

SIMMAT

& Associates Pty Ltd

NEWSLETTER | May 2009 | ISSUE 5

OFFICE LOCATIONS

Freshwater, Australia | Belrose, Australia

WELCOME to the Simmat & Associates Newsletter!

Your regular installment of current affairs, updates and interesting information.

Work/Life and Lamingtons by Peter Marshman

In times of economic uncertainty, government stimulus packages and an obesity epidemic, I did what one should do. I took time off work, packed up the car, stimulated the economy with my wages and headed north to a World Heritage National Park, that has absolutely no similarities with the obesity causing bakery treat associated with its name.

That's right, I camped and explored the beauty of Lamington National Park in Queensland, which is home to Gondwana Rainforests of Australia World Heritage area. Before European settlement, these subtropical rainforests were probably the most extensive rainforests in Australia, but with only 0.3% remaining, Lamington National Park is the best place to see undisturbed subtropical rainforest. Containing more frog, snake, bird and marsupial species than anywhere else in Australia, these rainforests provide homes for many rare and threatened plants and animals and ancient life forms. It really is an amazing place to explore, so remember your work/life balance and enjoy the Australian environment.



The Systems Doctor

Your questions answered | email doctor@simmat.com.au



The Systems Doctor is your chance to ask, understand and improve. If you have a question regarding Quality, Environment or OH&S in your workplace, then please email the Doctor, as prevention is better than cure!

Q. My company uses both ISO14001 and ISO9001 separately. Can we integrate these into one working manual?

A. Of course! These international standards have been aligned in order to enhance their compatibility and improve usability for ease of integration. Whilst both ISO 9001 and 14001 include specific quality and environmental elements respectively, there are a number of common elements such as document control, records management, internal audits, management review, corrective action, preventative action and system improvement.

Q. I work for an international company with globalised environmental objectives and targets. Can we use these when defining our own EMS targets?

A. A fundamental element of ISO 14001 is identifying environmental aspects and impacts related to your site specific business activities and assessing these to determine environmental significance. Company environmental objectives and

targets (global and/or site specific) are then determined taking into consideration your significant environmental aspects to ensure compliance with your environmental policy. I can only assume that this has been the case for your "globalised" objectives and targets. My suggestion to you is that, when adopting these globalised objectives and targets, it is important that you consider how these objectives relate with your identified site "specific" aspects and impacts. Where ever possible it is suggested that you include both your globalised and company specific objectives, as this provides a direction for performance and improvements across all levels of your companies environmental aspects and impacts.

Q. Can internal audits be completed utilising an external consultant?

A. Yes, absolutely. The name "internal audits" comes about because these audits are planned and conducted by your company, for your company—not by a third party certification company, or second party customer/supplier. These audits are a Management System's best friend and their findings lead to significant improvements in the effectiveness and efficiency of the system. The key benefits of engaging auditing services of external consultants, such as Simmat and Associates, include auditors with: ongoing industry experience; no distractions by other priorities within your business; a fresh, bias free view of your system; and finally, a peace of mind that the job done.

Contact Details:

Do you have questions? Want answers!
Or want to put in an article in our newsletter?

P.O. Box 505 Freshwater NSW 2096
admin@simmat.com.au | ph.(02) 9451 2211 | f. (02) 9453 3306

Contact Details:

Do you have questions? Want answers!
Or want to put in an article in our newsletter?

P.O. Box 505 Freshwater NSW 2096
admin@simmat.com.au | ph.(02) 9451 2211 | f. (02) 9453 3306

Quality Assurance with Customer Care International

Simmat and Associates caught up with Nathan Williams from Customer Care International to find out how his business is linked with quality management principles from 9001:2008.



CUSTOMERCAREINTERNATIONAL

S&A: *What is the core service of Enhance Plus?*

NW: Customer Care International is a leading Australian business in the field of Customer Relationship Enhancement and Satisfaction Assessment, ensuring our clients long term business success through strengthening their Customer Relationships, and the level of understanding they have about their customers.

S&A: *ISO 9001 requires that customer requirements are determined. How can you help our clients with this element? (section 5.2—ISO9001)*

NW: Customer Care International communicates with our clients customers to ensure the customer requirements are understood, and to understand how important these requirements are to customers. This may be achieved through a range of smart questions to a representative portion of the customer base, and then analysis of this information. This information can then assist the decision making process and may assist with the development of a new product or service, or to improve existing product/service delivery. Either way, the most customer focused and high performing organisations understand the need for a proactive and systematic method of understanding customers.

S&A: *So can Customer Care International then follow up on these requirements and determine customer perception and overall satisfaction? (section 8.2.1—ISO9001)*

NW: Absolutely. We partner with our clients to determine customer satisfaction overall, and on specific elements of the service delivery which are most important to their customers. Once the product or service is being delivered, we report back to our clients on how customer perception and satisfaction may be changing over time and alert them to new business opportunities, service recovery situations where someone may have dropped the ball, and performance management issues with staff. This is achieved through specific qualitative feedback, and not just ratings and statistics.



Special Offer

Until June 1st Nathan is prepared to offer 5 lucky readers a complimentary Customer Feedback Audit valued at over \$500. To enquire about this offer please contact: Nathan on **0410 471 200**
nwilliams@customercaregroup.com.

For further information visit:
www.customercaregroup.com

Training and Development

UPCOMING TRAINING COURSES WITH SIMMAT & ASSOCIATES.

There are still places available in our upcoming **Internal Audit Procedures Workshop** and our **Mapping Integrated Management Systems Workshop** being held in North Sydney. Contact: admin admin@simmat.com.au or call (02) 9451 2211.

INTERNAL AUDIT PROCEDURES

Internal auditing contributes significantly to the process of continual improvement in business performance. This course has been developed by experienced auditors to explore the theory and practical aspects of conducting internal audits. The core of the course is structured around the generic stages of the audit process including:

- ⇒ Managing the audit program
- ⇒ Initiating the audit
- ⇒ Conducting the document review
- ⇒ Preparing for on-site activities
- ⇒ Conducting the audit
- ⇒ Preparing the audit report
- ⇒ Completing the audit
- ⇒ Conducting audit follow-up
- ⇒



The two day program follows the format of ISO19011:2003 to specifically address the internal audit training requirements of Quality, Environmental, OHS and a number of other types of business management systems. Training includes Business case studies, interactive learning, team work, role playing and discussions to provide instruction and methods that can be used in the work-

MAPPING INTEGRATED MANAGEMENT SYSTEMS

place to achieve successful audit outcomes. This seminar is essential for those wishing to get an essential direction in how to Map an Integrated Management System (IMS). You should consider this seminar if you are a Quality, Environmental and OHS Managers who has the responsibility to implement, maintain and ensure the requirements of ISO9001, ISO14001, and AS4801 are addressed within your organizations management system.

The key focus of this seminar is to map out the requirements of each of the management system requirements, and plan the path forward for your organization. This course is highly interactive, and participants have the opportunity to consider their own company examples and develop a strategy for implementing this essential internal management process improvement.

At the end of this course participants should be able to;

- ⇒ Understand Management System Principles
- ⇒ Understand the cycle of continual improvement
- ⇒ Prioritise based on a risk management approach
- ⇒ Identify elements of their management system for integration
- ⇒ Map out and plan a process flow of their IMS
- ⇒ Understand the impacts and changes an IMS will bring to

LET US KNOW WHAT TRAINING YOU NEED AND WE CAN ORGANISE A COURSE AROUND YOU