

## September 2001 issue

### Knowledge Management – A Guide to Good Practice

BSI and PricewaterhouseCoopers have produced a guide to good practice in the area of Knowledge Management. It aims to bridge the gap between knowledge management theory and implementation. It includes:

- Information on the latest knowledge management experiences
- Strategies that can be applied to a wide range of businesses
- Review of current concepts and thinking in knowledge management
- Help and guidance on how to deal with your own knowledge management processes

The guide is PAS2001 and further details are available from BSI.

### BS EN 61010 –1:2001

This standard - Safety requirements for electrical equipment for measurement, control, and laboratory use – Part 1: General requirements is a revision of the 1993 edition which remains current until further notice.

The standard specifies general safety requirements for electrical equipment intended for professional, industrial process, and educational use, any of which may incorporate computing devices as defined in the following products used under normal or extended environmental conditions.

- Electrical test and measurement equipment
- Electrical control equipment
- Electrical laboratory equipment
- Accessories intended for use with the above equipment, e.g. sample handling.

The purpose of the requirements of this standard is to ensure that the design and methods of construction used to provide adequate protection for the operator and the surrounding area against:

- Mechanical Hazards
- Excessive temperature
- Electrical burn or shock

- Spread of fire from the equipment
- Effects of fluids and fluid pressure
- Released gases, explosion and implosion
- Effects of radiation e.g. lasers

Further details about the new revision are available from [www.bsi-global.com](http://www.bsi-global.com)

## DRAFT OF JOINT ISO 9000 & ISO 14000 AUDIT STANDARD PUBLISHED

The draft of a new ISO standard for auditing both ISO 9000 (quality) and ISO 14000 (environmental) management systems is now available. The standard will replace six existing ones in the ISO 9000 and ISO 14000 families.

The draft International Standard ISO/DIS 19011, *Guidelines for quality and/or environmental management systems auditing* was published on 31 May 2001 and has been distributed to ISO members for a five-month ballot, closing on 31 October 2001. The publication of the final International Standard is expected in 2002.

### **ECO-MANAGEMENT AND AUDIT SCHEME (EMAS)**

The European Union Regulation Eco-Management and Audit Scheme has recently been revised. If you already have EMAS accreditation the transition should be smooth and will occur at the next verification and assessment. You will need to ensure that your management system and environmental statement complies with the new regulation. Further details can be found on the EU website [www.europa.eu.int](http://www.europa.eu.int). The website also offers help and has a set of frequently asked questions. If you are aiming for EMAS II verification for the first time, several assessment bodies recommend that you gain ISO14001 certification first, EMAS II is based on this standard.

### **SURVEY ON ISO 9000 & CHANGES TO THE STANDARD**

A survey was carried out as a collaborative research project between LRQA, SGS and the University of Leicester. It asked 1000 SME's a series of questions, issues relating to ISO9000 and the changes to the standard. The main findings of the research show: less than 20% were negative towards ISO9001:2000; 75% implemented ISO9001 to help improve quality (rather than just gain accreditation); 80% found out about the changes from their certification body with many attending certification body update sessions and finally that ISO9001 is a key business initiative for SME's with less than 15% introducing other business improvement initiatives. Further details on the survey can be found from [www.lrqaco.uk](http://www.lrqaco.uk).

## RE-LAUNCHED WEBSITE

LRQA have recently re-launched their website – [www.lrqa.com](http://www.lrqa.com). It offers a range of information on quality, environmental health and safety management systems.

## BSI'S NEW GUIDE FOR PRODUCT DEVELOPMENT

BSI has produced a new guide which will help create product specifications and reduce risk in product development. It takes into account commercial and technical risks, including:

- Inadequate knowledge of customer & the market-place
- Regulatory requirements not met
- Production delays

Reducing or eliminating these risks will result in a better product made more efficiently and therefore more successful in the market-place.

BS 7373-2:2001 “Product specifications - Guide to identifying criteria for a product specification and to declaring product conformity” can be ordered from British Standards Online. For more information please visit [info@bsi-global.com](mailto:info@bsi-global.com)

## UPDATED BROCHURE FOR ISO 9000:2000 FAMILY OF STANDARDS

This brochure has been developed by ISO Technical Committee ISO/TC176, Quality management and quality assurance, which is responsible for developing and maintaining the ISO 9000 family. It has been updated to take into account the revisions of several of the core series standards in the ISO 9000 family which were published in December 2000.

The brochure presents an overview of the standards and demonstrates how, collectively, they form a basis for continual improvement and business excellence. The familiar three standards ISO 9001, ISO 9002 and ISO 9003 have been integrated into the new ISO 9001:2000. This brochure provides general information on how to use the revised standard together with other documents in the ISO 9000 family to meet specific requirements.

The brochure contains:

- A list of the ISO 9000 quality management standards and guidelines;
- Examples of typical applications of the documents;
- A step-by-step process to implement a quality management system;

- A brief view of the future evolution of the ISO 9000 family.

For more information please visit [www.iso.ch](http://www.iso.ch)

## **BSI HELPS BUSINESSES IN IRAN**

Industrial companies in Iran have benefited from the official opening of a new facility for commodity inspection and management system registration.

Opened by BSI, the international inspection, testing and quality-assurance group, BSI Inspectorate (Qeshm) Ltd offers local organisations independent inspection and registration services to help them win in the world markets.

Currently BSI is focusing on the Pacific Rim, India and the Middle East, and in addition to Iran have recently opened new facilities in Thailand and India.

## **CLEANING UP FOR QUALITY**

Two new publications aimed at Facilities Managers and Health and Safety personnel will help in quantifying the quality of cleaning performance.

BS EN 13549:2001 Cleaning services: Basic requirements and recommendations for quality measuring systems

And

HB 10192 – A guide to BS EN 13549

They include advice on what and how cleaning should be inspected and the type of measurement criteria that should be used.

For further information visit the BSI website.

## NEW PUBLICATIONS

The new edition to the book Quality Management (Principles & Techniques) is now available in its fourth edition. It reflects trends and changes by presenting not only the theory, but the practice of implementation. The subject is a dynamic one, continually evolving in response to a rapidly changing world. This book has become a standard for Universities and Colleges teaching Quality Management. It also covers the latest syllabus for the Institute of Quality Assurance (IQA) examination in Principles and Techniques of Quality Management (A12), complementing its sister publication Introduction to Quality Assurance in meeting the requirements of the IQA syllabus - Introduction to Quality Assurance (A11).

Subjects covered in this book include:

Quality Management Systems based on ISO 9001:2000

Customer satisfaction

European Quality Award

Quality philosophies of Deming, Juran, Feigenbaum, Crosby, Ishakawa and Taguchi

Quality Improvement tools and techniques such as QFD, FMEA, Quality Planning, Root cause analysis, Cost of Quality, etc.

Purchasing Control and QS9000

Legal aspects of quality management

Computer aided quality control

To order or to find out more information about this product please visit the website [www.qmt.co.uk](http://www.qmt.co.uk)

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