

## Business Process Improvement – Roy Dunn

### Human resources

There are no changes to BPI.

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

The internal audit schedule for 2012 – 2013 is progressing.

### QMS process updates

Secretariat and Communications processes have been reviewed in time for the BSI audit. A major review of Finance Department processes is continuing.

### BSI audit

The BSI audit on 13 April, looked at the Registrations Grandparenting, Communications and Secretariat functions. Quality Management System document control, and management review processes were also examined.

We successfully retained our certification. The auditor commented that we had a mature and robust QMS. There will be a full report to the Audit Committee as usual.

We continue to work on the technical requirements for the BSI QMS / ISMS package to which we will migrate the HPC processes.

### Business continuity

No major changes other than monthly list updates. The next full exercise is planned for November 2012.

### Information security management

The project for the initial work on ISO27001 has commenced.

The proposed solution for the next round of training for all employees has been selected and ordered.

The collection of information assets round HPC continues. A specific group of information asset owners will be instructed in asset categorisation, in respect of confidentiality, integrity and availability. Each asset is then assessed for Likelihood (=Probability x Frequency of risk) x Impact to determine the Risk. This uses the same matrix as generic HPC risk, but is calculated in a specific way.

### Information & data management

Report templates for 2012 – 2013 Financial Year are in use.

A further set of historic register material has been sent for conservation. Options for capture of microfilm data are being examined.

### Risk Register

The Cross Department Team continues to evaluate possible impacts of the London 2012 Olympic on day to day business operations.

Maps of predicted travel disruption have been made available to all employees, to enable them to find alternate routes to the office if they so need.

The next general Risk Register will be updated over the summer before the September Audit Committee meeting.

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