REPORT OF THE CHIEF FIRE OFFICER

ISO 9001:2000
QUALITY MANAGEMENT SYSTEM

1 Purpose of Report

To advise Members of the Service's achievement of ISO 9001:2000 Registration for its resources management activities.

FS 503705

2 Recommendations

Members are asked to note the achievement of ISO 9001:2000 and that the Service will review its applicability in other areas.

3 BS EN ISO 9001:2000

This is the International Organization for Standardization standard for a Quality Management System (QMS) for an organisation which:

- Wishes to demonstrate its ability to consistently provide a service that meets the requirements of its customers, stakeholders and applicable regulation; and

- Aims to improve its performance through the application of the system. This includes processes for continual improvement of the system and the assurance of conformity and applicable regulatory requirements.

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An independent review of procurement carried out as part of the regional procurement project suggested that we should consider registration of our workshops to the ISO9001:2000 QMS standard. This was assessed and considered appropriate due to our desire, and an expected requirement (both within the Fire Service and the wider Large Goods Vehicle industry), to demonstrate systematic quality management within vehicle maintenance. When this was considered, and the potential benefits identified, it was decided to extend the scope of the system to encompass the wider procurement, supplier and asset management activities carried out by the Resources Department.

The Quality Management System, which officers have implemented, has been independently audited by the British Standards Institute (BSI), has been judged to meet the requirements of the standard and registered by them under the registration number FS 503705.

4   The Scope

The QMS covers the following activities, which form the scope of registration:

- Maintenance and repair of vehicles and equipment;
- Management of assets, including vehicles, equipment, hydrants and property;
- Procurement and supplier management; and
- Design and modification of equipment and services.

The system includes the following activities covered by the registration but not specifically stated in the scope:

- Product evaluation and research; and
- Internal management systems, including identification of services, document control, performance monitoring and management, and training.

The system also includes the following activities, which are not covered by the registration:

- Minimisation of the Service's environmental impact – this cannot be formally registered to ISO9001:2000, because it is the subject of the separate ISO14001:2004 standard.

5   The Benefits

The ISO9001:2000 standard differs from earlier versions in being focussed on continual improvement rather than consistency. It will be used within the Resources Department as a tool for continued improvement.

The QMS enables Technical Services to define, monitor and improve its support to the Service's front line operations. In particular, the QMS assists in:

- Identifying and understanding our internal customer's requirements with a view to supporting their activities and achieving customer satisfaction;
- Better monitoring of our performance;
- A structured approach to improving our performance through improved quality or better use of time and resources;
- Consolidation of improvements and initiatives;
- Greater understanding of the groups processes;

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- Documentation of existing processes, assisting with continuity planning;
- Demonstrating systematic compliance with standards and procedures minimising risk;
- Improved internal and external communications;
- Understanding how statutory and regulatory requirements impact on the group and our customers; and
- Greater consistency and traceability of products and services.

6   Further Implementation

Now that the Service has a registered QMS it is possible to extend the scope of the registration to cover further departments or work areas. The Service's management team is currently considering areas where its introduction would offer significant benefit, either when introducing new systems or in the consolidation of existing systems. Areas being considered for early extension include the Training and Performance Improvement departments.

7   Background Papers

There are no background papers associated with this report.

8   Appendix

The British Standards Institution Management Systems Registration Certificate

Implications of all of the following have been considered and, where they are significant (i.e. marked with an asterisk), the implications are detailed within the report itself.

Balance Score Card		Integrated Risk Management Planning	
Business Continuity Planning	*	Legal	
Capacity		Member Involvement	
Civil Contingencies Act		National Framework	
Comprehensive Performance Assessment		Operational Assurance	
Equality and Diversity		Retained	
Efficiency Savings		Risk and Insurance	*
Environmental	*	Staff	
Financial		Strategic Planning	
Fire Control/Fire Link		West Midlands Regional Management Board	*

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