

# Demand for ISO Management Systems Continues to Grow

Steve Keeling, Director Technical Services, JAS-ANZ



*The International Organisation for Standardisation's (ISO) just published annual survey reports continued strong demand for quality and environmental management systems certifications.*

JAS-ANZ Director Technical Services Steve Keeling commented; "Quality and environmental management systems certifications account for a significant proportion of JAS-ANZ accredited certificates, and this continued growth in demand is consistent with the demand for JAS-ANZ's services in Australia, New Zealand, and internationally."

Professor Amrik Sohal of the Australian Supply Chain Management Research Unit at Monash University noted; "The ISO survey reinforces growing awareness of the benefits that quality management systems can deliver to organisations."

"In 2005-06, with support from JAS-ANZ, we completed a major study into the implementation of ISO 9000 in Australia. The research indicated that quality management systems certified to ISO 9001 had positive impacts right across organisations, and in particular in the areas of product performance, on time delivery, brand image, market share, sales, price competitiveness, cost effectiveness, and product innovation."

## ISO 9001

ISO 9001, which specifies the requirements for quality management systems, is now firmly established as the globally implemented standard for organisations wishing to demonstrate its ability to consistently provide product that meets customer and regulatory requirements and aims to enhance customer satisfaction in supplier-customer relationships.

Internationally the number of ISO 9001 certificates grew from 774,000 certificates issued in 161 countries, to 898,000 certificates issued in 170 countries, a 16% increase.

The top 5 countries for ISO 9001 certificates were China, Italy, Japan, Spain and Germany.

Australia ranked 11th, with 17,440 certificates, up from 16,922 in the previous year. New Zealand went against the trend, with 2,150 certificates, down from 2,170 certificates in the previous year.

## ISO 14001

ISO 14001:2004, which gives the requirements for environmental management systems, confirms its global relevance for organisations wishing to operate in an environmentally sustainable manner.

Internationally the number of certificates grew from 111,000 certificates issued in 138 countries, to 129,000 certificates issued in 140 countries, representing a 16% increase.

The top 5 countries for ISO 9001 certificates were Japan, China, Spain, Italy and the United Kingdom.

Australia ranked 15th, with 1,964 certificates, up from 1,778 in the previous year. New Zealand recorded 182 certificates, a small increase from 180 certificates in the previous year.

## ISO 27001

For the first time the survey collected information on ISO 27001, a standard for assessing information security management systems (ISMS).

The survey reports 5,800 certificates issued in 64 countries. Japan accounts for 65% of these certificates.

Australia ranked 9th with 59 ISMS certificates. New Zealand recorded just one certificate.

More info: Request JAS-ANZ to [ProgBus@aoq.org.au](mailto:ProgBus@aoq.org.au)



## AGED CARE 2008

THEME

**Aged Care-Optimising Knowledge Transfer Through Effective Management Systems**

STREAMS

*Quality Management in Aged Care:  
Allied Health Services-Removing Road Blocks  
Responsibility of Aged Care Facility to the  
Consumer*

Date: 9th June 2008

Location: Brisbane, Queensland

CALL FOR PAPERS

Title and outline required by 29th February 2008

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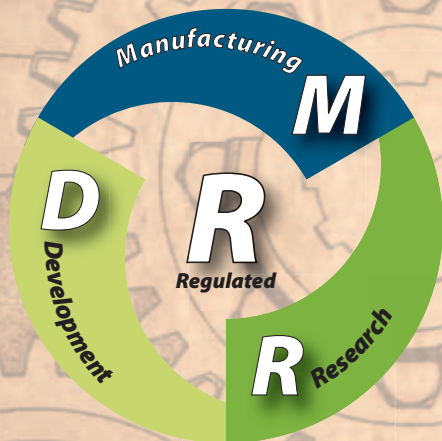
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# RRDM 2008

10th JULY, 2008 - BRISBANE, AUSTRALIA



## THEME

Bioanalytical quality, GLP, GMP, Contract manufacturing

## HOSTED BY

Regulated Research & Development and Manufacturing Division

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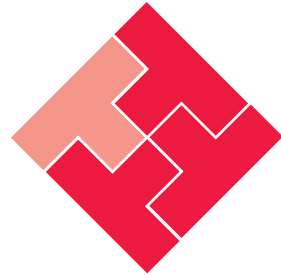
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# AEROSPACE DIVISION

The Aerospace Division was formed to:

- promote and contribute to the science and practice of quality management and business improvement in any of its forms in the Aerospace industry;
- recognise and to advance the status of the natural persons engaged in the Aerospace industry;
- disseminate knowledge of the science and practice of quality management and business improvement in the Aerospace industry;
- initiate, conduct, supervise, and assist in research and investigations into the science and practice of quality management and business improvement in the Aerospace industry
- participate in and contribute to industry Benchmarking.
- foster integration between organisational interfaces.

The Division conducts member activities (details available at [www.aq.org.au/aerospace.htm](http://www.aq.org.au/aerospace.htm)).

A Division is a grouping of individuals with like interests. Divisions operate nationally with committee members from various states.

To join the Aerospace Division download a Membership Application Form at [www.aq.org.au/PDF/Membership-Application.pdf](http://www.aq.org.au/PDF/Membership-Application.pdf)

# SIX SIGMA 2008

## THEME

Strategic Insights from  
Research and Practice in Lean Six Sigma

## CO-HOSTS

Six Sigma Division and Monash University

## DATE

August 2008

## PLACE

Sydney, Australia

## STREAMS

- Financial
- Manufacturing and Services

## CALL FOR PAPERS

Title and 50 word outline required  
by 29th February 2008

## FURTHER INFORMATION

[www.aq.org.au/sixsigma2008.htm](http://www.aq.org.au/sixsigma2008.htm)

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# NZOQ Conference 2008

Learn – Share – Grow  
Quality, Productivity and Sustainability

## Final request for papers

***An exciting programme is emerging for the NZOQ Conference to be held in Queenstown from 22 to 24 October 2008.***

We now invite members to present papers. If you have something exciting to tell the delegates we want to hear from you.

Since our first call for papers the streams have narrowed down to:

- Quality Management
- Six Sigma and Lean
- Environment and Sustainability

Plus all the other things we mentioned previously – but let's focus on these and see them reflected in these questions. If you can answer yes to one or more of the following we want to hear from you:

### **Creativity and Innovation:**

- Have you been involved in a new initiative?
- Have you been innovative with a quality tool or have you adapted one?
- Have you embarked on a new quality innovation?
- Have you been creative in the quality area?

### **Professional Development:**

- Have you devised a professional development opportunity?
- Have you attended an international conference?
- Have you attended an exciting professional development opportunity?
- Are you responsible for professional development in your company?
- Have you identified a professional development need?

### **Quality Strategies and Best Practice Initiatives:**

- What quality strategies have you used?
- Can you define best practice?
- Have you introduced best practice?
- Have you identified a tool that ensures best practice?
- Can you define your quality strategies?

### **Knowledge Management:**

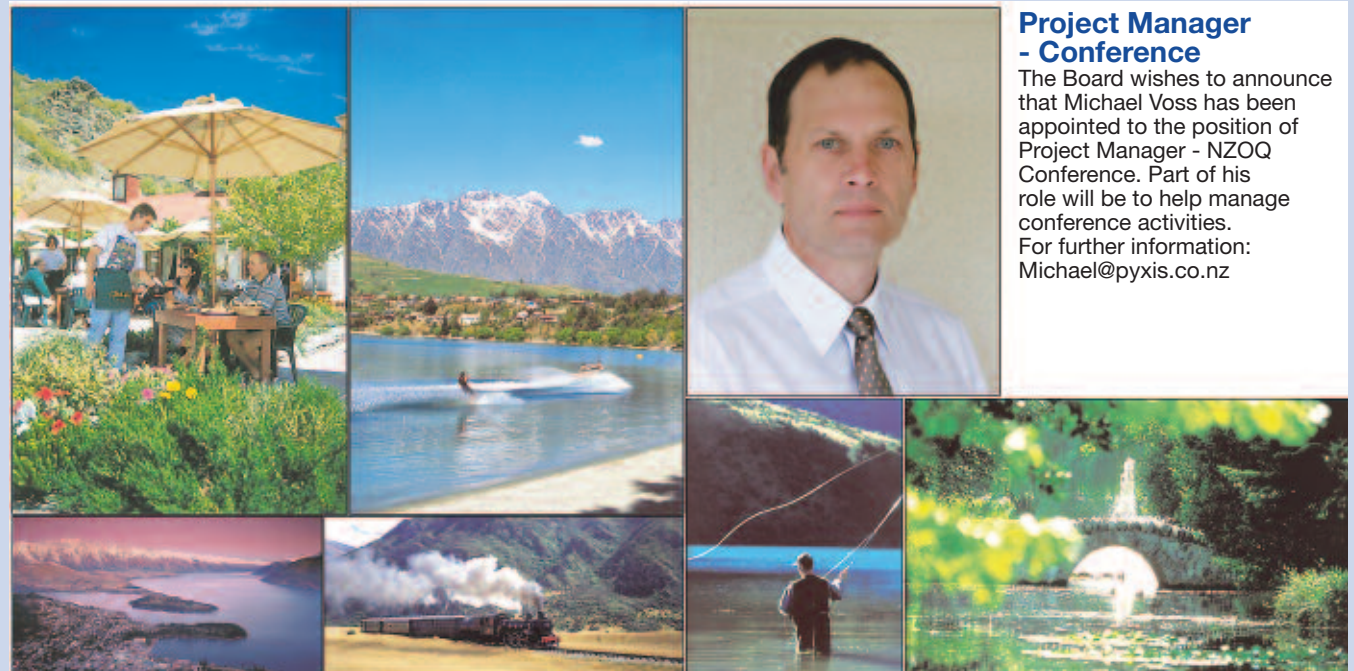
- Do you have a policy for knowledge management?
- Is it possible to manage knowledge?
- How do you plan succession?
- Do you have strategies for retaining and imparting knowledge?
- Do you have processes for updating knowledge?

### **Other areas of quality...**

- Have you recently won an award for quality?
- Have you recently completed an educational initiative?
- Do you have a career structure for quality personnel?
- Have you recently employed quality personnel?

We want to ensure the highest calibre of papers at conference and now ask that you submit an outline of your proposed 20 minute presentation to the conference committee. Your proposal is to include all of the following: the author(s), contact details, abstract (not more than 500 words), and an indication of the industry sector(s) relevant to your presentation e.g. health, food, manufacturing etc.

Please send your proposals to: [helen.baines@nzoq.org.nz](mailto:helen.baines@nzoq.org.nz) before 4pm 15 February 2008.



### **Project Manager - Conference**

The Board wishes to announce that Michael Voss has been appointed to the position of Project Manager - NZOQ Conference. Part of his role will be to help manage conference activities. For further information: [Michael@pyxix.co.nz](mailto:Michael@pyxix.co.nz)

# Entrepreneurs' Divison

The objectives of the Entrepreneurs' Division include to promote and contribute to the science, understanding and practice of entrepreneurship and to conduct and assist in research and investigations into the science and practice of quality management, quality assurance and business excellence in entrepreneurial activities;

In 2006 entrepreneurial activities sponsored by AOQ-QLD included:

- Providing sponsorship, mentors and judge for Griffith University Innovation Challenge.
- Providing mentors (from the membership) for University students
- Providing presenters (from the membership) for Engineering and Business programs at Universities (Undergraduate and Post Graduate)
  - Partnering with Certification bodies for various activities
- Sponsoring and providing a judge for the Queensland Business Icon.

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- Member and specialist meetings in Australia and New Zealand
- Conferences and Training
- Surveys and Benchmarking
- Resources and Member Support

#### *Mark your diary with this quarter's not-to-be-missed events!*

Advanced Business Continuity Management Workshop: 6 February 2008, Melbourne

Testing Recovery Plans Workshop: 27 February 2008, Sydney

Crisis Management Workshop: 5 March 2008, Sydney

**\*\*\* Business Continuity Conference: 18 March 2008, Sydney \*\*\***

Introduction to Business Continuity Management: 19 March 2008, Sydney

Testing IT Disaster Recovery Workshop: 27 March 2008, Sydney

Visit our website [www.continuity.net.au](http://www.continuity.net.au) for more information or email [support@continuity.net.au](mailto:support@continuity.net.au) to be added to our email alert list.