

HPA

— ENABLING EXCELLENCE —



QUALITY | ENVIRONMENTAL STANDARDS | INFORMATION SECURITY | HEALTH & SAFETY

Whether you want to improve your management systems; reduce your impact on the environment or protect your most valuable assets, we can design and implement standards that fill the bill.

HPA – enabling excellence since 1985

HPA

Enabling excellence
since 1985



Profile

HPA is exclusively involved in the design and implementation of Management Control Systems covering Quality, Environmental, Health and Safety, Data Security and a number of industry specific and less well known standards.

We have grown since 1985 to become one of the leading companies in the field of Management Control Systems with consultants located in all of the main areas of the UK.

The practice has now successfully completed over 4000 projects to assist clients in achieving registration to ISO 9001, ISO 14001, ISO 45001, ISO 27001, BRC Protocols, CE Marking and many other industry specific standards and certification schemes.

Much of our work has been carried out under various Government Support Schemes and we will endeavour to obtain grant support where possible.

HPA specialises in helping small to medium sized companies most of whom are working to a tight budget and who are generally looking for registration in the shortest timescale and at the lowest possible cost.

Contact

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Our Approach

Keep it simple – build on what you've got



The HPA System

The conventional approach to getting a company up to standard is to start with a clean sheet of paper and design the system from scratch. This is very time consuming and of course very expensive.

Because cost is of primary concern to most firms HPA have developed a radically different and much less expensive way of achieving certification.

Our approach is based on the following proven principals:

Because every business is unique there can be no such thing as a standard set of procedures.

This does not mean, however, that every set of procedures has to be written from scratch.

All businesses will have developed systems over the years although these are rarely formalised or documented.

The skill is in combining the best elements of your current systems with “best practice” from within your industry.

This approach, developed since 1985 and with more than 4000 businesses, has proved to be the lowest cost and most effective route to registration.

The HPA Process

Gap Analysis

The purpose of the Gap Analysis is to get a clear picture of how your current management systems operate. This allows us to document new systems which mirror your current systems as far as possible thus minimising the disruption. Changes are only made where your systems do not meet the requirements of the relevant standard or where we can demonstrate ways to improve them.

The Action Plan

This identifies, in detail, the activities necessary to achieve registration and sets out the timescale and personnel responsible.

Implementation

Implementation covers the following activities:

- Completion of the Manual and Procedures
- Installation of any new systems/procedures and staff awareness training
- Auditing to ensure compliance & the training of internal auditors
- Guidance in the choice of a certification body and the application process
- Assistance with the correction of any minor discrepancies following the assessment

To ensure you achieve certification, the work is normally spread over a period of 3 to 6 months.

Standards

ISO 9001



About ISO 9001

The following questions are the ones most commonly asked by companies considering ISO 9001.

Q. What is ISO 9001?

A. ISO 9001 is the international standard for quality management systems. It is a set of guidelines for running a business in such a way as to guarantee a consistent level of quality and customer service.

Q. How do we get registered?

A. To get registered a business must have documented and implemented quality control procedures. These procedures must then be audited by a UKAS accredited "Assessment Body".

Q. Why should we do it?

A. In discussions with our clients who have achieved registration the two most common observations are;

- "We believe that it has opened doors for us that would otherwise have remained closed"
- "It has made the business easier to manage and we make fewer mistakes"

Q. What is it going to cost me?

A. The cost of achieving registration depends primarily on the size and nature of the business. In some cases, government grants are available to cover up to 50% of the cost and in addition we operate an extended payment plan.

Q. Will it make a lot more paperwork?

A. No. With small businesses the assessor will not expect a complicated system so don't create one. Provided you have practical, common sense systems for running your business there should be very little extra documentation required.

Q. Will it slow down customer service?

A. Many small firms have built their reputation on rapid response to customer's enquiries or orders. They are worried that they won't be able to achieve this when they are ISO 9001 approved. In fact, nothing could be further from the truth. It simply means that you need a good system for handling those kinds of orders to avoid making mistakes and to ensure that they are invoiced. It is just plain commercial common sense.

Q. What is "UKAS accredited certification"?

A. To ensure that companies registered to ISO 9001 have been assessed to a consistent standard the government has set up a regulatory body called UKAS (United Kingdom Accreditation Service). Only assessment bodies accredited by UKAS can include the "tick and crown" in their logo.

The Benefits of ISO9001

- ISO 9001 is often a pre-condition for doing business with an increasing number of organisations. Some local authorities and major contractors will not accept tenders from non-registered suppliers and sub-contractors
- Being ISO 9001 certificated creates a positive image amongst your existing customer base and prospects helping you to keep and grow your customer base
- ISO 9001 can improve your customer service and reduce operating costs by cutting down on costly mistakes
- ISO 9001 will improve your control of sales orders and reduce invoice disputes and hence improve cash-flow

Standards

ISO 14001



About ISO 14001

The following questions are the ones most commonly asked by companies considering ISO 14001.

Q. What is ISO 14001?

A. ISO 14001 is the international standard for environmental management systems. It is essentially a set of guidelines for running a business in such a way as to minimise your impact on the environment by saving energy, reducing and recycling waste and complying with all environmental legislation.

Q. How do we get registered?

A. The process is identical to ISO9001 registration. The business must have documented and implemented environmental control procedures. These procedures must then be audited by a UKAS Accredited third party "Assessment Body".

Q. Why should we do it?

A. In discussions with our clients who have achieved registration the four most common observations are;

- "It has improved our image with our customers and in the community"
- "We have reduced energy costs and waste".
- "We have improved methods of waste disposal and recycling"
- "We are confident that we comply with all current environmental legislation"

Q. What is it going to cost me?

A. As with ISO 9001 the cost of achieving registration depends primarily on the size and nature of the business. In some cases government grants are available to cover up to 50% of the cost and in addition we operate an extended payment plan.

Q. Will ISO 14001 make a lot more paperwork?

A. As with ISO 9001 for small businesses the assessor will not expect a complicated system, so don't create one. Provided you have practical, common senses systems for managing your impact on the environment there should be very little extra documentation required.

Q. What is "accredited certification"?

A. As with ISO 9001, to ensure that companies registered to ISO 14001 have been assessed to a consistent standard, they must be assessed by a UKAS accredited assessment body.

The Benefits of ISO 14001

- ISO 14001 will help you to reduce energy costs
- ISO 14001 will help you to reduce waste
- ISO 14001 will improve methods of waste disposal and recycling
- ISO 14001 will help ensure that you comply with current and future environmental legislation

Standards

ISO 27001



About ISO 27001

The following questions are the ones most commonly asked by companies considering ISO 27001.

Q. What is information security?

A. Information security in this context means:

- Confidentiality - ensuring that access to any information is appropriately authorised
- Availability - ensuring that authorised users can access information when they need it
- Integrity - preserving the accuracy and completeness

Q. Who is it applicable to?

A. ISO 27001 is applicable to every type of organisation. The more information you have and the more valuable that information is to you and your organisation then the more important information security becomes.

Q. What is involved?

A. ISO 27001 is typically delivered in 3 steps that require organisations to:

- Create a management framework for information security management - that details the strategy, aims and objectives of information security in the organisation.
- Identify and assess information security risks – an audit of security risks will allow the organisation to determine appropriate actions and priorities for dealing with any risks identified.
- Undertake the selection and implementation of controls to mitigate risks – these controls refer to the methods used in security risk mitigation and may include: policies, practices and procedures, specific organisational structures and software implementations. These controls will vary according to how an organisation operates.

Q. How do I achieve certification to ISO 27001?

A. Once all the requirements of ISO 27001 have been met, you can apply for certification. This should be carried out by a UKAS accredited certification body. The certification body will carry out the initial certification process in 2 stages:

- **Stage 1** - will involve a review of your documentation including your policy, scope of the ISMS, risk assessment, risk treatment plan, Statement of Applicability, and security procedures. This will also include a review of the controls you have implemented to ensure that they are appropriate to the size and nature of your business.
- **Stage 2** - will be a full on-site audit to ensure that what happens in practice follows these documented procedures and that adequate records are being kept. Following a successful audit, a certificate will be issued.

Q. What is it going to cost me?

A. As with ISO 9001 the cost of achieving registration depends primarily on the size, nature and complexity of the business. In some cases, government grants are available to cover up to 50% of the cost and in addition we operate an extended payment plan.

The Benefits of ISO 27001

Typically the benefits of ISO 27001 include some or all of the following – depending on the nature of the organisation:

- Reassuring customers and prospective customers – giving you a marketing edge.
- Reducing the risk of a costly information leak – particularly commercially sensitive or high negative PR value.
- Making compliance with other systems easier including other international standards and specific customer driven requirements

In addition, the process of achieving compliance with ISO 27001 can often lead to organisations reflecting on management structures, policies and procedures. Many find that improvements can be made to the organisation with benefits far wider than just information security.

Standards

ISO 45001



About ISO 45001

The following questions are the ones most commonly asked by companies considering ISO 45001.

Q. What is ISO 45001?

A. ISO 45001 is the international standard for health and safety management systems. It is essentially a set of guidelines for running a business in such a way that all hazards are assessed, and consequential risks measured for the likelihood of their occurrence and the consequences if they should occur. Control systems are then developed to ensure these risks are minimised.

Q. How do we get registered?

A. To get registered a business must have documented procedures. These procedures must then be audited by a third party UKAS accredited "Assessment Body".

Q. Why should we do it?

A. In discussions with our clients who have achieved registration the most common observations are:

- "It has made us more aware of all risks"
- "Our accident statistics have significantly improved"
- "We are confident that we comply with all current health and safety legislation"
- "We now try and eliminate all hazards at source - rather than protecting people, individually or collectively"

Q. What is it going to cost me?

A. As with ISO 9001 the cost of achieving registration depends primarily on the size and nature of the business. In some cases, government grants are available to cover up to 50% of the cost and in addition we operate an extended payment plan.

Q. Will ISO 45001 make a lot more paperwork?

A. No. With small businesses the assessor will not expect a complicated system, so don't create one. Formal risk assessments are the key to health and safety management; risk assessments are usually grouped as follows

- Risks at operations – like working at heights, confined spaces, safe manual handling
- Risks associated with equipment – like lifting equipment statutory inspections, PAT testing of electrical equipment
- Risks associated with materials – control of materials hazardous to health (COSHH)

Q. What is "accredited certification"?

A. As with ISO 9001, to ensure that companies registered to ISO 45001 have been assessed to a consistent standard, they must be assessed by a UKAS accredited assessment body.

Benefits of ISO 45001

- Having formal Health & Safety systems is becoming a pre-condition for doing business with an increasing number of organisations
- ISO 45001 will improve methods of learning from near misses, and eliminating potentially dangerous practices
- Continued compliance with Health and Safety legislation with reduced risk of penalties and fines for non-compliance
- Increased awareness of Health and Safety amongst your staff
- Lower risk of accidents and injuries to employees.
- The potential for more favourable insurance terms
- Enhanced trust with staff, customers and other stakeholders

Standards Integrated Systems



About Integrated Standards

The complexities of modern business environments mean that achieving certification with one ISO standard requires or suggests compliance with another. It is often the case that if your organization strives to meet the quality management principles established in ISO 9001, that a natural and complementary extension to this is adherence to the environmental standards of ISO 14001 and its 'sister' system, the Occupational Health and Safety Assessment Series (ISO 45001). As all popular ISO Management System Standards now have the same structure, integration with other popular standards such as ISO 27001 (Information Security Management) is much simpler.

As many of these standards share similar requirements, the process of gaining joint standards certification can be easier than it first appears. Within this context, HPA has developed services for integrated ISO 9001/14001/27001/45001 systems - so your business can work towards certification for each of these disciplines simultaneously.

Integrated Certification

For all the standards that you require you must have documented and implemented a fully integrated management system. The system must then be audited by a UKAS accredited assessment body.

HPA will help you achieve integrated ISO 9001, 14001, 27001 and 45001 certification with a UKAS accredited third party assessment body.

Benefits

- As with gaining certification for each standard separately, the achievement of becoming certified for all three structures (or any combination of them) is significant and can open new doors for your organization. Becoming certified to ISO 9001, 14001, 27001 and 45001 combined not only shows a significant commitment to quality management standards, your customer base and staff, but also signals your willingness to work within key environmental standards and occupational health and safety structures
- Improvements in operational efficiencies and a consequent improvement in profitability
- As many elements of the standards overlap, gaining joint standards certification can also save you time and money in the third party certification process

Standards

Industry specific



About Industry Specific Standards

Q. Which industry standards and schemes do you support?

A. HPA provides consultancy support for the following standards:

- AS9100 Aerospace Quality Scheme
- ISO/TS16949 Automotive Quality Scheme
- ISO13845 Medical Devices
- ISO 22301 Business Continuity Management
- ISO 20000 IT Service Management
- ISO 17021 Audit and Certification of Management Systems
- GMP and GDP Good Manufacturing Practice/ Good Distribution Practice (Pharmaceutical and Cosmetics)
- British Retail Consortium (BRC) Food, Warehousing and Packaging Standards
- Security Industry Association (SIA) Approved Contractors Scheme
- Forest Stewardship Council (FSC) Chain of Custody Certification
- CE Marking – eg. Construction Products Directive

This list is not exhaustive. Please contact us if the standard you require is not on the list.

Q. What support do you provide?

A. In essence our support is identical to that provided for all standards and schemes that require a formal management system. Of course each of the industry schemes has its own particular requirements and we have the experience to be able to advise and help you create the most appropriate systems and procedures that will ensure you are able to achieve certification.

Q. How do we get certificated?

A. Although the process is closely related to certification for the wider standards such as ISO9001 and 14001, it can differ slightly depending on which standard or scheme you are seeking certification to. In addition many of the schemes have their own restricted lists of accredited assessment bodies (often a subset of the UKAS list) – HPA can provide support and advice to guide you through the certification process.

Q. What will it cost?

A. The cost will depend to a certain extent on which standard or scheme you wish to become certificated to. However as a general principle the cost will be similar to that of achieving ISO 9001 certification. Again HPA can offer a fixed price, interest free payments, and in some circumstances may be able to obtain grant funding to offset part of the costs.

Benefits

The benefits of certification will vary depending on the scheme but as a general principal they offer:

- Access to contracts that are not available to non-certificated firms
- Improvements in operational efficiencies
- Improved standing in the marketplace

Pricing

Our promise to you



The HPA Price Promise

Following a short discussion to identify your requirements:

- HPA will give you a fixed price quotation
- HPA will give you interest free deferred payments
- HPA will get you a Government grant (where available)
- HPA will write and produce all of your documentation.

Next Steps

To arrange a no obligation meeting or telephone conversation to discuss the costs and benefits of standards certification contact Arthur Parkinson at:

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Email: enquiries@hpa.co.uk
Website: www.hpa.co.uk

The HPA Guarantee of Success

Assuming you are committed to achieving certification to your chosen standard, HPA will continue to support you at no additional cost until successful.



HPA Clients

A selection from over 4000 customers in a wide range of industries

Professional services

- Project management
- Architects
- Facilities management
- Public relations
- Graphic/Web design
- Traffic management
- Healthcare
- Technical consultancy
- Education & training services

Transport & distribution

- Road haulage
- Couriers
- Freight forwarders
- Cargo management
- Wholesalers & distributors
- Steel stockists
- Shipping containers

Engineering

- Metal fabrication
- Contract machining
- Laser cutting
- Metal presswork
- Quarry machinery
- Mould tooling
- Air conditioning
- Heating and ventilation
- Weighing scales
- Tank cleaning & coating
- Powder coating
- Hydraulic equipment
- Pipework fabrication
- Lifting equipment
- Lifts and elevators
- Veterinary equipment
- Medical equipment
- Racking systems
- Children's toys
- Spiral tubing
- Machinery manufacture
- Gearboxes

- Mechanical handling
- Skip manufacturing
- Corrosion resistant materials

Information Technology

- Software development
- Hardware manufacture
- Network installation

Electrical & Electronics

- Electronics engineers
- PCB manufacture
- Process instrumentation
- Sound & lighting systems
- Lighting manufacture
- Building control systems
- EPOS systems
- Control panels
- Satellite TV & Internet Installation

Security

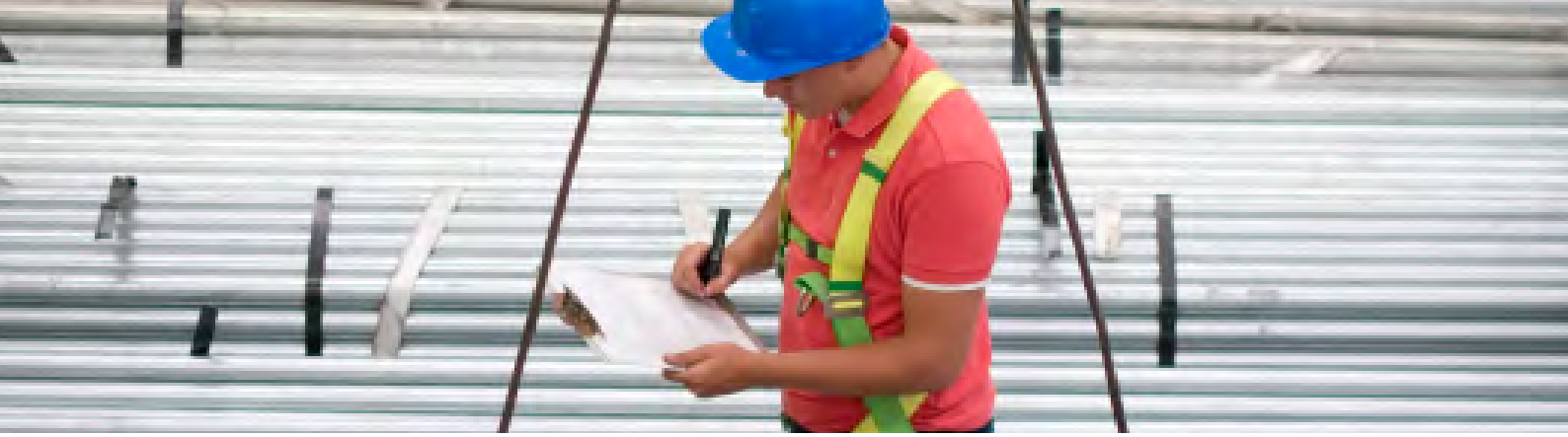
- Access control systems
- Intruder/fire alarms
- Security equipment
- Manned guarding

Chemical & pharmaceutical

- Chemical manufacture
- Paint manufacture
- Pharmaceutical manufacture
- Cosmetics
- Agrochemicals
- Printing inks
- Pharmaceutical plant
- Fume cupboards

Textiles

- Textile manufacture
- Blinds and awnings
- Garment manufacture
- Suiting fabrics



- Sound insulation
- Carpet & textile swatches

Paper & packaging

- Paper tissue manufacture
- Carton manufacture

Waste, recycling & environmental

- Waste management
- Recycling
- Environmental services
- Commercial cleaning
- Renewable energy products
- Waste water treatment plant
- Decontamination equipment

Public services

- Local authorities

Food

- Food manufacture
- Food packaging manufacture
- Food machinery manufacture
- Contract food packing
- Sandwich making
- Cakes & confectionery
- Bakeries
- Meat processing

Automotive

- Vehicle bodywork repair
- Coach building
- Trailer manufacture
- Exhaust manufacture
- Road tanker manufacture
- Tanker filling and discharge equipment

Plastics

- Injection moulding
- Plastic films and bags
- Plastics machining

- Fibreglass products
- Plastic bath manufacture
- Engineering plastic components

Printing & signage

- Printers
- Sign manufacturers
- Label printing
- Glass bottle printing
- Food packaging printing
- Print finishing
- Printing plates
- Greetings cards

Joinery

- Manufacturing joiners
- Shop fitters
- Point of Sale manufacture
- Door manufacture
- Furniture manufacture
- Pallet manufacture
- Ceilings & partitions
- Bed manufacturers

Construction

- Building contractors
- Concrete products (including pre-stressed)
- Structural steelwork
- General construction
- UPVC/Aluminium windows
- Roller shutter doors
- Roofers
- Painting and decorating
- Drilling contractors
- Blind manufacturers
- Flooring installation
- Waterproof membranes
- Double glazing units
- Insulation contractors

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