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Health and Safety Executive

The Health and Safety Executive has been accused of not carrying out enough inspections and putting workers lives at risk. According to a recent report, the Centre for Corporate Accountability (CCA) and Unison, UK's largest union, has claimed that there has been a great decline in the number of inspections carried out at workplace. The report says that in 2001, nearly 70% of major injuries to workers were not investigated, and only about 10% of major injuries resulted in prosecution. On average, a workplace would be inspected once every 20 years. Every year in Britain, nearly 300 people are killed in the workplace, and 30,000 are seriously injured. Unison has asked for more resources to be spent on health and safety and more prosecutions of "criminal" employers. For more information please refer to BBC news.

Water voles are disappearing

According to a recent report, numbers of water voles are declining in UK faster than any other mammal. The water voles are being killed due to mistaken identity – many people think they are rats. People involved in pest control should be able to identify a water vole from a rat, there are clear differences.

The Wildlife Trusts along with other conservation groups are now asking for full legal protection for the water vole under the Wildlife and Countryside Act 1981 and asking the general public to let their local Wildlife Trust know when they see a water vole. These measures may help in the recovery of the creature.

New ISO standard - environmental management vocabulary

The new standard ISO 14050, *Environmental management - Vocabulary*, is intended to provide a common understanding of environmental management terms. This second edition replaces ISO 14050:1998. It is the work of ISO technical committee ISO/TC 207, *Environmental management*, subcommittee SC 6, *Terms and definitions*.

The standard is aimed at all those using and implementing the ISO 14000 series as well as translators and technical writers within the field of environmental management. It will save time for users of the standard by not having to look up the terms in more than one document. For more information, please visit www.iso.org

Joint auditing standard for quality and environmental

ISO 19011:2002, *Guidelines for quality and/or environmental management systems auditing*, replaces the older standards in ISO 9000 (quality) and ISO 14000 (environment) families. The new guidelines provide a uniform approach for auditing of environmental (EMS) and quality management systems (QMS). This standard was developed by a joint working group set up by two subcommittees of the ISO technical committees ISO/TC 176, *Quality management and quality assurance*, and ISO/TC 207, *Environmental management*. For more information, please visit www.iso.org



New ISO standard for identification of language names

Published by ISO (International Organization for Standardization), ISO 639-1, *Codes for the representation of names of languages* – Part 1: *Alpha-2 code*, is a good method of identifying the world's most common language names which will help the language industry prepare high-quality language resources and tools for applications in information, communication and education.

The new standard is the work of ISO technical committee ISO/TC 37, *Terminology and other language resources*, subcommittee SC 2, *Terminography and lexicography* which also prepared ISO 639-2, *Codes for the representation of names of languages* – Part 2: *Alpha-3 code*. ISO 639-1:2002 replaces ISO 639:1988. For more information, please visit www.iso.org

Driver fatigue

The FaceLab, a system which tracks and monitors car drivers by using a camera fitted onto the dashboard, has been developed by an international team of 20 scientists based at Australian National University in Canberra. They recently won one of Australia's most prestigious scientific awards, the Eureka prize for innovation in technology. The system monitors every glance, every blink and the angle of driver's head and warns the driver of early signs of driver fatigue. Globally, fatigue is responsible for nearly 30% of the 700,000 deaths on the roads, worldwide, each year. A driver who has been driving for 20 hours has slower reflex actions than someone who is over the legal alcohol limit to drive. So the consequences of driving tired could not be more serious. For more information please refer to BBC news.

Replacing keyboard and mouse

According to recent report, two US researchers have developed a system for the computer, which can replace the keyboard and mouse. It relies on hand gestures and a smart pad that watches how the hands move. The inventors claim the new touch pad system, called MultiTouch, is easier on the wrist and users are less likely to suffer from repetitive strain injury (RSI), which is often caused by the prolonged use of the keyboard and mouse. It is also claimed that the MultiTouch system will be more flexible than the keyboard and mouse combination and could even help identify users.

ISO/TS 16949:2002 – Automotive Industry up date

It is very important for vehicle manufacturers to control their supply chains and the quality of the components they produce. The International Automotive Task Force (IATF) which includes companies such as General Motors, Volkswagen and BMW along with other Asian manufacturers created the new global automotive quality standard ISO/TS 16949:2002 by bringing together the vital requirements from existing quality management systems standards such as QS9000, EAQF, AVSQ VDA6, and ISO 9001:2000. For more information, please visit www.bsi-global.com or contact the automotive specialist Neil Atkins neil@qmt.co.uk.

Improve Absenteeism with a W.A.R.M. welcome

Absenteeism is an acknowledged problem in many organisations, recent reports have highlighted that this is a rapidly growing problem within the police force for example. The popular view is that stress at work can be the prime cause of poor attendance. In many cases this is a fair assessment but it would be a mistake for line managers to assume the cause. It is the line manager's job to manage absenteeism.

Managing absenteeism starts with finding the root cause. A tried and tested method of finding the root cause of poor attendance is by using *Return-to-work interviews* on every occasion of absence. In order to achieve the aim of improving attendance it is essential that these interviews be managed skilfully and effectively. *'How to improve attendance and reduce absenteeism'* is a one day training workshop designed to equip line managers with the techniques required to conduct effective *Return-to-work interviews* using a simple 4-step approach, the W.A.R.M approach to absenteeism.

For more details of this workshop please visit www.qmt.co.uk

Aspirin to be banned for under 16s

Since 1986, advice has been given to not give aspirin to children under 12, due of links between painkiller and a condition known as Reye's syndrome which children have a one in a million chance of developing. The cause of Reyes syndrome is not yet understood, but it is thought that when a child has fever and is given aspirin, it can

be a contributing factor. In UK, aspirin is used in over a hundred different painkillers such as Anadin, Alka-Seltzers, and Disprin etc. Now, parents are being advised to avoid giving aspirin to children under 16. For more information, please refer to BBC news.

The latest standard for the aerospace industry - NADCAP accreditation

This NADCAP standard has been accepted via Performance Review Institute (PRI) qualification programme by Rolls-Royce, Boeing, etc. The good news - it is supposed to mean no more independent supplier audits from lots of different customers e.g. Rolls-Royce, Boeing, etc. The bad news - it has been suggested that accreditation is based (costed) on assessing each manufacturing process not each organisation. Thus means certification could be very expensive. How many manufacturing processes do you have? For more information on training, interpretation and application of this standard please contact Neil Atkins at neil@qmt.co.uk. Also visit www.pri.sae.org/NADCAP/nadcap.htm

Sunshine cleans water supply

According to a recent report, sunlight plus an inexpensive, harmless chemical could provide an eco-friendly method of destroying pollutants in our environment. UK researchers from the University of Nottingham are developing a new type of reactor to destroy harmful chemicals such as pesticides and chemical residues by breaking down the polluting molecules into carbon dioxide and water. The chemical used is titanium dioxide, which is a cheap white powder, used in products such as toothpaste, sunscreens and as pigments in paints, Water treatment plants usually use activated carbon to absorb these pollutant molecules. By using titanium it can provide a much gentler process. For more information please refer to BBC news.

Is tea good for you or not?

According to a recent report, the Food Commission has lodged a complaint with the Advertising Standards Agency (ASA) about 2 posters used by Tetley tea. The posters claimed that tea contains high quantities of antioxidants which are very good for your health and so by drinking tea, you would prolong your life. Tetley tea has been advertising the British Heart Foundation logo on some of its products, based on a substantial

body of research by leading medical experts. The ASA concluded that because the benefits of drinking Tetley tea had not been proven, the claims made by Tetley were misleading. Therefore, Tetley will have to change its advertising claims.

IQA Diploma - New update

A successful meeting has been recently held at the Institute of Quality Assurance (IQA) for all Diploma Centre providers. The purpose being to ensure consistency of delivered material. Some of the outcomes included; City & Guilds 7430 will **not** be accepted as an equivalent to D1 after 2003, SQA HNC will be accepted as D1 & D2 qualification, IQA Training centres will be validated every three years. Note, it's possible to study the Diploma in Quality either at colleges see <http://www.iqa.org/education/h5.shtml> or via distance learning - see www.qmt.co.uk

Newly released QA Books

There seems to be a crop of good books coming through at the moment here are two more recent releases:

- **ISO9000:2000** by David Hoyle ISBN 9780750658447 published by Butterworth Heinemann. The book provides a quick reference guide to ISO9000.



- **Quality Management (Introduction to Quality)** by Tickle & Vorley ISBN 1904302009 published by Quality Management & Training (Publications) Limited. The book is unique in providing a broad coverage of the subject and it comprehensively covers IQA D1 syllabus so it must be up to date.



Both books can be obtained from QM&T
Telephone: 01483 453511.