



R&R Newsletter

Reducing Risk/Removing Waste

ISO Support Group

MAY 2009

**An ISO 9001:2000
Registered Company**

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LEAN JOURNEY...

Strategy 1:

- Isolate the Value Stream

Strategy 2:

- Specifying Value

Strategy 3:

- Mapping the Value Stream

Strategy 4:

- Making the Stream Flow

Strategy 5:

- Letting Customers Pull Value

Strategy 6:

- Seeking Perfection

CAN LEAN HELP?

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This Newsletter Issue covers the topic of:

ISO 9001:2008 Clauses 6.3 Infrastructure & 6.4 Work Environment

What's new in Clause 6.3?... They've added some words into bullet c)...supporting services (such as transport, communication or information systems)... For many companies, including the IT Department under this Clause should have been obvious, but for others this will be new for their system. You'll need to now make sure that IT is prepared to be audited to ensure they provide a consistent structured service to the organization.

What's new in Clause 6.4?... They've added a new NOTE that helps to clarify what the meaning is of the words "work environment"... Nothing really surprising here... They suggest you consider conditions such as noise, temperature, humidity, lighting or weather.

The ISO 9001:2000 requirements contained within Clause 6.3 Infrastructure focuses on the "macro" requirements of running a business, from facilities, buildings and physical work areas (including the utilities needed to service them), to the equipment that goes into them (hardware and software, office and plant), and to the services that support all of this, such as maintenance and information systems, that are provided by a company. These requirements are intended to demonstrate that an organization has made the needed capital investments to ensure that Customer requirements can in fact be met... and then maintain them over time to ensure they remain effective.

When addressing the requirements in Clause 6.3, start by describing the infrastructure you currently have in place, and then outline how maintenance (of operations and information technology areas) and capital expenditure programs keep the existing infrastructure in good shape (and how it also may add capital to it). When you're finished, your description should convince the reader that you have all the capital investment in place to fill Customer Orders and satisfy their needs.

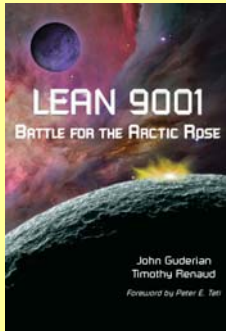
The ISO 9001:2000 requirements contained within Clause 6.4 Work Environment focuses on the work areas and work stations (at a micro level) that are provided by a company. This Clause looks at the operating environment that is in place for conducting the work that is carried out by your company and includes physical, social, psychological and environmental factors. Employees need to be provided with a work environment that helps, and doesn't hinder, the supply of both products and services, in a way that will meet Customer requirements. A very narrow perspective can be taken, covering things like lighting conditions in inspection areas and climatic conditions (temperature, humidity, dust levels) for lab environments. Work Environment can also expand outwards to include compensation methods used by a company (i.e. commission based work and piecework), and the psychological or cultural atmosphere present in the workplace. Luckily you get to decide how broad or how limited your approach will be to providing a suitable work environment for your personnel.

To view more of our Newsletters... you can visit our Newsletter page: www.isosupport.com/newsletters/newsletters.htm

PS: Don't forget to look at the [Q&A](#) section below for some final thoughts...

OUR NEW BOOK!

Click [HERE](#) to see inside this book.



TRAINING:

- ISO 9001:2008 Essentials
- ISO 9001:2008 Executive Overview
- ISO 9001:2008 Orientation
- Internal Process Auditing for ISO 9001:2008
- Internal Auditor Refresher + Prep Session

- Process/Value Stream Mapping
- 5S for Service/Mfg
- Lean Essentials/Kaizen
- Business Modeling and Performance Measure'ts
- Root Cause Analysis and Corrective Action
- Mistake Proofing
- Continual Process Improvement
- Strategic/Business Planning

****View [agendas](#) at our website****

Email Tim.. [HERE](#)

For more information on training provided by ISG on ISO 9001 or Process Improvement/Lean (Manufacturing/Office), please visit our website at www.isosupport.com. Once there, you will also find information about the following:

"Process Improvement/Lean Assessment: Can Lean help you?"

If you want to find out if Lean applies to your business, visit our website and read about our Lean Assessment Service by going to:

http://www.isosupport.com/services/lean/srvcs_pi_lean.htm

"The 3 Biggest Mistakes People Make with ISO 9001"; ISO 9001:2000 Tips, Tools and Techniques

Click here: <http://www.isosupport.com/books/books.htm>

If you enjoyed reading our previous ISO Newsletters you'll find that this book contains many of the practical approaches and advice that I've discussed in these Newsletters over the past 5 years.

Q: How do you audit Clauses 6.3 and 6.4?

A: An audit checklist should cover these areas:

Use visual observation of the company's facilities/work areas, and interview employees and managers. Get answers to these questions:

1. How does the organization identify a need to add to the current infrastructure? (i.e. new buildings or additions, new or replacement process hardware or software, enhanced support services such as new or upgraded information technology)
2. Is there a capital expenditure budget process? What has been done to the infrastructure in the past 12 months? Once the proper infrastructure is in place, how is it maintained?
3. Any Customers orders being affected by lack of a proper infrastructure?
4. How are employees provided with a suitable work environment for supplying the products and services being offered by the company?
5. Are work areas properly controlled for lighting and climate conditions? Are work areas organized and provide safe working conditions? (Make sure to obtain examples for each item listed above)

Until next time...

Tim Renaud

Helping Business Professionals Reduce Risk and Remove Waste!

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Tim Renaud, P.Eng., B.A.Sc., is a senior trainer and consultant with the ISO Support Group. His business experience covers over twenty-two years with both small and large organizations within various industries. He began consulting in 1992 and achieved ISO 9001 Registration for ISO Support Group in Oct/1998. Specific areas of expertise include training and consulting on installing ISO Management Systems, as well as implementing Process Improvement Strategies, always with a focus on reducing risk and removing waste (becoming Lean). Association memberships include the American Society for Quality (ASQ) and the Professional Engineers Ontario (PEO).