



**TYNE AND WEAR FIRE AND RESCUE AUTHORITY
EMERGENCY PLANNING UNIT**

Committee Report

Meeting : CIVIL CONTINGENCIES COMMITTEE : 18 January 2010

Subject : ISO 9001:2000 CERTIFICATION: TWEPU RENEWAL

Report of the Chief Emergency Planning Officer

1 BACKGROUND

- 1.1 Members will recall that the EPU originally achieved ISO 9001:2000 certification in July 2008. ISO 9001:2000 (previously known as the quality assurance standard 'BS 5750') is an internationally recognised quality standard which requires the organisation to manage the quality of the products they produce through stringent controls on documents, processes and systems used.
- 1.2 Achieving ISO 9001/2000 is beneficial as it helps to reduce the risk to this Authority as well as to Tyne and Wear councils, providing resilience managers and elected members with an added degree of insulation against the failure of plans, procedures and the other key activities of the Emergency Planning Unit undertaken on behalf of the Authority and councils. This is particularly important in relation to any Public Inquiry, which could arise following a major emergency.

2 CERTIFICATION RENEWAL AUDIT: AUGUST 2009

- 2.1 On 10th August 2009, an auditor from SGS Limited attended the EPU to carry out a detailed audit against the ISO 9001:2000 quality management standard. The previous years audit report was checked, and the small number of corrective actions that had been identified at that time were all found to have been addressed satisfactorily.
- 2.2 The audit team conducted a process-based audit, focusing on significant aspects/risks/objectives required by the standard. The audit methods used were interviews, observation of activities and review of documentation and records.
- 2.3 The audit covered the processes documented in the EPU's Quality Management System. These processes were identified as being those which are critical to EPU business in supporting the work of the five councils in Tyne and Wear. These include:
 - Emergency Plan writing
 - Training and Exercising
 - Supplementary processes, such as admin and procurement

- Plan Maintenance procedures
- Compliments and Complaints

2.4 A number of good practices were highlighted in the report, including the following which have been taken directly from the audit report:

- “A significant number of complimentary e-mails/ correspondence were noted to have been received by the organisation and are kept in the above mentioned file”
- “Evidence of good internal communication was demonstrated”
- “The Quality Policy is an integral part of the QMS and was noted to have last been updated as recently as May 2008.”
- “A log of improvements is maintained – a number of projects were noted to have already been completed and a number are still in progress”
- “Training records have improved and now also include attendee lists from the ‘pre-screening’ as seen in the Mass Fatalities core module.”
- “There has been one complaint noted this year which was well investigated with the appropriate evidence available for review.”

2.5 There were two minor non conformances which are detailed in the table below.

Minor Non Conformance	Suggested action by audit team
The Quality Objectives laid down in the manual are more strategic objectives and as such are not measurable per se.	Consider reviewing the objectives to make them measurable perhaps by using cross references to the Business and Strategic Resilience plans
The internal audit reporting appears inconsistent and in some reports, the NCR report sheet has not been completed as per the procedure and some audits show no evidence.	The audit schedule needs to be more detailed and tie in with the audit record log (results)

2.6 Members will be pleased to note that these non-conformances are designed to enhance the current system and are not significant findings.

3 CONCLUSIONS

3.1 The auditor recommended that our certification to ISO 9001:2000 should be continued.

- 3.2 The auditor advised that, due to his satisfaction with the evident level of management commitment to continuous improvement, a formal corrective action report would, unusually, not be required. Follow up on the minor non-conformances will instead take place at the next surveillance visit in August 2010.
- 3.3 The EPU continues to strive for excellence and manage its corporate risks effectively by maintaining this standard.

4 RECOMMENDATION

- 4.1 Members are asked to note the renewal of TWEPU's ISO 9001/2000 Standard.
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Background Papers

- FRA Report (15th September 2008): 'Emergency Planning Unit, ISO 9001/2000 Quality Management System Certification'

