

Business Process Improvement: Mr Roy Dunn

1. Human resources

There are no changes to BPI.

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

The internal audit schedule for 2013 – 14 has commenced. Tom Berrie has audited the archive in August. Policy & Standards Dept and HR Partners have been audited in September.

Three Near Miss events have been declared. NMR35 will be presented to Audit Committee in this meeting.

3. QMS process updates

There are likely to be some changes to the tendering & procurement processes over the next few months including the PRS processes. The implications from the Retention policy and media considerations will need to be finalised and mapped out over the next few months.

The Methodology for Calculation of HCPC's Registration Numbers Forecast and Formula for registrant annual Fee income calculation are included in NMR35. These text based process descriptions will be added to the QMS. A draft Council Member Appointments process has been prepared.

4. BSI audit

BSI commence the first audit of the new three year cycle on 7th of October. This will include UK registrations, HR/Partner validation; employee training and development, and Policy & Standards.

No definitive news currently on the new version of the ISO9001 standard as yet. It is rumoured that "preventive action" will be removed. It is unclear how this will be replaced.

The HCPC QMS / ISMS will be migrated to the new BSI platform following departmental training.

5. Business continuity

Planning for the next BCM/DR test exercise is underway.

6. Information security management

The information security training CBT package for all employees, is being updated prior to use. This will cause a slight delay to implementation.

We have documented changes to the CBT package to train Partners on information security, and these are underway.

The information assets register for HCPC, and the threats and vulnerabilities is being monitored. Below is a statistical snapshot.

Item	No of Items	No in Use
Assets	349	323
Asset Owners	16	16
Asset Groups	36	36
Threats	141	102
Vulnerabilities	308	201
Controls*	133*	119
Risk Assessments**	2319	2343**

Controls* = 133 standard ISO27002 controls possible

Risk Assessments** = second assessment on a single asset reflected in "No in Use" greater than "No of Items".

The individual policy items, to implement the ISO27002 controls, are being developed. These must be concluded before the internal and external ISO27001 audit processes are undertaken.

Work on developing a secure web delivery method for confidential content for various parts of the organization continues, with an existing supplier. Live testing will commence shortly.

7. Information & data management

The BPI Department has finalised the implementation of legal advice regarding the retention of paper applications and renewal notices within the Registrations Department. This paper was approved by Council in September. Other non FTP and HR documentation is also covered.

Freedom of Information requests of a statistical nature continue. Information sharing requests continue.

8. Reporting

The Registration Numbers Forecast has been updated (see NMR 35).

9. Risk Register

The next iteration of the Risk Register has been produced over the summer will be presented to Audit Committee in this meeting.

10. Other activity

The tendering process for the security print contract was deferred following a decision to change requirements. This project is now in progress again.