

WELCOME TO THE FEBRUARY UPDATE

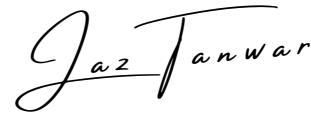
We hope all our readers have had a great start to the year. With our February newsletter, we start the year off as we mean to go on, adding value to your business and you.

In this newsletter, we have been joined by our partners to deliver some important updates, advice and latest news on all things related to business management.

Despite the current global economic conditions, we're confident that 2024 will be a great year for everyone, including the manufacturing sector, which has enjoyed a resurgence in the second half of last year.

Jaz Tanwar - Operations Director

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CHANGE TO ISO 9001:2015 INCOMING

BY BOB HUGHES - TEMPLE

Currently, the ISO Technical Committee 176, Sub-committee 2, Working Group 29 (ISO/TC176/SC2/WG29) is working towards the next international draft of ISO 9001.

There is no definite release date for the next edition of ISO 9001 at this point. There are certain stages of ISO standard development that can be bypassed if there are relatively few, insignificant updates submitted.

Therefore, it is most likely that a publication date will come in late 2025 or early 2026.

It's an opportunity for improvements to be considered by the new working group appointed, but in the meantime its business as usual with ISO 9001:2015.

The start of 2024 is an ideal opportunity to set new objectives and targets.

Some points to consider, ISO 9001 is to benefit organisations to address risks and opportunities associated with context and its objectives.

It all starts with 'Strategic Direction' - what are we trying to achieve - Plan Do Check Act. The ISO 9001 standard is based on a model of sustained improvement rather than a one-time fix. It is the main goal of ISO 9001 to continuously improve your Quality Management System.

As industries become increasingly competitive, a company's QMS should aim to improve in order to compete.



MAINLINE INSTRUMENTS ACHIEVES ISO 27001:2022 CERTIFICATION

BY IAN HUGHES - TEMPLE

As part of its commitment to information security management, optometry and ophthalmology supplier Mainline Instruments has been awarded ISO 27001:2022 certification after completing a comprehensive 12 month program, audited by the British Standards Institution (BSI), the national standards body of the United Kingdom.

The certificate was handed to Jack Hawkins, Business Development Director at Mainline Instruments, by BSI's UK&I Technical Delivery Manager for Digital Trust, Bob Gettings. The process was anchored by a management systems consulting organisation, Temple Quality Management Systems Limited. Its Management Systems Support Consultant, Vesselin Nikolov supporting the implementation.

Bob Gettings said:

"Our ISO certifications at BSI demonstrate Mainline Instruments' commitment to implementing global best practices that ensure effectiveness, efficiency, confidentiality and integrity in our day-to-day operations. The company is embarking on a new journey."

As a rapidly growing organisation, customer data is handled daily as part of its technology-infused service model. Achieving ISO certification ensures Mainline Instruments goes above regulatory minimums to ensure the highest standards of security and assurance that its data is handled in a secure manner.

Jack Hawkins spoke about certifications:

"The ISO 27001 certification represents our unwavering commitment to developing a world-class customer-oriented service culture and high information security standards.

ISO 27001 certification aligns with our values of security and excellence. We believe it will increase the confidence of our partners and clients which include both the NHS and the wider optometric industry. As part of our commitment to our customers, Mainline Instruments will continue to ensure our products and systems are in line with our customers' needs."

CELEBRATING SUCCESS DURING WORLD QUALITY WEEK WITH DNV

WORLD QUALITY WEEK 2023

BY JAZ TANWAR - TEMPLE

DNV UK's Business Assurance team, alongside training partner, Temple QMS Ltd, hosted their first certification event earlier this month. They presented the delegates with their certificates for those who had achieved the necessary standards within all of the remits that the training required.

The CQI is the only body that offers Chartered Quality Professional status, which is highly valued by employers. ISO training helps delegates comply with international standards for quality management and safety. It provides employees with the knowledge and skills needed to implement processes and procedures that meet ISO standards.

OHSMS, QMS, and EMS auditor training can help you keep current and develop your personal audit skills.

This is particularly pertinent as we celebrated World Quality Week during the event and spoke about the key themes arising from it.

Mark Clewley, Regional Business Development Manager - DNV:

"It was brilliant to welcome our customers to DNV for this first of its kind event for us. It's inspiring to see how our guests have demonstrated their best-in-class commitment to advancing their knowledge and staying up to date with evolving advancements within their sector by undertaking their latest training."



Mark Clewley presents to Andrew Rushmer



Mark Clewley presents to Zankar Talat joined by Jaz Tanwar



THE RESPONSIBLE PERSONS PRACTICABLE FIVE STEPS TO FIRE DOOR COMPLIANCE

THE REGULATORY REFORM (FIRE SAFETY) ORDER 2005



BY LEE KENNEDY - WEST MIDLAND FIRE DOOR INSPECTIONS

The Regulatory Reform (Fire Safety) Order 2005

The Regulatory Reform (Fire Safety) Order 2005, sometimes referred to as the RRO, came into force in 2006. Replacing more than 100 pieces of existing legislation with the aim of simplifying the law on fire safety, failing to comply with the Fire Safety Order can put lives and property at risk and could result in a criminal Prosecution.

1. Collate the fire safety information you have onsite

Often found within the OM manuals the building indicating the passive and active fire safety provisions installed, data sheets, life cycle information and fire strategy drawings are often contained within these files.

Many older buildings do not have this historic information in place, this does remove the legal requirement under Article 17 to maintain the fire safety provisions in a building, showing locations of passive and active provisions and ongoing maintenance, life cycle and data sheets of products used.

2. Site specific fire risk assessment Clearly detailing the use of the building, passive and active provisions in place and clear requirement moving forward, you must now record the fire risk assessment in full (including all the findings) and the fire safety arrangements for your premises in all circumstances (generic copy and paste fire risk assessments are no longer acceptable).

3. Certified independent fire door inspection

This must be carried out by the competent trained fully insured fire door inspector, professional indemnity and liability insurance must cover the ability to both inspect and sign off compliant fire doors, and report findings requiring remediation, the person inspecting your fire doors should not financially benefit from any works generated from the report's findings, inspections reports should be collated on a proven digital golden thread system.

4. Remediation works This should be independently priced by three suitable competent contractors, based on the digital report generated by the golden thread fire door inspection report, the preferred contractor should be based on, 1 Competence, 2 Insurance covering their specific work, 3 Cost evidence, of your decision making will be required in the event of a fire or insurance claim, demonstrating priority given to compliance over cost will be critical, companies holding 3rd party fire accreditation does not give them umbrella cover for everyone who attends your site, either working directly or on a subcontractor basis, the competence of every individual performing the duties under Article 18 performing as the competent person would need to be evidenced.

5. Regulation 38 fire safety information

Regulation 38 puts onus on the person carrying out the work to give fire safety information to the responsible person no later than the date of completion of the work or the date of occupation of the building or the extension, whichever is the earlier, the information supplied will include evidence of installation, data sheets, life cycle information any other relevant details to allow the buildings ongoing fire door maintenance.

BLUE MONDAY: 18 MILLION DAYS LOST AT WORK TO MENTAL HEALTH

BLUE

MONDAY

BY CLAIRE LEWIS - TEMPLE

New research has revealed that 18 million days per year, on average, are lost at work to mental health conditions.

The research, conducted by personal injury experts [claims.co.uk](https://www.claims.co.uk), analysed the Office for National Statistics' sickness absence data from 2018 - 2022 to reveal which demographics are most likely to miss work, and identify the most common reasons for doing so.

Every year, the UK workforce loses on average 146.6 million days due to sickness, which equates to approximately 4.5 days per worker - or almost a full working week.

Employers pay particular attention to absences as workers contend with flu season, as well as post-holiday blues and holiday-related illnesses.

The study identified the main reasons workers call in sick - with minor illnesses like coughs and colds proving the main cause. An average of 33 million days is lost per year due to minor illnesses.

With Blue Monday on the horizon, the data also found that 12% of the working days lost were due to mental health conditions such as stress, depression, and anxiety - making this 18 million days per year, on average.

On the other end of the scale, an average of 7.4 million days were lost with workers preferring not to give a reason.

The study also found that workers aged between 50 and 64 lose more days at work than any other age group, with an average of 56.3 million total days lost per year.

Per worker, this works out to approximately 6.1 lost days annually.

Just today it was announced that an ex-Goldman Sachs boss is suing the bank for more than £1 million in London, alleging a "chaotic" working environment pushed him into a mental and physical health crisis.

Ian Dodd, Goldman's global head of recruiting in London between 2018 and 2021, says that he developed a major depressive disorder and heart issues after being subjected to impossible demands and excessive working hours. A spokesperson for the investment bank says the claims have "no merit."

PREPARING YOUR WORKFORCE

In the workplace, healthy and well-motivated employees have a positive impact on the productivity and effectiveness of a business. Good mental health at work and good management go hand in hand.

Stellar Mind working with Temple OMS helps you to nurture a happy, healthy and productive culture, be it in the workplace, education, at home, where mental health and physical health are given the same priority, creating an environment where everyone can flourish.

We offer the following courses for to support your teams:

- Online Mental Health First Aider Course
- Adult MHFA 2 Day Classroom Mental Health Course
- Adult MHFA 1 Day Classroom Mental Health Course
- Adult Mental Health Aware Half Day
- Online 4 hour Mental Health refresher course

APPLICATIONS FOR THE INTERNATIONAL QUALITY AWARDS (IQA) 2024

Now entering its seventh cycle, the awards celebrate the achievements of exceptional quality professionals and auditors across the globe.

The awards span eight categories, so there's a category for everyone, regardless of your sector and career level.

The 2024 award categories:

- Emerging Talent
- Digital Innovation
- Sustainability Impact
- Quality Professional of the Year
- Quality Team of the Year
- Quality Organisation of the Year
- CQI Volunteer of the Year
- Outstanding Contribution to Quality Management Practice



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- Managing Process Performance (PT202)
- Managing Management Systems (PT203)
- Managing Change and Continual Improvement (PT204)
- Managing Problem Solving (PT205)
- Managing Supply Chains (PT206)
- Managing Customer Excellence (PT207)
- Managing Quality Planning (PT208)
- Managing and Influencing Stakeholders (PT209)
- Quality in Construction (PT210)

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