Business Process Improvement: Mr Roy Dunn

1. Human resources
There are no changes to long term BPI resources.

2. Quality Management System (QMS) Quality Assurance, review meetings, internal audits and Near Miss Reports (NMR).
Internal audits around complaints management were carried out over January 2018 in preparation for the BSI audit.

Ad-hoc reports are added to the schedule as required by circumstances, including access to network and buildings as influenced by changes in employees. Tidy Desk audits were carried out and most departments are compliant outside work hours.

NMR's
Four new Near Misses have been declared at the time of writing;

- NMR64 Access to 405 Kennington Road – a Partner reported accessibility issues with the building.
- NMR65 Portal software support and version availability. – Software availability issues may impact existing developments.
- NMR66 Unauthorised access to 22 Stannary Street – A door was not locked when the building was vacated by the cleaners and security guard, not loss or damage has been determined.
- NMR67 Core HR internal data exposure – managers carrying out shortlisting were able to see applications not related to the role they were shortlisting for.

3. QMS process updates
A few minor processes have been updated in FTP Quality Assurance and HCPTS.
Progress on planning the move of the Quality Management System, (QMS) Information Security Management System (ISMS) and Complaints Management System (CMS) to a new platform, is underway. Testing of the solution to our requirements are due to start shortly. Development costs are within budget.

Over 600 processes or process links are required to be moved to the new combined Management system hub (QMS,ISMS,CMS) on the new intranet. This will be an entirely manual task. There is a level of risk around getting all the functionality and processes in place between major BSI audits.

An updated Document Control Process is being developed with Secretariat and Communications to produce an effective but unobtrusive set of meta data to appear in all footers for critical documents. This continues to be trialled.

4. BSI audit

The BSI ISO 10002:2014 audit took place on the 1st & 2nd of February. HCPC have been recommended for recertification. Two areas have been highlighted for possible improvement. Two opportunities for improvement have been highlighted, the audit report is published at this meeting.

The next BSI audit and transition for ISO 9001:2015 (two days one auditor) is in May 9th & 10th.
The next ISO 27001:2013 (five – six days) is in April 13th 16-20th 2018, this is a recertification visit.
The next ISO 10002:20014 two days audit & recertification is in February 2019.

5. Business continuity

Shadow Planner / Plan in your Pocket data continues to be refreshed. Partner email contact details have been added. We will look at adding mobile numbers for Partners in the next few months.

The Daisy Uxbridge site (used for office recovery) will be closed at the end of the current financial year. BPI will be moving physical assets from Uxbridge to Wapping in March. The plans on Shadow Planner / Plan in your pocket will be refreshed with the new site details, travel arrangements etc.

A new PC build (image of the required software on this particular hardware) is being arranged for the new site.
A Business Continuity test will be arranged as soon as the plan has been updated with the new site.

Northern Line Extension.
No change to this risk at present whilst the work nears completion.

6. Information security management

An Information Security audit was carried out by our Contractor IT-Governance in February. Possible improvements have been highlighted.

EMT is being supported through a reassessment of confidentiality, integrity and availability risk around each major information asset.

ISMS documentation is being updated in light of feedback from the last IT – Governance audit.

Information Security training continues around the organisation. Partners are about to be sent links to their bespoke package.

7. Information & data management
Assessment and destruction of older archive material: a mine visit is planned for the end of the month to assess material and audit before destruction proceeds.

The Registration department are examining the methods of offsite printing of personal correspondence at an offsite mailing house. These are currently printed in house, inserted in to envelopes, franked and mailed out. Security at these potential offsite locations is under review by BPI. We have carried out similar work before with this suppliers sites.

8. Reporting
The Crystal Reporting system performance is still taking in excess of 9 hours to load from scratch each night. A data warehouse is likely to be a more robust long term approach when the new registration system is operational.

The number of Freedom of Information requests of a statistical nature is stable. Incoming and outgoing numbers of "European" registrants are being questioned by journalists and academics.

Supplementary Prescribing and Independent Prescribing numbers plus supporting data for undergraduate thesis are currently popular.

9. Risk Register
The Strategic Risks determined at the Strategic Risk workshop are being mapped to the next iteration of the Enterprise Risk Register. An update on the workshop next stages is published at this committee meeting.
The next iteration of the Social Work Risk Register is published at this committee meeting. No known changes to risks at present.