



ISO 9001 Quality Standard update

The ISO 9001 Quality standard has been updated (Oh joy!) The changes are mostly minor, with improvements to sentence structure and wording (at last!) with more explanatory notes. ISO registered companies have a year to make the upgrade. You can obtain a the **new version** from your certification body, or a good book seller for **about £80**. You may prefer to ask for the **electronic version**, as it is easier to print and more portable than the paper version. If you would like help with this upgrade, or a review to refresh your management system, please call this office on 01925 765050. The French, Germans and Americans must have a wonderful time trying to agree the wording at the ISO headquarters in Switzerland!



Standards Plus - poacher turned game-keeper?

During 2008 Standards Plus has been privileged to have a contract with a certification body called CATG. These organisations provide companies, like yours, with ISO certification – they are the examiners!

Interestingly they have to follow a new standard themselves, which is regulated by UKAS. A lot of the certification bodies have apparently struggled to meet this new requirement as there are strict rules on impartiality, avoiding conflict of interest and being competent to carry out an audit. Could you imagine an ISO assessor looking as if he is out of his depth?...

So the challenge is to upgrade CATG, who are already “licensed to certify people and products”, so they can provide ISO management system certification. We are on track for completion early in 2009 and if your company would like to transfer to a friendly, approachable certification body, call Janice at CATG on 01524 400 632, or this office. There is a possibility that Standards Plus will carry out some of the early assessments on behalf of CATG – at least we’ll know where to look and what to look for! Fantastically interesting - for ISO enthusiasts!

Standards Plus Ltd

Business to business advice on Quality, Environment, Health & Safety
The first consultancy in Europe to be certified for an integrated system by BSI
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There’s a clue in the name!

You may know that the focus of Standards Plus is on ISO management systems. Well, after fifteen years of consultancy(!) we realised a couple of fundamental requirements:

- Is the management any good?
- Is there a system to follow?

Unusually, this year we have had some clients who have withdraw gracefully before their ISO certification, and the inevitable “tears before bedtime”. A bit like John Sergeant on Strictly! (Oops, that’s a bit of a give-away!)



Standards Galore! Congratulations to:

Trancerie Emiliane UK (TEUK)

For achieving ISO 9001, 14001 and 18001 certifications in May 2008. They manufacture steel laminations used in electrical transformers and have some very quick power presses – familiar territory for Standards Plus! You probably have a few transformers within your view as you read this, such as a battery charger, laptop, PC or even a TV. Chris Denning, Works Manager of TEUK, is an excellent champion for their management system.

DSE Data Storage

For achieving ISO 9001 in May 2008. DSE is an off-site storage facility for archived materials. They will safely store your old files (paper, tape, digital, in fact anything!) and then retrieve them when you need them. Steve Faulkner, Managing Director of DSE, is now expanding the ISO system across his group of businesses.

Munro Summers Architects (MSA)

For achieving ISO 9001 certification in August 2008. MSA are excellent architects (they helped re-model Laurel House!) The design requirements of this standard are demanding to most, but Keith Summers Managing Director of MSA sailed through it!

Northern Archaeological Associates (NAA)

For achieving ISO 9001, 14001 and 18001 in September 2008. This was a very smart business move by Richard Fraser, Managing Director of NAA, as it will secure his existing contracts with the major energy companies and attract new business too. Archaeology is a fascinating subject and requires knowledge of many technologies.



ISO 9001
FS 59803

OHSAS 18001
OHS 59804

ISO 14001
FMS 59799



ISO 27001 - New product ! Information Security

Standards Plus are delighted to be able to offer a new product – the Information Security Standard ISO 27001. The objective is to have a management system that identifies information as a business asset, and then keeps it safe.

The principle is similar to risk assessments in health and safety, and an environmental aspects and impacts review. It is assessed in a similar way to other ISO standards.

The main **benefits** are:

- Ü A robust system for keeping data secure
- Ü External proof that your data is safe
- Ü Helps you win more business

Luckily, the government has unwittingly provided us with many recent examples of how to lose computers and data! It's probably a subtle ploy to encourage certification to the ISO 27001 standard! If you would like to add this standard to your current portfolio of certificates, or would like it as a stand-alone system, call the office on 01925 765050.



Downturn or overdue shake out?

Some business sectors are still very buoyant – one's that have proper products and that offer real value! A recession will shake out those marginal businesses that crowd the market place with short term promises.

We know that in this life you get what you pay for, and that there's usually a reason for a product being cheap. If your business is in for the long term, then your customers will appreciate that quality comes at a price. In these difficult times, durability of product, service and business, I'm sure, will prevail.

If business dips by 10%, then there's still 90% left!



Health and safety review and update?

Now is a good time to improve your health and safety arrangements. You can use this quiet time to review and upgrade your safety systems. After all, the excuse of "I'm too busy at present" has temporarily gone!

To keep costs down, Standards Plus can train your staff, so that you are self-sufficient in the future. Call this office to book a date.

The HSE website has a section called What's New? It identifies legislation changes, and proposed changes.

£ free - Free consultancy !

A number of Standards Plus' customers have benefited from effectively free consultancy. By achieving three ISO standards, there have been savings in other areas – notably reductions in insurance premiums.

Customers have "saved more than the consultancy fee within the first year". And that saving is available for all future years!

Insurance companies are slowly recognising the value of ISO standards, particularly the health and safety standard. They will price your business insurance premium according to your business risk - just like your car insurance. High risk = high premium (simple!)

So if you can demonstrate improved health and safety then you get lower premiums. A bit like advanced drivers get a discount. If not, change your insurance supplier!



ISO Conference – Morzine, France

Standards Plus are hosting the 2009 Raising Standards conference in Morzine, France, from 17-19 February 2009. Topics include *Auditing Made Easy* and *Solid Structures for Management Systems*. Call this office to book. C U there.



Wishing you a merry Christmas and a prosperous 2009

