial and security aspects of your organisation then take a look at <http://www.security-management-systems.co.uk/> or <http://www.cfenet.com/home.asp> or contact geoff@qmt.co.uk

How to Quality Assure your Lean Programme

You may have already established a Lean programme and have identified the value streams and allocated responsibilities for improving each stream. However, is the programme and plan quality assured to achieve the future state? Has the Lean team identified the pre-requisite quality issues that are essential prior to implementation? How will you solve these quality problems and ensure they don't happen again? You can find out more about Lean programmes from the Lean Enterprise Research Centre www.cf.ac.uk

ISO Standard for Ice Hockey Players

Due to the risk of head and face injuries that ice hockey players have to encounter during a game of ice hockey, the ISO

(International Organisation for Standardisation) has introduced a new standard, ISO 10256:2003, *Head and face protection for use in ice hockey*. This is the work of ISO technical committee ISO/TC 83, *Sports and recreational equipment*, subcommittee SC 5, *Ice hockey equipment and facilities*. The standard has received support from the International Ice Hockey Federation which specifies performance requirements and test methods for helmet and face protectors and is expected to reduce the frequency and severity of injuries to the head and face without any compromise to the game. It is also intended to help manufacturers to design equipment that would protect the players and will no longer have to deal with several different standards. ISO 10256:2003, which replaces ISO 10256:1996 and ISO 10257:1996 and the European standard EN 967:1997, *Head protectors for ice hockey players*, represents ice hockey's best practice for head and face protectors. ISO 10256:2003 is available from ISO national member institutes and from ISO Central Secretariat. For more information please visit www.iso.org

ISO/IEC 17025

ISO/IEC 17025 *General requirement for the competence of testing and calibration laboratories*, is used by organisations that want to control their laboratory processes and achieve an independent, external accreditation. It is based upon ISO 9001, but written for the particular needs of laboratory management. Design and manufacturing companies rely on calibration of their test instruments to give them the confidence that they are producing quality products. Calibration is the process of measuring test instrument performance against a known reference standard and reporting the results. Calibration may include adjustment, which is the process used to correct any deviations and bring the instrument back into specification. All national accreditation bodies have adopted ISO 17025 as a way to ensure standardization.



Several industries and countries have incorporated it into their industry-specific or application-specific regulations. For example, ISO 17025 has been incorporated into the QS-9000 and ISO/TS 16949 quality standards for the automotive industry. For more information relating to this standard please visit www.iso.org or www.bsi-global.com

Get Involved in Making Standards

International Organization for Standardization (ISO) is hoping to encourage more people to become involved in making standards. They have recently released a brochure "Your voice matters – Why consumers need to participate in standards-making ... and how to get involved". It was produced by ISO's committee on consumer policy (COPOLCO) and outlines the principles and benefits of consumer participation including the benefit that this involvement brings to the standards themselves. Dana Kissinger-Matray, Secretary of COPOLCO has said, "The potential benefits of consumers' input into standards development are not always understood. This brochure is designed to fill a gap left by existing publications for basic introductory material on what standardisation is, what advantages it has, and how to get involved – seen from the consumer's viewpoint". The full text of the document is freely available from www.iso.ch.

Christmas & New Year Gatherings - Safer in the Future

A new British Standard BS8406, "Event Stewarding and Crowd Safety Services" has been released. It follows all relevant Health and Safety legislation and is aimed at helping Local Authorities and major event organisers. It contains recommendations on:

- Infrastructure
- Staffing
- Operations and Management

- Stewarding, and
- Safety Personnel

John Corbishley, of the UK Crowd Management Association, says, "My organisation represents those practitioners who supply stewards and I am delighted that this standard has finally been introduced. BS8406 will help the industry because clients will have greater confidence and, hopefully, insurance companies might look upon compliant companies more favourably". For further information please contact www.bsi-global.com

Check Out Children's Toys

Have you checked the toys your children receive are safe? BS EN 71 seen on toys and packaging shows that the product meets European toy safety standards and is a recognition of compliance with the highest possible safety standards. Mike Low, director of British Standards says, "Parents should pay close attention to warnings and labelling, age warning symbols and carefully read instructions. They should take particular care not to buy toys that children are too young for, which have small parts that could be easily swallowed." A new section BS EN 71-8:2003, was introduced this year and covers equipment such as swings, climbing frames and slides. This equipment should now come with information on the mass/age of the children that are to use it. In addition, BS EN 71-2:2003 was updated this year. This section of the standard ensures that certain flammable materials that pose the greatest risk are prohibited for all toys. Compliance to the standard should be checked for toys such as "disguises" – hats, masks, wigs, beards etc made of hair or pile, and for soft toys with pile or textured surfaces. For further information please visit www.bsi-global.com. If you are worried about any toys you should contact your local trading standards office.



Pumping Tests for Water Wells

The ISO have released a new standard that should be helpful for town planners, municipal bodies, governments, farmers and even the general public, as it should reduce costs of the infrastructure required for the construction of water wells. ISO 14686:2003, Hydrometric determinations- Pumping tests for water wells – Considerations and guidelines for design, performance and use, describes issues to be thought about and measurements to be made when designing and carrying out a pumping test. Suresh Chandra, Chair of the ISO committee responsible for the standard, says, “Although guidelines are available locally in various countries, our experts recognised the need to standardise the guidelines for helping users at the international level by drawing upon the vast bank of knowledge on the relevant technologies available from a wide range of sources all over the world. Therefore, instead of consulting a large number of reference texts/standards, users can confidently take assistance from ISO 14686 for accessing the latest and most common practices in this field”. For further information please visit www.iso.ch

market place. We expect that the future of ISO/IEC 17030 will be widely used as a common basis of all kinds of marks of conformity either in the regulatory or voluntary area. The result should be improved market confidence and consumer acceptance of these marks.” For further information please visit www.iso.ch.

The End to Confusing Marks of Conformity?

There are a wide range of approval marks, certificates of conformity etc that are found on products and they can influence a consumer’s buying decision. A new ISO standard should help to improve understanding of these marks and raise consumer confidence. ISO/IEC 17030:2003, Conformity assessment – General requirements for third party marks of conformity, aims to give a global benchmark for the issue of third-party marks of conformity. Mr Kiyoto Mitsui, convenor of the working group that developed the standard says, “The different requirements pertaining to the marks of conformity often cause misunderstandings as to the real meanings of the marks, and lead to misuses in the