Application of ISO 9001:2008 in the public sector

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Swiss Association for Quality- and Management Systems
Contents

1. Introduction
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1. Introduction 1/2

History of ISO 9001

- First Edition 1987
- 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. 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
Federal Roads Office

Management system of federal roads office

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<th>Core business (product groups)</th>
<th>8. Support</th>
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<td>0.0 Office management</td>
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<td>8.0 Finance and Controlling</td>
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<td>0.1 Information and communication</td>
<td>1 Road networks</td>
<td>8.1 Procurement</td>
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<td>0.2 Design</td>
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<td>8.2 Land acquisition</td>
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<td>0.3 Further development</td>
<td>2 Street infrastructure</td>
<td>8.3 Central computer department</td>
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<td>0.4 Personnel</td>
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<td>0.5 Auditors</td>
<td>3 Street traffic</td>
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<td>8.6 Document management</td>
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<td>8.7 Security</td>
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<td>8.8 Language services</td>
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</tbody>
</table>

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
1-1-02 Master plans

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

Pages 1

Process network
Abbreviations and terms
Signatures and competence regulations
Process owner
Search

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Federal Roads Office

Input

Process

Notes

Tools

Responsible

Output

Start

Check master plan

Opinion to ARE

Permit application for master plan of ARE

Check the master plan using support tool

Letter to ARE

Check agreement of the ARE application with ASTRA opinion

Clarify contradictions with ARE

Approval

Letter to ARE

Approval of master plan by ARE

Archive document

In records management

End

NP

NP

NP

BL NP

NP

NP

NP

NP

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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

Management 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

Core processes:
- 11 Company Planning
- 12 Company Mgmt.
- 13 Company Org.
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

<table>
<thead>
<tr>
<th>Management processes</th>
<th>Performance processes</th>
<th>Personnel processes</th>
<th>Support processes</th>
</tr>
</thead>
</table>

### Consumer Protection Department
- Organisation Communications
- Risk management
- Safety and maintenance

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

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

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

### Recruitment
- Registration new substances Biocide approvals
- Market control coordination GLP recognition
- Consulting and Training Product registration

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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
<table>
<thead>
<tr>
<th>PROCESS</th>
<th>DESCRIPTION/MEANS</th>
<th>OUTPUT</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal/external impulse</td>
<td>Basic rules 5.4.04-DK</td>
<td>Answer</td>
<td>Specialist</td>
</tr>
<tr>
<td>Triage and handling simple</td>
<td>concerns foreign or contained substance?</td>
<td></td>
<td>Specialist</td>
</tr>
<tr>
<td>Substance?</td>
<td>affects microorganisms?</td>
<td></td>
<td>Specialist</td>
</tr>
<tr>
<td>Biology</td>
<td>Examples of individual approaches</td>
<td></td>
<td>Specialist</td>
</tr>
<tr>
<td>Individual approach</td>
<td>Data for risk analysis in place and adequate?</td>
<td></td>
<td>Specialist/ construction administration</td>
</tr>
<tr>
<td>Registration and classification</td>
<td>Checklist - Table</td>
<td></td>
<td>Specialist/ administration</td>
</tr>
<tr>
<td>Dossier OK?</td>
<td>Contract research services [5.6]</td>
<td></td>
<td>Specialist</td>
</tr>
<tr>
<td>Data retrieval</td>
<td>Checklist - Table</td>
<td></td>
<td>Specialist</td>
</tr>
<tr>
<td>Assessment</td>
<td>Risk estimate?</td>
<td></td>
<td>Specialist</td>
</tr>
<tr>
<td>Measures</td>
<td>Ja</td>
<td></td>
<td>Specialist</td>
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<tr>
<td>End</td>
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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 managmenet support
Conciousness and awareness of the empoyees 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.