Application of ISO 9001:2008 in the public sector

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2. Exemples of Management Systems in Central Government (CH)
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History of ISO 9001

- First Edition 1987
- Introduced in over 175 countries
- Worldwide over 1'000'000 certificates
• Top five Countries: China, Italy, Japan, Spain, India
• Number in Public Administration: over 7,000
• e.g. Switzerland: over 300 (approx: 140 Local, 80 District, 80 Central)
• Perspective: Number still growing
2. Examples of Management Systems in Central Government (CH)

- Federal Roads Office
- Federal Office for Civil Protection
- Federal Office of Public Health
Main topics:

- National Roads (incl. Maintenance)
- Traffic flow
- Road Safety
# Management system of federal roads office

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1. Office Concept  
2. Organisation chart  
3. Signatures and competence regulations  
4. Process owner matrix  
5. Abbreviations and terms  
6. Budget  
7. News
1-1-02 Master plans

Objective
Checking Cantonal master plans for differences with respect to NSG and NSV; approval

Notes

Tools
- NSG (Federal National Street Law)
- NSV (National Street Act)
- Spatial Planning Act
- Air Pollution
- LSV (Noise Protection Act)

Responsible
NP
NP
NP
BL NP

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July 2009
Main topics:

- Civil Protection Activities (coordinates provision of nuclear shelters, organisation and help in case of earthquakes, floods, fires, landslides e.g.)
- Support for district and local authorities
Federal Office for civil Protection

21 Advice
22 ABC-protection
23 Events
24 Information and documentation
25 Incident management
26 Permits and implementation monitoring
27 Material

Management processes

Support processes

Core processes

11 Company Planning
12 Company Mgmt.
13 Company Org.

41 Human Resources
42 Accounting
43 Procurement
44 Sales
45 Logistics and operations

46 Document management
47 Concepts and projects
48 Languages services
49 Computer science
50 Test means monitoring

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Federal Office for civil Protection

Process

PB11 Management calendar

Planning assignment

Determining VA/FIPLA per GB

Bases

VA/FIPLA input per FISTL

Consolidation VA

Cleanup VA

Cleanup with GS VBS

Sub-text

FLAG budget bases

FLAG-Budget
Federal Office of Public Health
Federal Department of Interior Affairs

Main topics:

- Social Security
- Health
- Education, Science, Research
- Culture
- Statistics
- Meteorology
Federal Office of Public Health

Process management

Management processes

Performance processes

Personnel processes

Support processes

Consumer Protection Department
- Organisation Communications
- Risk management System optimisation
- Safety and maintenance Internal services

Radiation Protection Department
- Supervision Permits Environmental monitoring Dosimetry
- Training Radiopharmaceuticals Radon Incident management

Food Safety Department
- Permits SLMB & Standards Implementation coordination Incidence management
- Risk management Incident management Risk assessment

Chemicals Department
- New substances Biocides and PSM Existing substances Market control Household poisons
- Info Queries Advice Legal update GLP inspections Education/training coordination

Recruitment
- Registration new substances Biocide approvals Consulting and Training
- Market control coordination GLP recognition Product registration
Goal
Implementation of the findings from the risk assessment in the official practice. Information and measures from research, law, risk assessment will be developed in a structured manner.

Customers and partners
Employees of the BAG, enforcement bodies, industries, consumers, media

Success indicators
None available

Process manager
Claude Wüthrich

Users of the process
Employees of the LMS Department

Related documents
5.4.01 FD Risk management.doc
5.4.02 DK Overview of CL.doc
5.4.03 DK Directory of guidelines.doc
5.4.04 DK Basic rules governing the handling of queries.doc

The Risk Management process governs:
- the processing of the request
- the risk assessment
- the development of opinions
- the evaluation and implementation of measures

Output
- decision of risk management
  - Law making [authority 2.6.01]
  - Incident management [5.5]
  - Report, instruction, interpretation assistance, Info letter [5.7]
  - Authorisation [5.1]
- Response
  - Contract research services [5.6]
  - Report, response
3. Achievements 1/2

Processes defined and controlled
Organisation and responsibilities set
   Leader involvement
Overall quality improved
Better service to the public
Transparency improved
Achievements 2/2

Better use of Ressources
  Efficiency gained
  Effectiveness improved
Preventive and corrective action (systematically)
  Continual improvement
Change management support
Conciousness and awareness of the employees improved
Recognition in public and other organisations

Management involvement and support
Adequate personal resources and qualification
Knowledge in process management
Avoid lots of paper
Avoid theoretical approach only
Do not limit to set the basic standards only
Sufficient resources for up-keeping
Other targets in addition to Certification
5. Conclusion

A management system according to ISO 9001:2008 supports the management and improves the quality of work in public administration. It has to be adopted to the size and nature of the organisation. The culture and way of leadership have to be taken into account and reflected in the system. The certification can be the start for business excellence.
Thank you for your kind attention!

I’m happy to answer your questions anytime.