

## Business Process Improvement – Roy Dunn

### 1. Human Resources

No changes to BPI. The Operations Dept. PA (Ruth Cooper) has been trained in ISO9001 auditing

Business Process Improvement and Operations moved to the 1<sup>st</sup> floor of the new building on the north side of Stannary Street.

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

The internal audit schedule for 2011-12 is running. Three external suppliers have been audited along with Project Management. Secretariat and Communications are about to be audited.

### 3. QMS process updates

Overview documents of HPC's function have been prepared, as requested by the auditor.

Finance Department processes are being redrafted.

### 4. BSI Audit

The latest ISO9001:2008 audit took place on 4<sup>th</sup> October with our new auditor, John Doyle, looking at International Registrations, the whole Quality Management System function at HPC, plus workplace and IT provision. HPC passed the audit. Next external audit is scheduled for April 13<sup>th</sup>.

### 5. Business continuity

No changes currently other than monthly list updates. Some changes to detail on the plan are being prepared as soon as major projects roll out and complete.

### 6. Information security management

The scope of the first part of the ISO27001 project has been changed to fit more easily into other project timetables. See the Business Process Improvement work plan document for more detail.

A presentation on password use was made to the February All employee meeting.

New employees are still undergoing the online information security course soon after they arrive.

### 7. Reporting, Information & data management

Business Process Improvement now manage the Five Year Plan on a daily basis.

A report on the background to Registration is being prepared by Thomas Berrie.

### 8. Risk Register

The latest update has been prepared for this meeting and will be discussed later.

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2011-01-1319	d	QUA	RPT	Audit IComm Report BPI Sept 2011	Draft DD: None	Public RD: None