DQS-UL IN DIALOG

Supply Chains are part and parcel of business life. Most of you are part of a supply chain that begins with the design of a product or service and concludes in the delivery of said product or service. In many industry sectors, specific requirements lead to the formation of industry oversight bodies for the certification of companies within that supply chain. These typically build on established management system standards as a base, and overlay additional industry specific requirements with the intention of improving the business performance of the companies in their supply chain. Many of them require certification bodies to assess and certify implementation of these specific requirements.

DQS UL is authorized by many oversight bodies to provide this kind of certification, because we follow their stringent requirements starting from the training and credentialing of auditors to the content in the assessment report. In a variety of sectors, certification bodies are also required to upload audit and customer specific information, including the non-conformances, if any, into special databases for review by the industry oversight bodies.

As a leading global certification body, DQS UL is in close contact with these oversight bodies and makes every effort to bridge the information from them to our clients in the supply chain. We would like to encourage all of our customers to directly engage with their industry oversight bodies, where appropriate, and participate in the development of their industry specific requirements, as well. DQS UL is clearly committed to supporting our customers through our cooperation with these oversight bodies, as well as through our assessment and certifications.

Best regards,

Ganesh Rao
President, UL DQS Inc.
Managing Director, DQS Holding GmbH

10 Steps to Improving Supply Chain Management (Part 1 of 2)

Understanding the advantages and disadvantages of sourcing and management of your supply chain base is critical to having an efficient and effective system for the manufacturing of products and/or delivery of services. The benefits of effective supply chain management cannot be overstated due to the critical role that a supplier plays in helping organizations produce defect free products and services which are delivered in accordance with contract requirements. It begins with establishing a plan to select, vet and validate a supplier's ability to meet your needs on a continual basis and supply material, components and services at a competitive price. While there is no "one-shoe-fits-all" for the overall process, there are some key steps that every supplier can benefit from if managed effectively. Your purchasing and quality assurance departments are generally the teams tasked with negotiating supplier contracts, gathering and assimilating supplier information, sourcing, managing and following up with suppliers when things do not go as planned. For some organizations, this ritual has changed very little since the beginning of the organization and it continues to be used to meet their needs regardless of how cost effective and efficient the overall process has become. Consider the following steps as a general guide for effective supply chain management to minimize cost while ensuring defect free products at all stages of the product realization process.

1. INVESTIGATION
2. SELECTION
3. MANAGEMENT
4. PARTNERSHIP
5. COMMUNICATION

escapes, then this should also be communicated and may need to be addressed as a line item in the initial contract between your company and the supplier. In short, you should identify and assess suppliers who operate with a commitment to total quality, competitive pricing, timely follow-ups on quality issues and professional service.

Transparency and building partnerships

4. Building a solid partnership with your supplier starts with a review of each other's needs, expectations and corporate philosophy or policy. The potential supplier may or may not have a registered quality management system which in itself should not disqualify them from being considered. Some organizations shy away from small manufacturers and prefer to work directly with suppliers with known reputations. Others prefer smaller suppliers and the personal attention they receive when working with them. Whatever your preference, establishing good supplier relationships will benefit both parties and can even help in achieving shared goals and objectives.

Maintaining confidentiality

5. As with any partnership, trust is earned and starts with open communication and transparency between both parties regarding confidentiality. In most cases, confidentiality is addressed in the initial contract with your supplier. It could also be addressed as a separate NDA (Nondisclosure agreement between more than one party. However established, the management of customer supplied data and intellectual property should be given the greatest care and protection when in your possession. Building a solid relationship with your supplier will have long lasting benefits that can add to your bottom line and help drive continuous improvements within your organization.

Article written by:
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Supplier Selection:

1. The investigative phase is generally determined based on the products or services supplied and their impact on the final product. A simple supplier questionnaire may be sufficient to gather all of the information necessary to award a pre-contract to a supplier. On the other hand, if the supplier you're seeking will be manufacturing critical components, handling or providing proprietary services, etc., you may want to complement the supplier survey with an on-site visit and/or audit of the facility. The depth of the initial review can also be guided by your final customer who may have specific terms and conditions embedded in their contracts when outsourcing any products or services.

2. As part of the selection process a full understanding of your supplier's capabilities is essential. If you have short lead times and tight delivery windows, then you need to assess the supplier's ability to meet these needs. In addition, if you are looking for a supplier that can effectively manage design modifications expeditiously with effective cost containment, and has an inspection program utilizing statistical methods, then this is also something that should be discussed early on in the contract negotiation phase with any potential supplier.

3. The supplier's ability to effectively manage ppm levels, and cost improvements over time are a few key issues that should be reviewed during this phase. In addition, it may be necessary to verify a supplier's ability to mitigate major quality issues that become known after the delivery of the final product and/or service to your customer. If you require that your supplier have a process in place to effectively mitigate major quality

For more information, please contact the DQS UL office nearest you; a complete overview of offices can be found at www.dqs-ul.com/en

Lean processes in logistics

Rudolph Logistics Group adapts Toyota's Lean Management for their own RLS

Holistic production systems have been a staple in the automotive industry for many decades already; a fact that is mainly due to the pronounced focus on manufacturing inherent in automotive concepts. In the wake of reduced production depth and the specialization of manufacturers on their core competencies, an increasing share of value-generating elements has been taken over by suppliers and service providers. Among logistics providers, on the other hand, the thought of "Lean" anything has not really taken hold yet. At the same time, though, customers looking to place their order increasingly inquire about similar approaches, even when the word "Lean" itself is not being used. It was for this reason that Rudolph Logistics, a long-time DQS customer well versed in the area of management systems, decided to develop their own system, which would be focused on the specifics and tasks of a logistics company.

Managing Partner Dr. Torsten Rudolph formulated the project objectives for developing the "Rudolph Logistics System (RLS), which was then given to their own project team, as well as the Fraunhofer IIS - Center for Applied Research on Supply Chain Services SCS. The objective is to make use of the tried-and-true methods and principles of "Lean" for the logistics sector, in order to identify and reduce any non-value generating elements within the processes – while at the same time increasing performance ability and economic efficiency. In addition, RLS is designed to demonstrate the company's flexibility

and vitality, thus creating a unique selling point. The introduction of a Lean Logistics System is also part of the corporate culture and the strategic positioning of Rudolph.

The underlying framework standard was developed by stages in 2011. It is built on the four pillars of: organization, employees, metrics, and processes. Among others, it contains clear and easy-to understand provisions for the harmonization of job descriptions and group sizes at the various corporate sites. It also includes provisions for the installation of a suggestion management at a later time. Core subjects of the chapter on employees, for example, are well-structured and effective on-the-job training and efficiency monitoring of new employees, as well as the further development of current staff members using, i.a., mentoring programs and job rotation. There is a clear distinction of productivity and quality metrics from one department to the other, which are then communicated to everybody involved in easy-to-read displays. In the areas of processes and employees, standardized job sheets create more transparency; documents that follow along process-lines simplify and facilitate the effectiveness of initial training. These examples are designed to create a uniform picture of Rudolph Logistics Group both in-house and to the outside, and also contribute to a high level of recognition value. The exchange of experience and know-how between the individual sites is of particular importance in this. Within the group of companies, successful approaches are being identified and transferred to other sites, in order to learn from the best and to continue to develop further constantly. Before the backdrop of an integrated management system, the close interweaving of quality and Lean management ensures congruent formulation and transportation of concepts and methods.

Selecting suitable methods for logistical processes

There is a persistent but erroneous claim that Lean Management may be implemented in an organization in the form of a project. That is no more useful for a small or medium-sized company than releasing an entire group of employees and managers from their regular duties, simply to develop, implement, coordinate and control a Lean Logistics System. Both approaches run counter to the idea of Lean Management. The Rudolph Logistics Group realized this problem early on and established middle ground. By building up a Lean Network, responsibilities and competencies were clearly assigned. All people involved in the network are experts who can use their know-how to further advance the RLS continuously, but in steps carefully sized so as not to overload the operational units.

In selecting the building blocks for their methodology, Rudolph Logistics Group emphasized easy handling and fast realization. Everybody needs to be able to understand the tools and be able to apply them. This is designed to increase both the acceptance of these methods among employees and supervisors, as well as the motivation to actually apply these methods in their own daily work routines. Especially at the beginning of the change process, it is important that progress is made visible quickly. This also serves to sensitize participants early on, and to encourage them to look forward to the next step. If methods are too theoretical or require too much time, the inhibition threshold to actually using them is raised higher than necessary. The task, therefore, is to limit and select those methods that are practical and useful in the logistics theater. Selecting for methods taught Rudolph Logistics Group a lot about the concept of "less is more".

Perspective

"Our goal is to fill this framework specification with life now," says Dr. Thorsten Rudolph. "One essential building block to that end is the qualification of Lean Experts and Lean Users. That is the only way to create a uniform understanding for a Lean Logistics Program, complete with its own, company-specific corporate culture." By the end of 2012, Rudolph Logistics Group intends to anchor a uniform and recognizable Lean Philosophy at three selected sites. In the long run, the system will be extended to encompass the entire group of companies. A company-wide rollout of the Rudolph Logistics System is viable starting in 2013.

Peggy Helmis
Director, Integrated Management Systems

Dr. Thorsten Rudolph
Managing Partner

Rudolph Logistik Gruppe
Baunatal, Germany
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The Rudolph Logistics Group is a globally active logistics provider with more than 2,200 employees at 36 locations in Germany, Europe and the Arabian Peninsula. The Group is headquartered in Baunatal near the geographical center of Germany. More than 2 000 employees develop and provide comprehensive logistics solutions for a wide range of industries, the focus being on the automotive, transportation, consumer goods, industry and fulfillment sectors. Comprehensive customer service – from purchasing to commissioning and distribution – is as much part of the group's portfolio as the management of completely outsourced projects, to include pre-assembly activities and additional services, such as quality monitoring. DQS certificates to ISO 9001 and VDA 6.2 confirm the high level of quality delivered.

DQS eSolutions: Innovation goes online!

Evaluate and develop your management system

DQS eSolutions has been started. The platform, which offers online self-evaluations and eLearning on the subject of management systems and international standards, was developed by DQS Holding GmbH, the umbrella organization of the international DQS UL Group.

eSolutions merges two important components into one strong foundation: DQS eAssessment and DQS eLearning. When it comes to questions on management systems and the structure and conduct of audits, users are given important input and impetus.

Sebastian Timmel, Chief Developer: "DQS eAssessment is a comfortable, affordable, and easy-to-use way to evaluate your own management system. It is ideally suited to internal auditing, gap analyses, or to prepare for a certification process." DQS eAssessment offers a variety of modules on popular management systems, as well as general business subjects. Checklists and tools for analyses supply a solid appraisal of the maturity of the entire management systems or parts thereof. This allows for easy deduction of the next steps in the continuous improvement process.

The platform's eLearning component allows auditors and other experts to share their know-how with the users. The system encourages employees, technical experts and supervisors to expand their horizons in regards to management systems, standards, and audits.

"We are offering DQS eSolutions worldwide in almost all markets, which is why we designed it in English from the beginning," states Sebastian Timmel. "We continue to expand our portfolio step-by-step, both content-wise and by adding multi-lingual user interfaces". Subjects already implemented on DQS eSolutions include Quality Management according to ISO 9001, Occupational Health and Safety (BS OHSAS 18001), Energy Management (ISO 50001), and Service Excellence based on the German specification DIN SPEC 77224.

www.dqs-e.com

If you have any questions or want to know more about DQS eSolutions, please write to mail@dqs-e.com.

Aerospace Certification: A Time of Transition

New versions of AS/EN 9100, AS/EN 9110 and AS/EN 9120 (ASH) fully deployed: Update to AS 9104/1 – prEN 9104-001 pending

DQS UL is very pleased to report that almost all ASH customers that desired to transition to the new standards have had their transition audits performed. For those that have not received their new certificates yet, the last step of transition is to complete NCR handling, technical review and certificate issuance*.

As we enter the final stages of this transition, another change, namely AS 9104/1 – prEN 9104-001, has been released by the IAQG and includes requirements for all certification bodies and certified companies. The requirements for the implementation of the AS 9104/1 – prEN 9104-001 transition are defined in SR-002 which is also available on the SAE OASIS database. There are a few changes that will affect your audits. These include:

- New certification structure criteria (single site, multi-site, campus, several site and complex as defined in appendix B) will apply to every certified organization in conjunction with a new audit day table (table 2) based on employee count. The certification structure will affect how audit days are determined for registration, surveillance and recertification assessments. UL DQS and the certified organization will need to agree on the appropriate certification structure for your organization based on criteria defined in appendix B of AS 9104/1. We will be contacting clients several months in advance of their next regularly scheduled audit to discuss the appropriate structure for your organization. Based on these new structures and new audit day tables, the number of audit days for your organization is likely to change as per the requirements of the IAQG.

- Additional timelines for nonconformity management require an organization to demonstrate that conformance to the applicable standard has been re-established within 60 days from the issuance of a Nonconformity Report (NCR).

- A certified organization's 'Control of Purchasing' process must be audited at least annually.

- Requests by clients for auditor changes/substitutions without substantiated evidence of improper activity or contract violations cannot be accepted.

In preparation for the discussions to determine the appropriate certificate structure, it is important to understand the terminology being used and the definitions that have been established by AS 9104/1 – prEN 9104-001. There are 5 structure types:

- Single Site – An organization having one location. The organization may be operating under one large building or several buildings at that location. The organization may have one or multiple products or product families flowing through one or multiple processes.

- Multiple Site – An organization having an identified central function (the central office, but not necessarily the headquarters of the organization) at which certain activities are planned, controlled, or managed and a network of sites at which such activities are fully or partially carried out. With the exception of the central office the processes within each of the sites are substantially the same and are operated under the same methods and procedures (see IAF MD 1, "Multi-site Organization" definition and eligibility requirements).

- Campus – An organization having an identified central function (the central office, but not necessarily the headquarters of the organization) at which certain activities are planned, controlled, or managed; and that has a decentralized, sequential, linked product realization process. For the purposes of this standard, it is referred to as a value stream where the outputs from one site are an input to another site, which ultimately results in the final product or service.

- Several Sites – An organization having an identified central function (the central office, but not necessarily the headquarters of the organization) at which certain activities are planned, controlled, or managed and a network of sites, that do not meet the criteria for either a multiple site or a campus organization.

- Complex – An organization having an identified central function (the central office, but not necessarily the headquarters of the organization) at which certain activities are planned, controlled, or managed and a network of locations that are any combination of multiple site, campus, several sites, or more than one campus.

If your company is a Single Site, the determination of audit days will be fairly simple. If you have more than one location, there is some information that you can start gathering to help in determining the structure type and resulting audit days required. This includes but is not limited to:

- Address of each location and/or building,
- The number of employees at each location and/or building,
- The activities performed at each location and/or building,
- The interactions between each of the locations and/or buildings.

DQS UL would like to thank you for your cooperation through the implementation of these transitions. We are committed to working with you in order to make these transitions as easy as possible and to you with the best service. We intend to keep you advised and provide as much information as possible to assure the effectiveness of meeting the industry's requirements.

* According to SR-001, available on the SAE OASIS database, the industry recognized the level of intensity needed and has therefore given until Dec 31, 2012 for this to be completed. If you have questions about your present status, please contact your customer service representative.

Author:
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Please note: This transition will occur over your certification cycle. If you have any questions or there is anything we can do, please do not hesitate to contact:

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Or contact the DQS UL office nearest you; a complete overview of offices can be found at www.dqs-ul.com/en

PAS 220 will be replaced by ISO/TS 22002-1 on 1 October 2012

As of 1 October 2012, it is no longer allowed to use PAS 220 for FSSC 22000. For those companies with existing certificates that refer to PAS 220, there will be a transition period to change the certificates. This transition period will be a maximum of one year, with all certificates updated no later than April 30th, 2013. FSSC 22000 already accepts ISO/TS 22002-1 but will now implement a full transition. As the content of ISO/TS 22002-1 is technically the same as the PAS 220, this transition is simple.

Scope of PAS 220:2008
PAS 220 outlines requirements for prerequisite programmes to control food safety hazards in food manufacturing environments. The specification must be used in conjunction with ISO 22000, which gives recommendations on specific food safety measures for all organizations in a food supply chain. PAS 220 applies to management systems designed to help food manufacturing organizations of all sizes meet the ISO 22000 standard. It provides detailed guidelines on how to design and implement relevant food safety management systems. PAS 220 only applies to food manufacturers in the supply chain. It supports but does not replace ISO 22000.

FSSC 22000 extends scope with animal feed (PAS 222)
The scope of the Food Safety System Certification 22000 scheme (FSSC 22000) will be extended to include animal feed according the recent publication of the PAS 222. The PAS 222 aims to ensure confidence in animal food and feed production by collecting good practices for the manufacture and distribution of animal food, feed and ingredients from manufacturers around the world. It was developed to help manufacturers with establishing preventative measures to ensure the safety of their products and to assure customers that a comprehensive food safety system is in place.

Global Food Safety Initiative: Which One is Right for You?

Food Safety is a growing global concern. As barriers to market entry are reduced worldwide, an inherent need to protect the consumer has become a growing concern. To address this issue on a global scale, the Consumer Goods Forum developed the Global Food Safety Initiative (GFSI) to benchmark existing food standards against food safety criteria. Some of the more commonly accepted food safety schemes included: BRC, FSSC 22000, SQF and IFS. However, with each of these alternative schemes, which one is right for your organization?

BRC – British Retail Consortium

An excellent choice for facilities that are looking for clear guidance from a standard and often used at sites that do not have a large corporate backing. Described as, "rigorous and detailed, yet easy to follow and understand". There is a straight forward certification process with this standard. There are seven sections within BRC: Management Commitment, HACCP– Food Safety Plan, Food Safety and Quality Management System, Site Standards, Product Control, Process Control and Personnel. Issue 6 states that at least 50 % of the audit should be focused on auditing production areas.

FSSC 22000 – Food Safety System Certification

Well suited for facilities that are not typical food processors, for example food grade chemical manufacturers. This program is designed to merge food safety management with other management systems such as ISO 9001. It is a combination of ISO 22000:2005 and PAS 220:2008. The ISO 22000 was designed to cover the various processes throughout the food chain and includes a thorough Management System combined with HACCP and GMPs. The PAS 220:2008 portion of the standard is a supplement for the Prerequisite Programs which allows for benchmarking to the GFSI standards.

SQF – Safe Quality Foods

Requires an SQF Practitioner to develop, validate, verify, implement and maintain the SQF System. This person may be in-house or an outside consultant. There are three levels of certification for each SQF standard (SQF 1000 and SQF 2000). Generally, the customer will indicate to the manufacturer which level of certification is required.

- Level 1 is mainly for low risk products and it incorporates fundamental food safety controls.
- Level 2 is a certified HACCP food safety plan that is benchmarked by GFSI.
- Level 3 is a comprehensive implementation of safety and quality management systems that incorporates Level 2. When achieving level 3, facilities can use the SQF logo on their products. This scheme is widely used in the USA.

IFS – International Featured Standards

Developed by German and French trade associations to combine food safety requirements of various retailers into one standard. This is a common scheme required by many European retailers due to the full range of food processing it can cover. There are two levels of certification: Foundation Level and Higher Level, which are based on the audit score. If a Higher Level certification is received twice, the time between audits may be increased from 12 months to 18 months. This standard is not very common in the USA at this point, but there are more than 12,500 IFS certificates worldwide.

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For more information on Food Safety, please visit DQS-UL Food Safety Solutions GmbH at www.dqs-cfsi.de or contact the DQS UL office nearest you; a complete overview of offices can be found at www.dqs-ul.com/en

Why management systems need IKIGAI

When it comes to audits and management systems, motivation is an important factor

Do you know how often the word "motivation" is mentioned in ISO 9001? Not even once. And what does that mean for the day-to-day implementation of this standard? Should motivation work not be part of the portfolio of methods employed by management representatives, internal and external auditors? Or is motivation something that pretty much works its way into everyday routines in various ways, with no extra effort?

When it comes to the question of whether or not any of a number of motivation tools should be employed, the assumption is that there is no such thing as a perpetual motion machine. In addition to the competence of people, every system also needs their motivation and joy in doing something meaningful. That is true at least whenever we want systems to last, and to continue to develop in a profit-oriented and process-efficient way. So what can managers do if they want to maintain and increase the commitment to the further development of management systems?

One simple definition has been proposed by the German authors Maaß and Ritschl in their book "The language of motivation": "Motivation is the conscious or unconscious ability of a person, to focus their behavior to a desired goal in a specific context. In everyday operations, this could be implemented as follows: you are planning an audit (context); you know that just like in the years before, your organization will receive important information, suggestions, and non-conformities during the meetings (desired goal); you initiate contacts with all participants in a timely and well organized manner, integrating the expectations of top management, executives, and employees in the audit planning (behavior); you look forward to the audit, because you will receive appreciation and be able to forward appreciation for the work performed to your colleagues (behavior). That, by the way, is also what you expect from your external auditors, because it is absolutely necessary to perceive the entire performance of the organization in its most essential particulars, with all of its strengths and potential for development.

That is the only way to maintain motivation for management systems in the long run. Or, looking at it from an employee's perspective: can you imagine investing energy into something over and over again that is only defined by complaints and errors? Motivation has to be aligned with the corporate culture, and it constantly needs both new impulses and people who are bold and creative, and who can discover new routes and walk them with others. There are three pillars that form the basis of motivation work in an organization, in order to create a noticeable space for top performance and goal achievement.

No. 1: Self-motivation is THE most important basis of my behavior

You can only inspire others if you are inspired yourself. "IKIGAI" is the Japanese term for "something that is worth getting out of bed for". Go ahead, reflect and test yourself:

- How do others perceive me right at this very moment? Does my work inspire me?
- What gives me pleasure, what gives me energy? Do I make sure I have enough of that every day?
- Who do I like to work with?

If you have a lot of "IKIGAI", you will affect others with it. Your work creates connections and is meaningful, you are able to provide orientation and consciously motivate others to participate in your subject areas.

No. 2: I know what motivates my contact persons

The trainer of Germany's champion soccer team, Borussia Dortmund, understands his team mates. According to Juergen Klopp, that requires an individual approach: "The more you take care of each individual, the more they give back to you." In other words: if you want to inspire people for management systems, you have to know the actual or planned advantages the system creates for your colleagues' workplaces. If your efforts touch upon their professional self-image, they will want to contribute to the success of the management system.

No.3: Create positive context, try new ways of doing things

Nowhere within ISO 9001 will you find the term "motivation". Neither will you find the words "boring", "dry", or "strenuous". However, that is how various management system activities are often described by people. If we want to have fun working with the system, we need to be more creative. Why don't you surprise your colleagues sometimes?

- Add something special to your audits – most people appreciate a sweet or a very small gift as a token of appreciation for their time and valuable inputs.
- Take trainees or young employees along to an audit, or initiate a special CIP project with the youngest people in your organization (you may wind up with a real fan club!)
- Introduce the system to new employees with interesting and fun presentations – they will quickly become enthused for the system and affect the colleagues in their departments.
- Change your perspective regularly; ask your colleagues what is particularly important to them at this time, or what was the latest highlight? The objective here is to identify important topics in your organization, and to approach people on their strong points.
- Consciously select a successful project for your next audit, and deduce its success factors. That is great praise for the participants, and offers others an excellent opportunity for learning.
- Invite the staff members to participate in a writing contest entitled "To me, Quality means …", and then use the results in your public relations, both in-house and to the outside.

For more ideas, look up ISO 9004, for example chapters 6.3.3, B.3.2. and B.4.3. This standard for "managing for the sustained success of an organization" is a real treasure trove of ideas and advice.

Aside from health, the single most important asset of adults is time – our own and that of our fellow humans. If you succeed in time and again filling your working day with inner joy, humor, and sincere interest in your colleagues, then your management system will be so dynamic, so full of life that any time invested will seem to have been value-generating and meaningful. And this success is a permanent one – and incredibly motivating.

Article written by:
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DQS GmbH

New DQS office in Sweden

The DQS UL Group expands steadily and now widens its network in Northern Europe, too. With a new office in Sweden the group strengthens its presence in Scandinavia where there are now altogether three DQS offices.

Signing the contract: Managing Director of DQS Holding, Stefan Heinloth, with the Managing Director of DQS Sweden, Hans Nilsson, and his business partner Krister Lundell.

In September we welcomed our colleagues from the newly founded office at the DQS headquarters in Frankfurt. The office includes highly experienced auditors for ISO 9001, ISO 14001, and BS OHSAS 18001. In the starting phase DQS Sweden plans to grow mainly with the certification of management systems according to these standards.

Hans Nilsson, the Managing Director of DQS Sweden, and his business partner Krister Lundell are located with their office in Göteborg. We are proud to be represented with a DQS office in Sweden as we are now able to provide a local contact person for DQS customers there.

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Official Launch of DQS Ireland

The official launch of our Irish office was held by DQS Certification Ireland Ltd. with great success. On the 7th of September our colleagues were pleased to welcome many well-known guests, among them Seán Sherlock TD, Minister of State for Research and Innovation. He spoke about his delight at having a global certification body located in Cork and stated that it is another small step on the road to economic recovery for Irish companies: "Companies like DQS […] boost industry here at home. Recognised certification of industry standards, as provided by DQS, can only work to reinforce Ireland's reputation nationally and globally as we strive to advance economically, and place ourselves as market competitors across all sectors of industry."

From left: Seán Kelly MEP; Brendan McKeon, Business Development Manager; Daniela Ewis, Marketing Manager; Seán Sherlock TD, Minister of State for Research and Innovation, Bernard Connery, MD DQS Ireland

The launch was supported by the attendance of Seán Kelly (MEP) as well as the Mayor of Mallow, Councillor Noel O'Connor, who emphasized the significance of the DQS office for the region: "This is a great day. I was delighted to welcome this company on the behalf of the people of Mallow." Among the other invited guest was also the DQS auditor Ronan Murphy who emphasized the "positive message" that the presence of DQS sends to the people in Ireland.

During his speech, the Managing Director of DQS Ireland, Mr. Bernard Connery, outlined the benefits to the Irish economy of management systems certification, in particular with DQS and thus supported the general tone at the event.

DQS Certification Ireland Ltd. has so far audited several Irish-based companies in the Republic of Ireland and is proud of its fast growing customer base.

DQS Qatar

Situated in the middle of the country, the capital city of Doha is home to the offices of DQS Qatar. From here, the team under the management of Mr. Abhijit Kulkarni, who has extensive experience in the certification business, intends to expand into the local market for certification services. The country, well-known for its growing economy, based mainly on oil, liquefied and non-liquefied natural gas, is also a popular tourist destination in the region. For this reason, DQS Qatar will for the time being focus on standards in the tourism, food safety, and construction industries, as well as on environmental and workplace safety.

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DQS Malaysia certifies Pilgrim Fund Board of Malaysia to ISO 27001
Information security for protecting the personal data and savings of Muslim pilgrims

The Fifth Pillar of Islam is the religious duty of pilgrimage that must be carried out at least once in their lifetime by every able bodied Muslim who can afford to do so. Lembaga Tabung Haji (TH), the Pilgrim Fund Board of Malaysia, is one of many organizations worldwide designed to assist Muslims in saving gradually towards their pilgrimage (Haj). The Board also invests the savings in investment activities and tools permissible in Islam.

The top management of TH decided to embark on implementation of their ISO 27001 in 2011. Their major goal in this is the improved protection of their customers' personal security information. After undergoing a thorough assessment by DQS UL auditors, and with this ISO 27001 certification in hand, TH now assures all interested parties that they will be able to systematically manage and control all their critical information assets continuously. This certification will also let all stakeholders including employees, management, business partners and their customers know in advance, that all their information are very secure. At the same time, TH is now also able to answer to the Malaysian Government's recent call for all critical national agencies to be prepared to face possible cyber threats in the form of any kind of invasions of privacy or information thefts.

During a press conference that was held on 20 June 2012, the CEO of TH, Mr. Datuk Ismee Ismail said, "It is TH's effort

Mr. Michael Drechsel (R2) DQS UL Group MD & President of IQ Net Association hand over ISO 27001 certificate to CEO of LembagaTabungHaji, Mr. DatukIsmee Ismail (R3)

to continuously provide value added services to all our customers with the best practices in information security management system in order to protect our customers' interests. This is vital because TH also operates as a financial institution managing all the pilgrims' funds from all over Malaysia."

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Background

TH came into existence following the need for a service to help the Muslim community in the country fulfill the Fifth Tenet of Islam. Prior to this, rural folk would sell their livestock or properties for cash to pay for their expenses to perform the hajj. Because this mode of generating funds poses a danger to the economic structure of the rural areas and could retard the country's economic growth, the government of Malaysia in 1963 decided to set up a board to ensure continued management.

The number of pilgrims allowed to go to Mecca (Hajj) is controlled by the Saudi government. In Malaysia, TH is responsible for making the necessary arrangements. Because the amount of money required to go to Mecca is large, TH offers special savings plans. The money thus accumulated is invested by TH into safe, regional investments, such as Government bonds, industries, plantation, property and etc.

Visit this link for more info
http://haji.tabunghaji.gov.my/th/TH/English/companyprofile-background.html

ISO 27001

The use of computer networks, tablets and smart phones is being taken more and more for granted these days in both our public and our private lives. At the same time, the risks to data security and data protection are increasing, both internally and externally, when we are communicating in public networks. Information security is not just about anti-virus software, implementing the latest firewall or locking down your laptops or web servers. The overall approach to information security should be strategic as well as operational. Different security initiatives should be prioritized, integrated and cross-referenced to ensure an overall effectiveness. ISMS helps organizations to coherently, consistently and cost-effectively coordinate all of their security efforts from both the electronic and the physical aspects.

ISO 27001 is the only auditable international standard in this area. It was published jointly by the International Organization of Standardization (I.S.O.) and the International Electrotechnical Commission (I.E.C.). This security standard system includes all the best practice specifications in practice today. It follows a systematic approach designed to help organizations protect the security of all confidential and/or sensitive corporate information, and encompasses all aspects of a company's assets including people, processes and I.T. systems.

Continental plant receives first DQS UL certificate to IEC 61340 5-1 in the Philippines

On 15th May 2012, DQS Certification Phil's., Inc. certified Temic Automotive Philippines Inc. (TAPI), located in Metro Manila, Philippines, for compliance with the IEC 61340 5-1:2007 standard "Protection of electronic devices from electrostatic phenomena – General Requirements". The Manila plant is the first Continental plant globally to have achieved this certification, and this is also the first IEC 61340-5-1 certification issued by UL DQS Inc.

The impetus for this certification was provided by BMW when they issued a respective customer requirement in 2010. During the ensuring preparations, some gaps between the existing ESD controls and the requirements of IEC 61340 were identified and addressed. In order to achieve certification, TAPI undertook some key activities, among them:

- Formation and training of the ESD Core team
- Benchmarking with other Continental Plants for best ESD practices
- Establish plant-wide ESD awareness among all Manila plant employees, especially those assigned in ESD Protected Areas (EPA), along with the suppliers and outsourced personnel
- Enhancement of existing ESD control systems, including technical and administrative requirements in compliance with the standard.

The IEC 61340 certification process started in December 2011 with a Stage 1: Pre-Assessment Audit. Some findings noted during the initial audit were then corrected, in order to proceed to be able to proceed to Stage 2. The final Assessment Audit was then conducted in March 2012, and concluded with a recommendation for certification to IEC 61340 5-1 for the Continental plant in Manila. Our congratulations to this exceptional achievement!

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IEC 61340-5-1:2007

The IEC 61340-5-1:2007 standard "Protection of electronic devices from electrostatic phenomena – General Requirements" was developed from earlier Standards including EN100015 and ESD S20.20. It specifies technical requirements for the design, use and control of a protected area so that electrostatic sensitive devices (ESDS), having sensitivity of 100V (Human Body Model test) or higher, can be handled with minimal risk of damage from procurement through to end of life. The technical requirements of the standard cover:

- *The electrostatic protected area (EPA) including requirements for protective equipment, construction of the EPA, working practices, and field work*
- *Grounding and bonding systems*
- *Personal grounding*
- *Training requirements*
- *Compliance Verification (test, measurement and auditing)*
- *ESD protective packaging and marking*

For more information on ESD, contact UL-DQS Inc. at: customerservice@us.dqs-ul.com