

Business Process Improvement – Roy Dunn

Human Resources

No changes.

The Business Process Improvement area will have moved from the Mezzanine floor to a part of Park House with the Operations Director in early March.

Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2010-11 is running. The new archive has had a preliminary audit and will be given a more thorough examination in early March following postponement due to weather conditions.

Tom Berrie has audited additional key suppliers, including Europa Quality Print and will continue this function.

QMS process updates

Project prioritisation processes are being reviewed with the IT, Operations and Chief Executive.

Some processes are being moved to “company wide” processes under the Chief Executive’s control.

BSI Audit

The next ISO9001:2008 audit will be on 5th April with our new auditor, John Doyle, looking at International Registrations, the whole Quality Management System function at HPC, plus workplace and IT provision.

Business continuity

No changes currently other than monthly list updates. Planning for the 2011 three day exercise is on going.

An exchange of ancillary banking items in the HPC war boxes has taken place to following the move from NatWest Bank to Lloyds Bank.

Further changes will be required when the debit/credit card charging Semafone PCI-DSS compliant solution is rolled out to the business.

Information security management

Customisation for our cross organisation Information Security training solution have been delivered. Approximately 25 persons have undertaken the training to date. Pass marks of 70-100% are being achieved.

An interactive All Employee Meeting presentation on Information Security was delivered on 23rd February. This also introduced the online training solution. A low level competition highlighted some key elements of the Information Security standard.

A new Information Asset Classification policy (ISO27001 deliverable) has been signed off by EMT. This is being shared with the FTP department to develop their internal document classification.

Information & data management

QMS and HPC intranet integration. Post roll out changes have been designed and have been implemented by the developer.

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BPI and the registrations dept have looked at possible scanning and presentation systems to speed up CPD and International / Grandparenting assessment processes. Security of the system is of course highly important. A trial of the system in house with CPD assessors was successful.

Trial restoration of historic hard copy registers is underway since early February. Documents are currently being cleaned and neutralised, before rebinding.

Risk Register

The February 2011 update to the risk register is being circulated to the Audit Committee.

Specific risks around implementing HPC's actions from the White Paper "Liberating the NHS: Report of the arm's-length bodies review " and are included in the current published version.

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