

## Business Process Improvement – Roy Dunn

### Human Resources

No changes.

### Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2010-11 is running. Customer Service, and Projects, have been audited. The new archive has had a preliminary audit.

Updating the Quality Management System is ongoing, with controls provided by Lotus notes database functions.

### QMS process updates

Updating Secretariat and Registrations processes has taken place.

### BSI Audit

BSI audited HPC on 8th June 2010 and we have now successfully completed the three year cycle. BSI will now start to re-audit the whole organisation over the next three year period, with a new auditor. A copy of the BSI report is attached.

### Business continuity

A Disaster Recovery exercise took place over 19<sup>th</sup> – 21<sup>st</sup> May, with a scenario based on a major road traffic accident closing Kennington Tube station, and subsequently escalating into a 3 month shut down of parts of the Kennington area.

A full set of IT remote access tests were carried out to HPC's NetRegulate, HR, Finance, e-mail, and other systems without any problems.

### Information security management

Information Security training solutions are being re-evaluated.

HPC's combined photocopier / printer devices have had internal settings changed to prevent the long term storage of copy/print images being retained on internal hard drives.

HPC's old photocopier hard drives were electronically wiped and shredded by the supplier.

This previously unknown potential security issue was highlighted in the US media, but is not widely known in Europe.

### Information & data management

QMS and HPC intranet integration. Post roll out changes have been designed and have been implemented by the developer.

Business Process Improvement will now be maintaining the running five year registrations forecast.

Bulk shipment of our archive in 5 dedicated HGV loads has been completed. The new archive provides greater security of storage in worked out areas of an operational salt mine.

### Risk Register

A top ten list of risks will be highlighted and additional levels of detail (description and mitigations) will be provided on these key items.

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2010-06-11	a	QUA	RPT	Audit Comm report Business Process Improvement June 2010	Final DD: None	Public RD: None

# Assessment Report

## Health Professions Council

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**Report Author**

Lisa Clarke

**Visit Start Date**

08/06/2010



## Introduction

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This report has been compiled by Lisa Clarke and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7349841 Re-certification Audit (SR Opt 1) 08/06/2010 1 day(s) No. Employees: 130	FS 83074 ISO 9001:2008	Health Professions Council Park House 184 Kennington Park Road London SE11 4BU United Kingdom

The objective of the assessment was to ascertain the integrity of the organisation's management system over the current assessment cycle to enable re-certification and confirm the forward strategic assessment plan.

## Management Summary

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We are pleased to recommend the continuation of your registration.

The areas assessed during the course of the visit were found to be effective.

There were no outstanding nonconformities to review from previous assessments.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

## Areas Assessed & Findings

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### Update/Quality Management System

The last six months have been busy for HPC and the new challenge they face is that of understanding how the new political situation will affect operations here.

New software is in place which has streamlined document controls. The new intranet is now up and running and working well. Management review is operated via the monthly EMT meetings and internal auditing continues to function as a high priority. The quality system has helped to generate strong improvements to operations here at HPC since its inception.

Customer feedback is carefully monitored and trends are analysed. Generally trends arise based upon timescales taken to process renewals, lack of communication regarding renewals and general customer service issues. Effective corrective action is in place and root causes are analysed for each negative comment received.

Preventive action is a strong point here at HPC with a recently reviewed system which is now producing effective improvements to potential problems.

### Senior Management Interview

The various senior management responsibilities were assessed during an informal senior management discussion today. It is notable that the Operations Director is usually available to participate in BSI assessment visits and a committed approach to the principles of quality is evident.

### Recertification (Strategic Review)

Today is the final visit in the current assessment cycle and I can confirm that all elements of the ISO 9001:2008 standard have been covered during this time along with all HPC business processes.

The recertification pack of information has been reviewed today and no negative underlying trends are apparent. Many areas of best practice have been highlighted along with many examples of continual improvement and this enables us to put forward a positive recommendation for ongoing registration. This is subject to review by our in house compliance team and the new certificate will be notified to you by email shortly. This comes in electronic format.

During the course of the visit logos were found to be used incorrectly.

BSI "registered" version logo still appears on intranet and will need updating.

## Re-certification by Strategic Review

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### Review of assessment progress and the re-certification plan:

All elements of the strategic assessment plan have now been completed. Assessment relating to work environment and infrastructure has taken place within various process areas, but this has been separated out for the next assessment cycle. All clauses of ISO 9001:2008 have been assessed within the process areas too.

### Review of assessment findings:

Assessment findings have been positive, with commentary in the reports detailing highlights of the system as well as occasional potential improvements. These have all been adopted quickly and efficiently. One non-conformity relating to process monitoring checks has been raised during this assessment cycle and that has now been addressed.

The recertification pack of information has been reviewed today and no negative underlying trends are apparent. Many areas of best practice have been highlighted along with many examples of continual improvement and this enables us to put forward a positive recommendation for ongoing registration. This is subject to review by our in house compliance team and the new certificate will be notified to you by email shortly. This comes in electronic format.

### Review of progress in relation to the organisation's objectives:

Objectives set for the past 3 year cycle have now been met with many examples of improvement shown during that time - improved corrective and preventive action, intranet development and document control software, improved customer services management, building renovations and creation of second floor Stannery Street, online renewals, the introduction of risk based audits, themed reports aimed at closing loopholes, externally inspired lessons learned projects, Inspirational Away Days including an ISO 9001:2008 themed day in 2009.

### Management system strategy and objectives:

Details relating to strategy and objectives for the next 3 years are a little uncertain as the new government takes shape and consideration is given to the effect of the economic climate on the HPC in the future. Some details are available and these include:

1. registration to ISO 27001 in the next couple of years
2. better linking of the system into the EMT meetings
3. detail changes - paper reduction/information security improvements
4. Expansion to regulate new professions

### BSI Client Management:

All the visits conducted during this assessment cycle have been undertaken by Lisa Clarke, who is qualified as a Lead Assessor and holds the relevant T code - T68C - to enable her to assess this organisation. One non-conformity has been raised during this time. It is now appropriate to switch Client Managers in order to demonstrate ongoing impartiality of assessment. The next visit has been booked to Sharareh Vajdi on the 6th October 2010.

## Assessment Participants

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On behalf of the organisation:

Name	Position
Greg Ross Sampson	Operations Director
Roy Dunn	Head of Business Process Improvement
Tom Berrie	Information Services Manager
Cherise Evans	PA to Operations Directorate
Louise Hart	Council Secretary
Marc Seale	Chief Executive and Registrar
Anna van der Gaag	Chair of HPC

The assessment was conducted on behalf of BSI by:

Name	Position
Lisa Clarke	Team leader

## Continuing Assessment

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The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Health Professions Council Park House 184 Kennington Park Road London SE11 4BU United Kingdom	FS 83074	
	Visit interval:	6 months
	Visit duration:	7 hours
	Next re-certification:	01/04/2013

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

## Certification Assessment Plan

		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
Business area/Location	Date (mm/yy):	10/10	04/11	10/11	04/12	10/12	04/13
	Duration (days):	1	1	1	1	1	1
Registrations UK		<input type="checkbox"/>					
Registrations International			<input type="checkbox"/>				
Registrations Grand parenting					<input type="checkbox"/>		
Communications						<input type="checkbox"/>	
Approvals & Monitoring				<input type="checkbox"/>			
Fitness to Practice					<input type="checkbox"/>		
HR/Partner Validation		<input type="checkbox"/>					
Purchasing & supplier evaluation				<input type="checkbox"/>			
Secretariat				<input type="checkbox"/>			
Customer Services						<input type="checkbox"/>	
Finance						<input type="checkbox"/>	
Management System Organisation and Review			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
Senior Management Interview							<input type="checkbox"/>
Preparation for Strategic Review						<input type="checkbox"/>	
Strategic Review							<input type="checkbox"/>
Staff development and Training		<input type="checkbox"/>		<input type="checkbox"/>			
Policy		<input type="checkbox"/>					
Work Environment and Infrastructure			<input type="checkbox"/>				

## Next Visit Plan

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### Visit objectives:

The next visit is the first in the new assessment cycle and will include a look at the registrations UK process.

### Visit scope:

The day is planned as follows:

Date	Assessor	Time	Area/Process	Clause
06/10/2010	Sharareh Vajdi	09.30	Opening meeting - BSI formalities, introductions, updates	
		10.00	Registrations UK - discussions with management team re structure of registrations, planning, processes, team objectives, monitoring of work, staff training and development etc	
		11.00	Sampling of registrations UK processes	
		12.00	Staff development and training - job descriptions, objective setting, new starters, induction, reviews of training needs, training evaluation, records etc	
		12.30	Break	
		13.30	HR/Partner Validation	
		14.15	Policy	
		15.00	Report writing	
		16.15	Closing meeting - BSI formalities and presentation of the report	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.



## Notes

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The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

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Should you wish to speak with BSI in relation to your registration, please contact our Operations Support Team:

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