Application of ISO 9001:2008 in the public sector

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Contents

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1. Introduction 1/2

History of ISO 9001

- First Edition 1987
- Revisions 1994, 2000, 2008
- Introduced in over 175 countries
- Worldwide over 1'000'000 certificates

Introduction 2/2

- 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

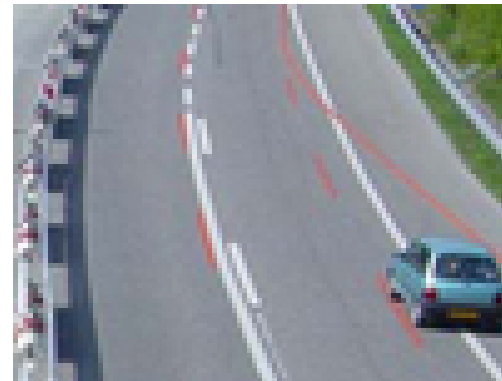# 2. Exemples of Management Systems in Central Government (CH)

- Federal Roads Office
- Federal Office for Civil Protection
- Federal Office of Public Health

Federal Roads Office
Federal Department of the Environment, Transport, Energy and Communication

Main topics:

- National Roads (incl. Maintenance)
- Traffic flow
- Road Safety

Federal Roads Office

Management system of federal roads office

0. Management	Core business (product groups)	8. Support
0.0 Office management		8.0 Finance and Controlling
0.1 Information and communication	1 Road networks	8.1 Procurement
0.2 Design		8.2 Land acquisition
0.3 Further development		8.3 Central computer department
0.4 Personnel	2 Street infrastructure	8.4 Services
0.5 Auditors		8.5 Implementation support
		8.6 Document management
	3 Street traffic	8.7 Security
		8.8 Language services

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

Mandate ASTRA 2007 – 2011

Performance agreement 2009

Federal Roads Office

→Input	Process	Notes	Tools	Responsible	→Output
			• NSG (Federal National Street Law)		

1-1-02 Master plans

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

Pages [1]

Cantonal master plan (via ARE) *(FOSD)*

Permit application for master plan of ARE

```
        Start
          ↓
       Check
     master plan
          ↓
    Opinion to ARE
          ↓
   Permit application
        review
          ↓
        OK? ──No
          ↓ Yes
       Approval
          ↓
       Archive
      document
          ↓
         End
```

Notes	Tools	Responsible	Output
Check the master plan using support tool	• NSG (Federal National Street Law) • NSV (National Street Act) • Spatial Planning Act • Air Pollution • LSV (Noise Protection Act)	NP	
Letter to ARE		NP	Opinion on master plan
Check agreement of the ARE application with ASTRA opinion		NP	
Clarify contradictions with ARE		NP	
Letter to ARE		BL NP	Approval of master plan by ARE
In records management		NP	

Process network
Abbreviations and terms
Signatures and competence regulations
Process owner

Search

July 2009

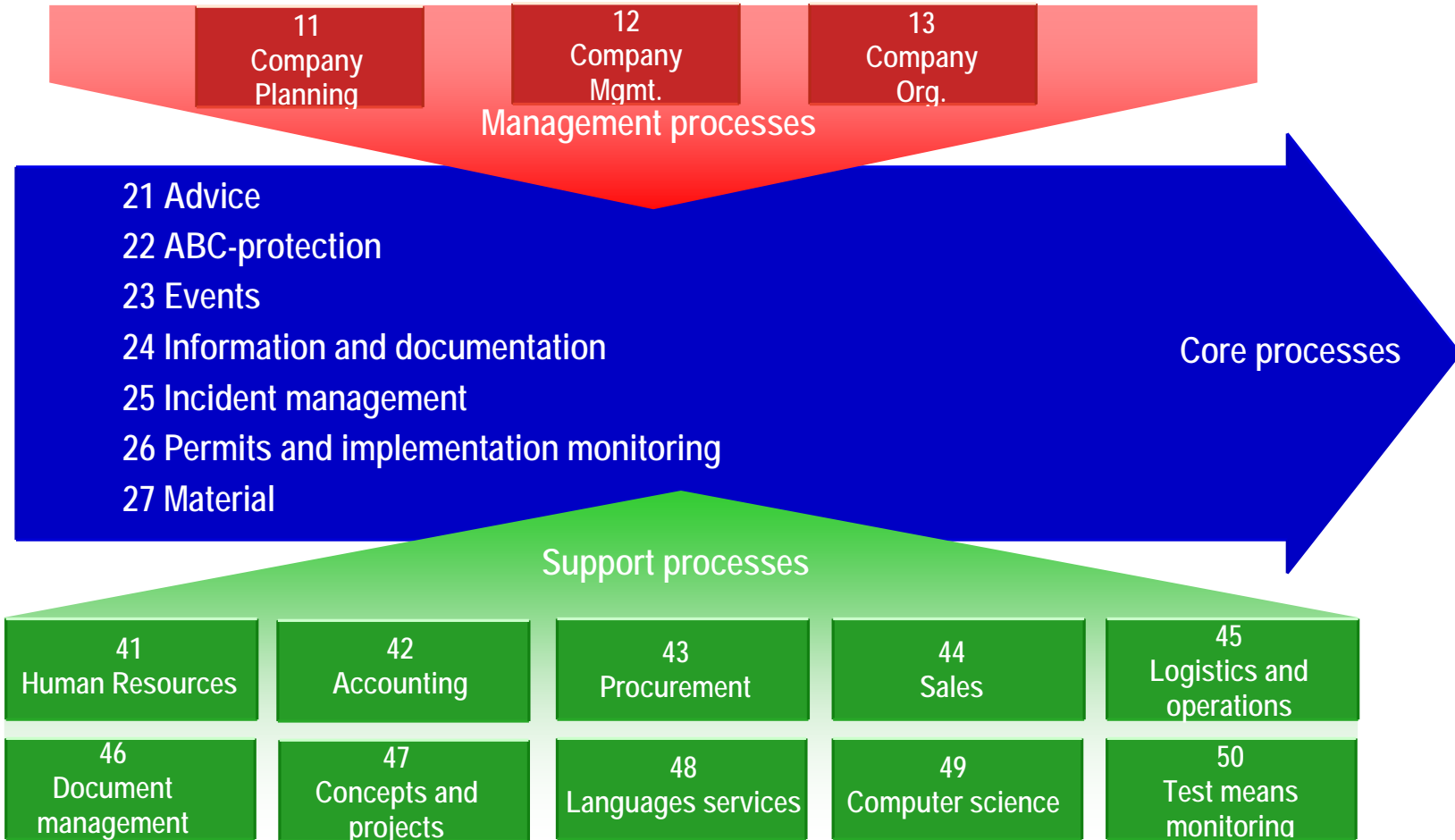# Federal Office for civil Protection
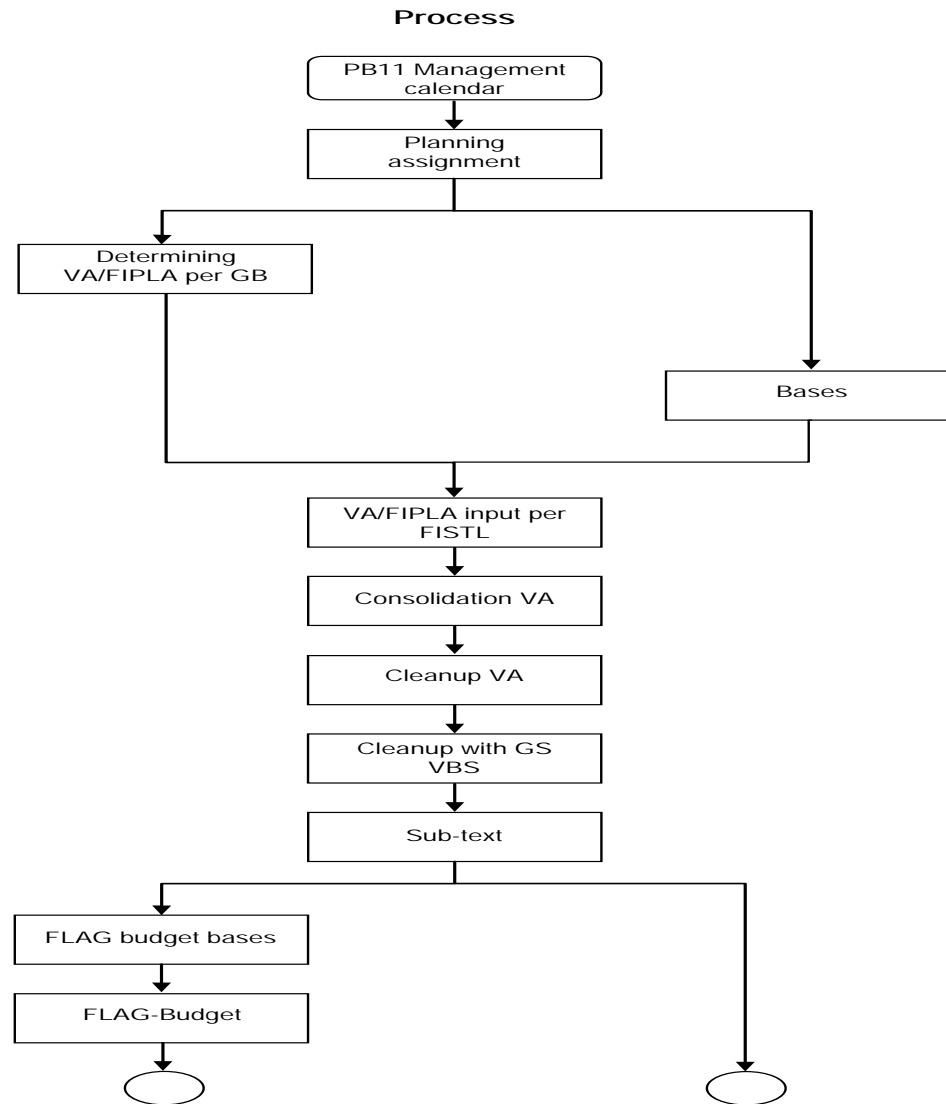## Federal Department of Defense, Civil Protection and Sport

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

| 11 Company Planning | 12 Company Mgmt. | 13 Company Org. |

Management processes

Core processes

21 Advice

22 ABC-protection

23 Events

24 Information and documentation

25 Incident management

26 Permits and implementation monitoring

27 Material

Support processes

| 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 |

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
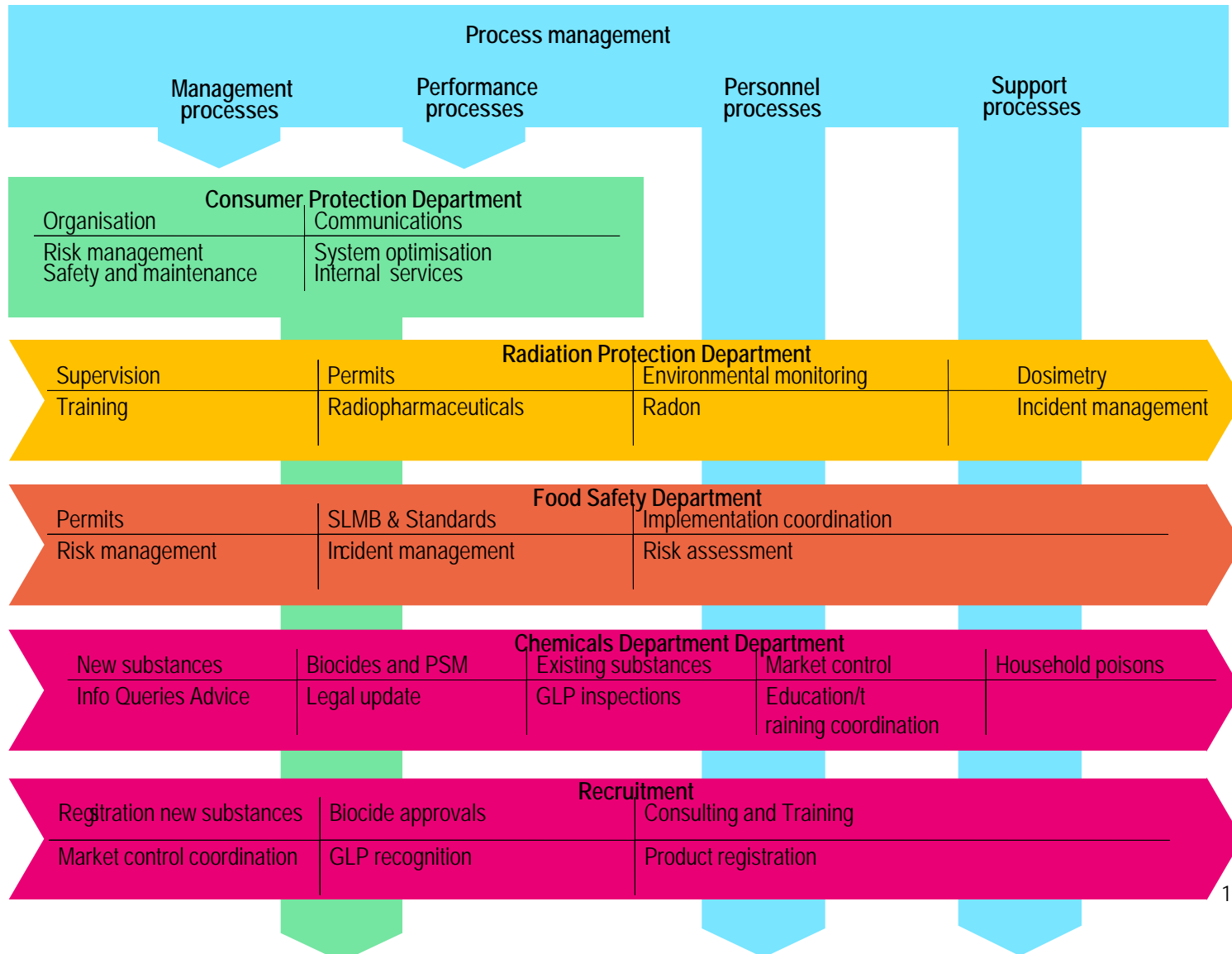
Federal Office of Public Health
Federal Department of Interia Affairs

Main topics:

- Social Security
- Health
- Education, Science, Research
- Culture
- Statistics
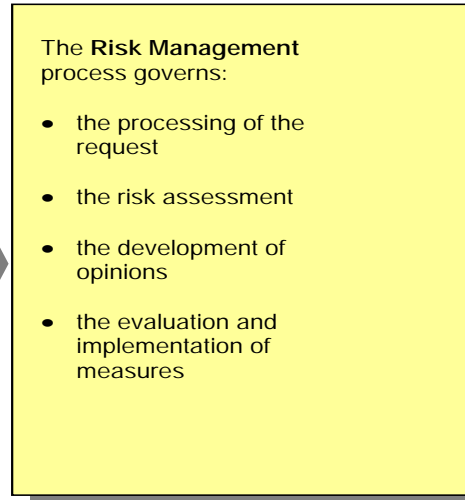- Meteorology

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
Risk management	Incident management	Risk assessment

Chemicals Department Department

New substances	Biocides and PSM	Existing substances	Market control	Household poisons
Info Queries Advice	Legal update	GLP inspections	Education/t raining coordination	

Recruitment

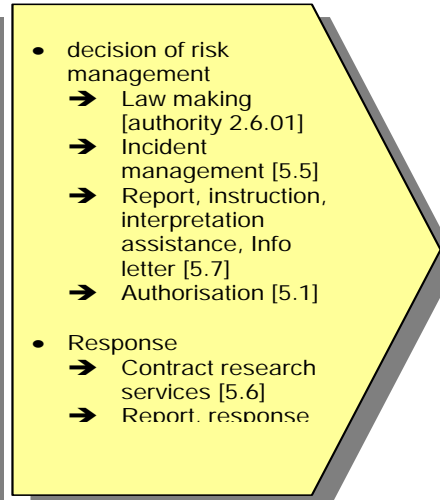|		
Registration new substances	Biocide approvals	Consulting and Training
Market control coordination	GLP recognition	Product registration

Federal Office of Public Health

Input	Process content	Output

Input

- Survey (consumer, industrial, media, authority)
- Expertise [5.6]
- Recognized need
- Legislative proposal
- Expert activity
- Implementation coordination [5.3]

Process content

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]
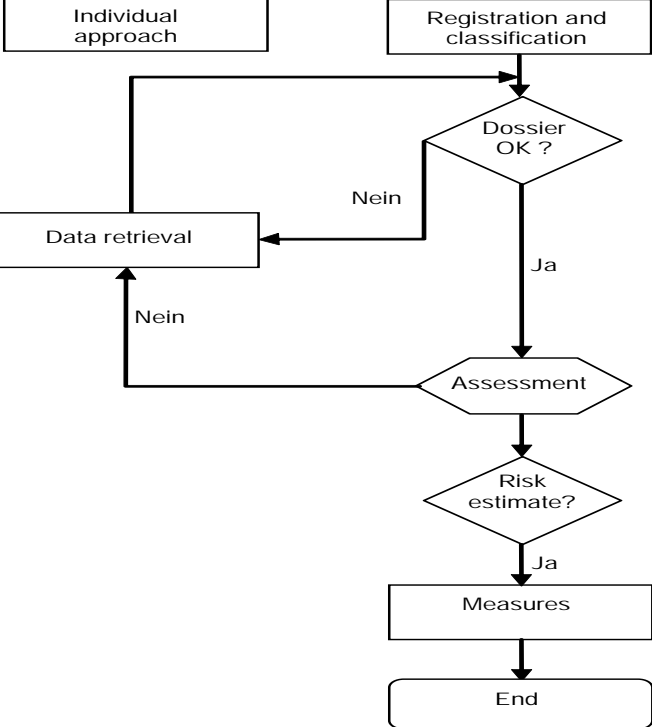 ➔ Authorisation [5.1]
- Response
  ➔ Contract research services [5.6]
  ➔ Report, response

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

Federal Office of Public Health

PROCESS	DESCRIPTION/MEANS		Responsibility
	INPUT	OUTPUT	

PROCESS column (flowchart):

- Internal/external impulse
- Triage and handling simple
- Substance? — Nein / Ja
- Biology — Nein / Ja
- Individual approach
- Registration and classification
- Dossier OK ? — Nein / Ja
- Data retrieval
- Assessment — Nein
- Risk estimate? — Ja
- Measures
- End

DESCRIPTION/MEANS column:

Basic rules 5.4.04-DK   Answer

concerns foreign or contained substance?

affects microorganisms?

Open-Geko   Examples of individual approaches

Data for risk analysis
in place and adequate?

Checklist - Table

Contract research
services [5.6]

Checklist - Table

Report
Intepretation aids
Info letter
Permission [5.1]
Law making [3.2]
Implementation coordination [5.3]
Incident management [5.5]

Responsibility column:

- Specialist
- Specialist
- Specialist
- Specialist/ administration
- Specialist/ administration
- Specialist
- Specialist
- Specialist

3. Achievements 1/2

Processes defined and controlled

Organisation and resonsibilities 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 managmenet support

Conciousness and awareness of the empoyees improved

Recognition in public and other organisations

4. Challenges when introducing ISO 9001:2008

Management involvement and support

Adequate personal ressources and qualification

Knowledge in process management

Avoid lots of paper

Avoid theoretical approach only

Do not limit to set the basic standards only

Sufficient ressources for up-keeping

Other targets in addition to Certification

5. Conclusion

A mangement 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.