

## Business Process Improvement: Mr Roy Dunn

### 1. Human resources

The new role of Quality Compliance Auditor has been filled by Kayleigh Birtwistle. Kayleigh has previously worked in Registrations and FTP. A comprehensive training schedule has been organised over the next six months, with practice ISO 9001 audits, compliance audits and computer based reporting.

A Business Analyst will be recruited into the Operations area in the new financial year.

### 2. Quality Management System (QMS) review meetings, internal audits and Near Miss Reports (NMR).

The internal audit schedule for 2015-16 is running.

One further NMR's (non-conformance incident) have been declared. One report has been completed.

### 3. QMS process updates

A high level new profession on-boarding process (from a data management point of view) has been developed with the Projects department.

Updates to the Customer Complaint handling process are being drafted for the Complaints Manager.

We will be moving the Quality Management System to an externally hosted system with assistance from BSI in the coming months.

### 4. BSI audit

BSI audit took place on May 6<sup>th</sup> 2014 after a postponement due to auditor illness. The audit included;

- Management System Organisation and Review,
- International Registrations,
- Work Environment & Infrastructure (Facilities & IT).

The report is provided in this committee meeting.

The HCPC QMS / ISMS will be migrated to the new BSI platform as soon as possible. This is an on going project.

### 5. Business continuity

Monthly employee details will continue to be circulated whilst the move to an upgrade electronically delivered plan progress.

### 6. Information security management

The security training programme continues. A new package will be developed in the coming months.

Adjustments to how documents are printed around the organisation are being evaluated, and security improvements developed. The IT department have seen two possible providers of technology solutions.

A Tidy desk policy has been implemented within the organisation, with a soft roll out. This policy requires the protection of all personally identifiable information when desks, offices or storage are left unattended. This will form part of the organisations Information Security Management System (ISMS). A "deskie" competition is being used to promote the Tidy desk policy.

The new ISO 27001:2013 standard is being addressed by BPI with the aid of external consultants. We are working through the extensive list of IT controls already in place to ensure they are adequately reflected in the documentation.

## **7. Information & data management**

### **Assessment and destruction of older archive material: an update on progress.**

Freedom of Information requests of a statistical nature continue.

The Registration department hope to progress the destruction of scanned renewal notices as soon as the archive boxes can be validated as “renewals”.

Several possible sites for secure examination of confidential paperwork have been evaluated with existing suppliers.

## **8. Reporting**

Upgrades to the NetRegulate (Registrations system) application have been made have impacted reporting in the short term. Reports are being updated as they are used.

More complex FOI type queries are being run to support other departments.

## **9. Risk Register**

The next iteration will be published in September 2014 following updates over the summer.

Mapping of strategic objectives vs. risks has taken place and will be discussed in a paper at this meeting. Two options, Risk by Objectives and Objectives by Risk are provided in draft form.

A Risk Management Strategy has been produced to collate the approach taken a HCPC. This is a separate paper to Audit Committee.