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QM&T's New Product

Quality Audit – Distance Learning with interactive CD

Quality Management and Training Ltd. (QM&T) have launched their new ISO 9001:2000 Quality Audit distance learning course which includes a workbook, a textbook and an interactive CD. The package also includes the complete ISO 9001:2000 standard that can be used online with quick referencing facilities. The course will provide students with a thorough understanding of the principles and practices of auditing techniques to meet system requirements (ISO 9001:2000) for assessing suppliers, internal system review, evaluation and improvements. As a consequence of this course students will be able to:

- Confidently interpret the ISO 9001:2000 standard
- Understand the aims, objectives and benefits of auditing
- Understand and be aware of auditing techniques including; Adequacy, Procedural, Process, System, Project, Supplier, Documentation, Improvement Auditing, etc.
- Apply the standard to most industrial areas e.g. Manufacturing, Service, Software, Projects, etc.
- Identify the most appropriate auditing techniques to employ.
- Understand the role of Quality Assurance in controlling projects.

For more information please visit www.qmt.co.uk

Iris Scan –Doubts over Reliability of Databases

It has been reported that by the middle of next year, non-UK travellers who regularly visit UK airports could be asked to have an iris scan taken to prove their identity. The Home Office Immigration and Nationality Directorate will be installing the Iris Recognition Immigration System (IRIS) at 10 UK sites, following a successful trial at Heathrow. A photograph of the iris will be taken at airports and at mobile centres, and stored on a database. While the technology is generally regarded as promising and amongst the best biometric options, experts have doubts over the integrity of IRIS's databases. Concerns have been expressed such as the need to have multiple storage sites and trusted individuals that would constantly check the authenticity of the stored data. The Home Office wants the system up and running by July 2004, although implementation work has not yet started. For more information please visit www.itweek.co.uk



Terrorist Threat to Critical National Infrastructure

There is increasing concern in Government about possible terrorist action against companies' information systems, and threats to the 'Critical National Infrastructure' including Telecommunications, Utilities, Financial Services, Health Services and Emergency Services. In the City of London, few companies are certified to the BS7799 information security standard and so many could be ill prepared for this type of terrorist attack. In the UK overall, only 85 companies have met this standard. The standard was developed by BSI and promoted by the DTI and MI5. The Government would like to see a far greater take up of this standard as a defence against terrorist threats to the 'UK Infrastructure' through information systems breakdowns. BSI are publishing a book "Attack Threats to Information Security" which will pull together details of the type of threats faced by companies. The practical solution to combat them is to meet the BS7799 standard. For further information on BS7799 and BSI's new book visit www.bsi-global.com.

Government's Disaster Recovery Team

According to a recent report, a government team will examine whether legislation is needed to protect the UK financial system if faced with a major disaster. The Treasury-sponsored team, chaired by Sir Andrew Large, deputy governor of the Bank of England, will investigate the pros and cons of how any new legislation under the Civil Contingencies Bill might restore order if the banking system was faced with chaos. It will consider suspending and directing powers, allowing the government to temporarily close or open UK markets. It will also consider whether businesses need to strengthen their contingency requirements in contracts, such as the use of standard clauses, and improve market cooperation. A Green Paper, *The Financial System and Major Operational Disruption*, published in February, considered the introduction of statutory powers, but its results were inconclusive. For more information please visit www.itweek.co.uk

Publicising ISO9001 and ISO14001 Certification

ISO have released the new edition of "Publicising your ISO9001 or ISO14001 certification". The guidelines are designed to help you provide true and clear statements about your Certification and by following them you show that you take the same care over your communications as you do the rest of your business. They will help you describe your Certification in promotional material and shareholder communications. The FREE, updated guidelines are downloadable from the ISO website www.iso.org

Spam Law Clarification

Junk mail has become a major problem facing businesses and individuals, and to combat this problem, the Internet Services Providers' Association (ISPA) UK, has asked the government to decide whether to make sending spam a criminal or civil offence. The trade body commented about a lack of legal clarity in its submission to the UK consultation on the Privacy and Electronic Communications Directive, which will come into force in October 2003. The nature of the offence will determine the action to be taken against those who break the law. For more information please visit www.itweek.co.uk

ISO Strategy



The ISO Council are using a new method to update their strategy. They are inviting ISO members to consult with their own stakeholders at National level and then provide feedback that reflects these views. Using this feedback the ISO will develop their strategy for 2005 – 2010. For more information please visit www.iso.org

New Standard added to the ISO9000 Family

ISO10012: 2003 replaces ISO10012-1:1992 and ISO10012-2:1997 and becomes a comprehensive standard for a “measurement management system”. The new standard can be used by organisations to meet the ISO9001:2000 and ISO14001:1996 requirements for measurement and measurement process control. However, you do not have to use ISO10012:2003 to meet the ISO9001:2000 standard and it can be used independently. ISO10012:2003 ‘Measurement management systems – Requirements for measurement processes and measurement equipment’ is available from the BSI.

Child Safety Week – 23-29 June 2003

Child Safety Week (23rd to 29th June) was an awareness campaign targeted at children, parents, carers of children and young people. The campaign is organised by the Child Accident Prevention Trust (CAPT) and aims to communicate child safety messages and highlight the dangers in and around the home (and outside the home). CAPT is asking parents and carers to take action now, by identifying child safety hazards and addressing them immediately. Research has shown that children’s accidents can fall into a pattern relating to a child’s age and stage of development. Therefore knowing the risks associated with each age and stage can make it easier to prevent injury. CAPT have produced a series of leaflets that give safety advice for different age groups. For more information contact CAPT by calling 0207 608 3828.

Free Wireless Web for Polynesians

According to a recent report, the tiny Polynesian island of Niue has become the first country to get a free nationwide wireless Internet service. The free wi-fi link will be accessible to all the residents of Niue, as well as tourists and business who travel there. All they need is a laptop with a wi-fi card installed to access the service. The service is being supplied by a charitable group called the Niue Internet Users Society. Wi-fi uses radio technology to send data over the airwaves, removing the need for computer cables. Niue is already a sophisticated internet nation. In 1997, free e-mail services were introduced and free broadband has been offered at the island’s internet café since the spring. Wi-fi, however, is particularly well-suited to the island, as it has harsh weather conditions and high humidity which can cause major problems with underground copper lines. For more information please see BBC news.

Health and Safety in your Car

Health and safety must be a priority in any business, but how many company policies include the health and safety aspects of driving? Statistics show that 33% of all road accidents involve people driving for work e.g. sales staff, van drivers. However, the organisation’s health and

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safety policy rarely covers this 'place of work'. The transport expert for BSI, John Lennox suggests that there should be an effective monitoring and reporting system that is regularly audited. This could include a guide for staff who driver covering issues such as mobile phones, rest breaks, alcohol and vehicle safety. BSI is aiming to set new National and European Standards for Health and Safety in transport. Further details can be obtained from John Lennox at the BSI.

Low Rates of Take up of the New ISO9001: 2000 Standard.

The rate of transfer to the new ISO9001 standard in the wholesalers sector is only 19%, whilst in the financial sector it is only 18%. BSI Management Systems are warning wholesalers that this could mean that they may lose contracts. They also believe that the pressures on the financial sector from the banking Standards Board and the FSA to raise their performance could be eased through compliance to the new standard. These sectors are not the only ones that have shown a slow uptake on the new standard, it is this case for most of UK industry. If you would like any help or guidance on transferring to the new standard visit the BSI website or www.qmt.co.uk.