

## Business Process Improvement – Roy Dunn

### Human Resources

No changes.

### Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2009-10 continues.

The HR – Employees area has been audited.  
Project Management has been audited.  
Education department has been audited.

An audit of document cartons at the hardcopy archive is underway. This is very time consuming but worthwhile exercise, covering information security, document management and examining the condition of the archive boxes prior to our move to the new archive site.

Approximately 400 of 3000 cartons are being examined.

Feedback and Customer Service is being reported to EMT on a monthly basis. No major trends in service issues have been highlighted. Some questions from registrants about the cost of returning to the register after a career break have been received. We have received positive and a small amount of negative feedback on our CPD DVD.

Mapping Communications processes in greater detail has commenced.

### QMS process updates

Development of a feedback & information requests process is continuing as a result of an earlier QMS internal audit. This include specific statutory process routes, FTP, where we must ensure FTP get earliest possible site of potential new cases.

Information & data security work across HPC is ongoing.

HMRC have now supplied the required information outside of the Freedom of Information process. Poynter requirements have been mapped to existing HPC activities and roles, and will be evaluated by EMT shortly.

Part of the report has already been actioned following the theft of 5 laptop computers from HPC premises. (All laptops are encrypted so no data loss is likely from this hardware.) Security around the HPC campus will be increased by the use of swipe card based door locks. This will separate the HPC campus into “Public” areas and “Confidential” areas. These devices will be put in place over the next few months.

The Remuneration process is being updated.

### BSI Audit

BSI are now auditing HPC to the ISO9001:2008 standard, which places additional controls around risk, suppliers and information technology.

The next audit by BSI will be on 21st October 2009. This will cover Registrations - Grandparenting, Communications, Customer Service, Finance and Quality Management.

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2009-09-16	a	QUA	RPT	Audit Comm report Business Process Improvement September 09	Final DD: None	Public RD: None

### **Business continuity**

Small changes and additions to processes are being made to keep the Disaster Recovery plan current.

Flu pandemic information has been factored in, with a response based on severity of illness within the working population, and ability to continue normal working at HPC.

### **Information & data management**

Integration of all intranet based information sources, Springfield, QMS and "Intranet" is now in the testing phase. Post roll out further work will be required to implement automated document and change control within the QMS part of the system

Obtaining insurance based on advice has been received from our legal advisors, is ongoing, prior to our move to our preferred supplier.

### **Risk Register**

The Winter 2008 version of the Risk Register has been reviewed via a series of meetings with all risk owners and Greg Ross-Sampson, and Roy Dunn.

Please see the paper included in this agenda for more information.

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