Business Process Improvement: Mr Roy Dunn

1. Human resources
No changes to BPI resources.

2. Quality Management System (QMS) review meetings, internal audits and Near Miss Reports (NMR).
The internal audit schedule for 2016 – 17 is running.

The mine Archive audit was undertaken in early May. Whilst the security of content remains high, a few sample cartons did not match the descriptors currently held. Potential changes to the Registration department holdings will impact the stock.

NMR's
One Near Miss (NMR58) was declared in April 2016, around cooling issues in the server room. This report was been delivered to EMT in April 2016.

3. QMS process updates
Currently no further progress on moving the Quality Management System to a new platform. Minor updates have been made to the QMS content, and further changes are to be made in the Finance and Procurement areas. An updated International Application Process will be delivered by Registrations shortly.

4. BSI audit
The ISO 9001:2008 audit took place on April 20-21st 2016, covering Finance Transactions, Invoicing & Purchase Ledger, Management Accounts, Purchasing & supplier evaluation, and Facilities, QMS, key controls;, Risk Register, Quality Assurance, Senior Management Interview, and the Strategic Review. This ended a three year cycle, and recertification was achieved. A copy of the report is published at this Audit Committee meeting.

The new ISO 9001:2015 standard has been published. If we can obtain a new QMS/ISMS platform (SharePoint with appropriate workflow tools) we will move to the new standard between April and October next year. October 2017 would be our change over audit to the new standard.

The ISO 27001:2013 audit took place on the 26 & 27 April. This concentrated on incident reporting, internal audits, follow-up to audits and awareness around the organisation. A copy of the report is published at this Audit Committee meeting.

The Complaints and Customer Service standard ISO 10002:2014 was achieved in March 2016. The Complaints and Customer Service Manager and Head of BPI have been working with a consultant to modify existing ISO 9001 processes and documentation to match the ISO1002 requirements. This has had the benefit of updating some items for the ISO 9001:2015 migration in future. The Stage 2 three auditor day audit is on 21 & 22 March.

5. Business continuity

Work on the Shadow Planner solution continues. Additions and enhancements to content will continue.

The Shadow Planner system is currently available on Blackberry O/S7 and iOS (iPhone) and the new Blackberry (Android) platform. It has undergone basic testing with our plan and devices. The service will essentially be agnostic to the device it is viewed on.

All employees could be provided with a web based access, however, we currently plan to use the mobile device access for key Business Continuity involved employees.

A pdf version of the plan has been produced and is available as required.

Sample screen shots of the ShadowPlanner plan are included below.

Image 1 indicates the breakdown of contact details into groups, and the option to bulk email in emergency. Detail restricted to prevent information security issues.

Image 2 indicates drill down onto a specific part of the plan. This was formerly multiple A3 landscape sheets in the red binder.

Image 1

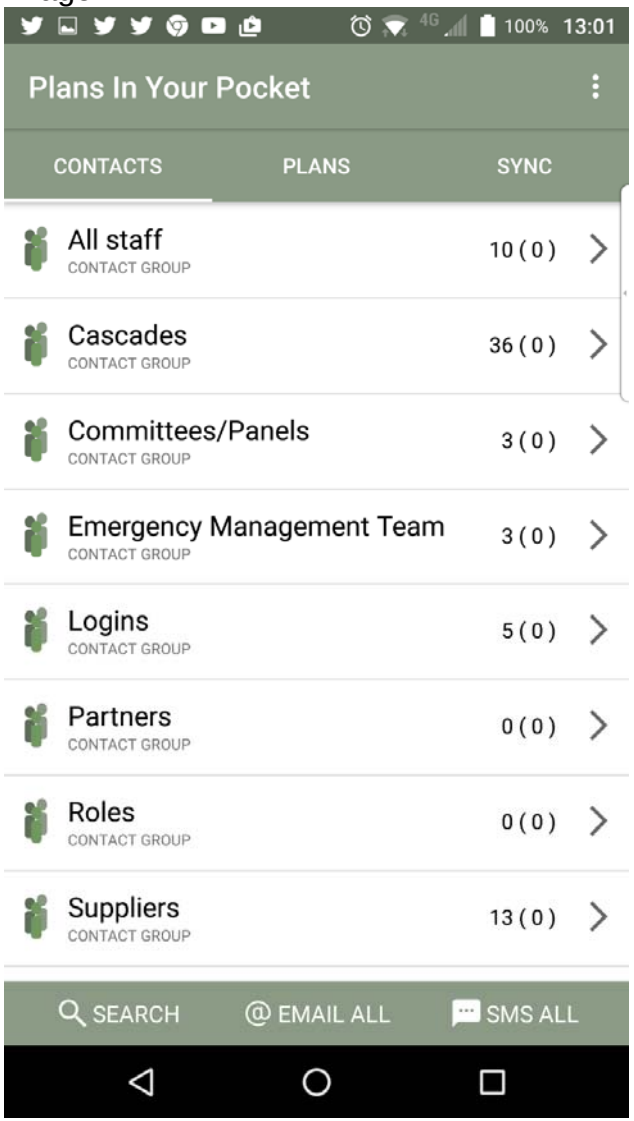
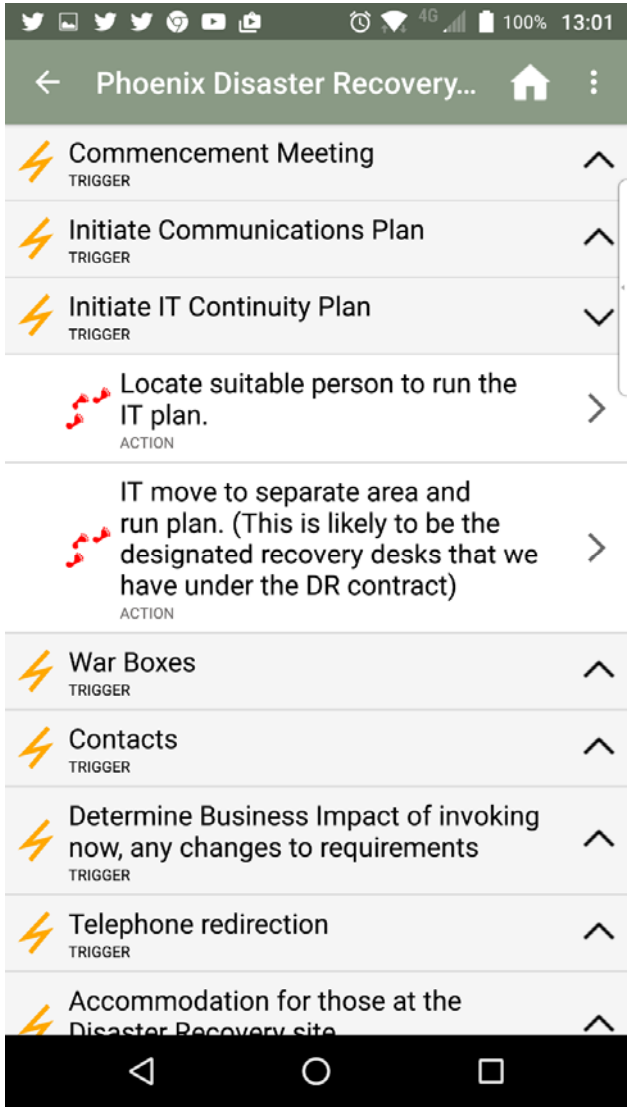


Image 2



Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
20151116	a	QUA	RPT	AuditComm	Draft DD: None	Public RD: None

6. Information security management

Information Security awareness activities continue around HCPC. We have selected the Bob's Business CBT package for employees, Partners and Council members. Roll out is now planned for June (employees) and August for Partners. This will help prepare employees for the next ISO27001 BSI audit.

New employees and contractors are required to undertake a PowerPoint delivered training pack and questions, prior to completing their first month in the organisation.

7. Information & data management

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

The Registration department hope to progress the destruction of scanned renewal notices as soon as the archive boxes can be validated as "renewals". A pre destruction visit to the archive is being planned. Contracts for scanning and secure destruction are under examination. This represents approximately half of the archive.

8. Reporting

The number of Freedom of Information requests of a statistical nature is stable.

9. Risk Register

The latest iteration was published in March 2016. The changes for the next iteration will be collected from July 2016 onwards. The BSI audits suggest that we link Strategic Objectives from HCPC's Strategic Intent, to individual risks in the risk register. ISMS based risks are also being flagged with the appropriate clauses from ISO 27001 Annex A