

## BM TRADA Romania Goes Live

After six months of preliminary activity, BM TRADA Certification Romania have commenced business officially. The main goal of the Romanian Team is to continue the promotion of BM TRADA within Romania.

As you may know, Romania will join the European Union in January 2007 and so is placed in a position of great potential with many new business opportunities. The initial set up of BM TRADA Romania was completed in a relatively short period of time, but it was a difficult market to infiltrate due to the fact that they will be competing with several other large Certification Bodies.

The Managing Director Mr. Ciprian B. Visan's strategy was to provide a strong Audit Team, also promote the concept and the importance of certification through TV talk-shows in order to introduce BM TRADA into the marketplace.

During the first 12 months of business there are plans for an intensive marketing campaign conducted through business magazines and newspapers to raise the profile of the BM TRADA brand, resulting in a healthy portfolio of clients and services. It is also important to mention that it is the intention of the Managing Director to expand the services offered by BM TRADA Romania, by liaison with The Chiltern Group Companies and focus on activities within the timber and forest product industry sectors.

We would like to wish BM TRADA Romania every success and we look forward to working with them and continuing to support their business growth.

*left to right: Friederich ZAHN, Catalin GALAVAN, Cristina CALIN, Ciprian B. VISAN, Madalin IONESCU, Mihai BULBUC.*



## International Department completes its first Year

**We are now fast approaching the end of 2006 and what a year it has been!**

Since the formation of the International Team in January 2006 there have been many new and exciting events during this time.

- BM TRADA Certification was awarded full scope of accreditation by UKAS.
- Two new joint venture agreements have been signed with Turkey & Latvia.
- ISO 22000 training courses have been developed and successfully delivered internationally.
- The Turkish Office gained TURKAK accreditation.
- BM TRADA were chosen by UKAS along with approximately 20 other certification bodies to take part in a OHSAS 18001 pilot study.
- New Representative agreement was signed with the Seychelles Bureau of Standards
- International Guidelines have been created, issued and implemented.
- And more importantly the International client base has **increased by 39%**

This is just a selection and there are also many new and exciting plans for 2007 so watch out for these as they appear in forthcoming issues of the newsletter. You should be assured that BM TRADA is totally committed to the continued support and development of the overseas offices. The growth of the international business in 2006 has been excellent, and we are convinced that by working together in 2007 the BM TRADA brand awareness will become even stronger internationally and help ensure that sustained growth continues.

**Lesley Myring**  
International Business Co-ordinator

BM TRADA Certification is an international, independent assessment and certification body.

The use of the Accreditation Mark indicates accreditation in respect of those activities covered by the accreditation number 012.



## What's new at BM TRADA

### Two New Joint Venture Agreements Signed

New joint venture agreements signed in Turkey and Latvia, for details please see the full article in this issue.

### ISO 22000- Food Safety Management System

3 very successful Training courses have now been conducted in the following countries

- Spain
- Latvia
- Indonesia

This means that their food auditors have completed the transition and these offices are also now able to offer training courses locally to their clients

The courses consist of:

#### Understanding the key assessment criteria for ISO 22000

1 day course for qualified lead auditors with food industry experience who are currently auditing companies against ISO 9001:2000 and/or national HACCP standards. This will qualify auditors who have food industry experience to audit against ISO 22000.

#### Understanding the requirements of and implementing systems to meet the requirements of ISO 22000

2 day course for personnel or companies that wish to achieve ISO 22000 and are already working to ISO 9001:2000 or national HACCP standards.

**If you are interested in either attending a course or running one locally please contact me.**

### ISO 14001:2004 - Environmental Management Systems 5 day Lead Auditor Course

Thanks to the hard work of the training department we are now able to offer IRCA approved Environmental Management Systems 5 day Lead Auditor Courses.

### International Business Manager Leaving BM TRADA

Sadly, we said goodbye to Robert Dye who will be leaving us on the 6th December. I am sure you will join us in wishing Robert every success for the future.

If you require further details on any of the items listed, please contact Lesley Myring on: +44 (0) 1494 569711 or lmyring@bmrada.com

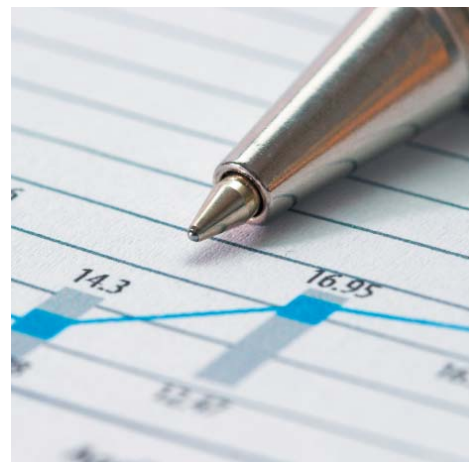
# Producing Effective Audit Reports

The process of audit reporting serves a number of functions critical to the operation of a Certification Body. The principal Standards that govern this process for an organisation like ours are ISO 19011 and IAF Guidance on ISO/IEC Guides 62 and 66. These latter two documents will shortly be superseded by ISO/IEC 17021 that was published in September 2006. This new Standard places greater emphasis than before on such aspects as our management control of auditor competence, impartiality and the effectiveness of the Certification process. The other significant change is that it introduces two stage auditing for all Management System audits. This now means that ISO 9001 audits will soon have to be performed in the same way as ISO 14001, OHSAS 18001 and ISO 22000.

The evidence of the conduct of an audit or surveillance has to be contained within the audit report. Unless these reports contain all the relevant information there will be doubts about the effectiveness of that audit which in turn reflects upon the way in which we manage our business and ultimately our Accreditation with UKAS and other Accreditation bodies.

The Stage 1 report should include a review of the clients documented system to determine that all of the requirements of the Standard have been addressed and any errors or omissions should be reported to the client. These can then be rectified, as they will only result in nonconformity at the 2nd stage. The other aspect of the stage 1 audit is to determine if the specific conditions found correspond to the information supplied by the client in the application and that the scope description is correct. In addition to this the auditor must evaluate the clients state of readiness for the second stage. This will include evaluation of the level of implementation of the system in terms of identification of key performance or significant aspects, processes, objectives, internal audits and management review. The report must identify any areas of the system that could lead to later nonconformity, the time required for the client to correct any nonconformity, and any need for the auditor to revise any plans for stage 2.

The stage 2 audit is about obtaining evidence of conformity dependant on the particular standard being audited. The report should show specific references to the clients personnel interviewed, the



procedural references involved and the evidence seen to validate a statement of compliance. This evidence must be recorded in statements within the audit trail records which are then summarised in the form 1/14/1. Audit trail records shall be identified to the particular process or Standard clause numbers and clearly indicates if conformity has been achieved or if a non-conformance report is required.

Non-conformance reports are raised to indicate to the client that there is a part of the management system that is either not implemented or is not effective. The wording of these is important in order to convey the correct message to the client. The statement of the non-compliance must do a number of things - it must identify which part of the Standard is of concern, as well as detail the evidence found, or lack of it. It should be worded in such a way as to elicit a response from the client that not only provides resolution of the specific instance but also seeks to rectify the root cause of the problem. It is also important to apply the correct level of non-compliance as either Major (Cat 1), Minor (Cat 2) or Comment for action (Cat 3). There has been some criticism recently from UKAS regarding this where it could be seen that auditors can often use the Cat 3 level of classification in order to avoid the client having to make a response before Certification could be awarded when the non-compliance statement clearly indicated a need for corrective action in order to establish compliance prior to Certification.

In light of these new requirements, the BM TRADA Management System will shortly be revised to reflect the changes and through checks of audit planning, reporting and any non conformities raised shall be conducted by the International Certification Officer on all files submitted for Certification.

## ISO 22000 UKAS Accreditation

Following a visit from UKAS on Friday 1st December 2006, we are pleased to announce that BM TRADA Certification Limited has been recommended by UKAS for ISO 22000 accreditation. We hope to receive our formal accreditation early in January 2007. Unfortunately we can not issue accredited certificates until we receive this formal approval.

UKAS has also taken the decision that until the final approval of ISO 22003, they will not issue full scope to any certification body due to the uncertainty about the final requirements of this standard. At present the scopes that UKAS have issued have been limited to those codes that involve direct food handling and therefore as a result BM TRADA have been recommended for accreditation in the following areas;

- EAC 03 Limited (excluding tobacco products)
- EAC 30 Limited (restaurant and catering activity only)

As part of the recommendation of BM TRADA, UKAS have placed restrictions on upgrading non-accredited certificates issued to clients to accredited certificates. These restrictions mean that BM TRADA can not upgrade any certificate until after the next surveillance visit, providing they are in EAC 03 or 30 activities, and that the following specific requirements are met:

- The auditor has been approved by BM TRADA Head Office **prior** to the audit taking place in accordance with the procedure FSM01.
- The audit must cover all of the ISO 22000 standard requirements (this may require additional time above a standard surveillance please check before conducting the audit), and
- The information submitted to Head Office in the audit pack shall meet the requirements of an initial audit and FSM01.

As of January 2007, new clients who fall within the scope above shall be issued with accredited certificates, as long as the certification process has followed the BM TRADA Certification documented procedure.



## ISO 22000 Training

Further to the very successful ISO 22000 courses held in Turkey and Indonesia, a course was held at our joint Venture office BM TRADA Spain, on the 27-28 November. In the interest of international co-operation Marina Velazquez our food expert attended, she said that the competence of the tutor and the delegates were of a high standard and the easy learning approach contributed to the success of this course. The course was also attended by Lead Auditor Stella Kalogeraki of the Greek office.

## Q-Mark Success in the Middle East

BM TRADA and Chiltern International Fire successfully exhibited at the BIG 5 exhibition in Dubai. The BIG 5 is a very large exhibition for manufacturers of construction products. There were exhibitors from all over the world, trying to take advantage of the rapidly growing construction sector in the Emirates and the Gulf region generally.

Many interesting enquiries were received from over 30 countries. Among these were a number of certification enquiries from Spain, China, India and Malaysia. The main topic of interest was certification of fire rated products and in particular Fire doors.

For manufacturers to supply their products into Dubai they need third party certification and BM TRADA Q-Mark Certification is approved by the Civil defence and is the most commonly known Product scheme in Dubai. The other Gulf states are now also starting to introduce the requirement for 3rd party certification of fire rated products, so with our international network of representatives and the acceptance of Q-Mark Certification, we are in an ideal position to assist companies to sell their products in these very lucrative markets.

If you require further information regarding this subject please contact Lesley Myring on +44 (0) 1494 569711 or lmyring@bmrtrada.com.

## New Joint Venture Agreements signed with Turkey and Latvia

BM TRADA Certification Ltd, has signed joint venture agreements with our partners in Turkey and Latvia, to support the current and future client base 'with a robust and value adding service', said Managing Director David E James.

This is part of BM TRADA's 'clear strategy to grow its business internationally' and to enable its joint venture partners to establish a strong brand name in their local markets.

In both Turkey and Latvia a wide range of certification has been made available, including quality management (ISO 9001:2000), environmental management (ISO 14001), health & safety (OHSAS 18001), the food industry safety standards HACCP and ISO 22000, information security (ISO 27001) and BM TRADA's Q-Mark scheme for fire doors.

In addition, clients in Latvia, a significant timber producer, will also be offered chain of custody certification [Forest Stewardship Council (FSC) and Programme for the Endorsement of Forest Certification (PEFC)], as well as Machine Strength Grading and Visual Strength Grading. Mr James added 'We will in time roll out CE marking, additional Q-Mark product certification schemes and others, as the joint venture businesses develop.'

# BM TRADA Certification Ltd

## Services Directory

### Business Management Systems

ISO 9001:2000	Quality Management Systems
ISO 14001:2004	Environmental Management Systems
EMAS	Eco-Management and Audit Scheme
OHSAS 18001	Occupational Health & Safety Scheme (non accredited)
BS 8555	6 Stage Environmental Management Systems (non accredited)
Tick-IT	Software Quality Scheme
ISO 27001	Information Security Management
ISO 22000	Food Safety Management Systems
ISO/TS 29001	Quality Management Systems for the Petroleum & Gas Industry (non accredited)
AS 9100	Aerospace Series Quality Management Systems

### Q-Mark Product Certification (Including Product Testing)

Visual Strength Grading	BS 4978 Visual strength grading of softwood
Machine Strength Grading	BS EN 519 Machine strength grading of timber
Timber Fire Doors	BS 476 EN 1634 Fire resistance testing and certification
Fire Door Installation	Q-Mark training & certification of fire door installers
Steel & Composite Fire Doors	BS 476 EN 1634 Fire resistance testing
Enhanced Security Doorsets	BS 7950 Pas 23 Security testing & certification
Enhanced Security Windows	BS 7950 Pas 24 Security testing & certification
Insulating Glass Units	BS EN 1279 Temperature and humidity testing & certification
Toughened Glass	BS EN 12150 Production & performance testing & certification
PVC-U Windows	BS 7412 Production & performance testing & certification
High Performance Timber Windows	Production & performance testing & certification
Engineered Wood Products	Q-Mark testing & certification of engineered wood products
Trussed Rafters	BS 5268:3 BS EN 14250 Certification of trussed rafters
Timber Engineering Hardware	Q-Mark testing & certification of timber engineering hardware products
BFRC	British Fenestration Rating Council certification
Timber Balustrades	Q-Mark testing & certification of timber balustrades for stairs
Building Insulation Products	Q-Mark testing & Certification of Insulation Products

### CE Marking To The Construction Products Directive 89/106/EC

CE mark certification is a legal requirement in most European countries and demonstrates a product's 'fitness for purpose', enabling it to be placed on the open market.

### Specialist Schemes – Trade Association Auditing

#### Chain of Custody Schemes

FSC & PEFC	Chain of custody provides evidence that the certified product originates from certified, well managed forests, and does not get mixed or contaminated at any point in the supply chain
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#### Training such as

Internal auditing, 5 day Lead Auditor, Environmental Auditing, Integrated Management Systems and Health & Safety Awareness.

If you require further information on any of the schemes listed, please contact Lesley Myring on  
**+44 (0) 1494 569711 or [lmyring@bmtrada.com](mailto:lmyring@bmtrada.com)**

# Introducing the Marketing & Sales Team



**Karen Prendergast**  
Marketing & Sales Manager

I head up the Marketing and Sales department in BM TRADA, which includes the Training department. As a team we are responsible for all new UK business (certification and training), as well as overseas contracts, where we have no representation. We take the lead in the identification and development of new products, as well as the ongoing promotion of the BM TRADA brand.

I have been with BM TRADA since 1999, and previous to that worked in the further education sector. I graduated with a MBA this year and am a Member of the Chartered Management Institute.

My main business philosophy is to ensure that we provide excellent customer service. I believe this to be the fundamental building block to creating a successful business and ensuring that the business has longevity. I am also committed to the continuous development of not just our operations but also our staff to meet the needs of our dynamic business.



**Robin Askey**  
Technical Co-ordinator

I joined the Marketing and Sales Department of BM TRADA in November 2005 as the Technical Marketing and Sales Co-ordinator.

Having an understanding of management systems, as I previously developed and implemented an integrated management system, in addition to passing the ISO 9001 and ISO 14001 Lead Auditor courses puts me in an excellent position to be a point of contact for new business enquiries to the UK.

My role involves discussing the scheme requirements with prospective clients, carrying out sales visits, formulating quotations and converting these to sales. My role also involves identifying and investigating new schemes coming into the market so these can be assessed to see if they may have a positive impact on BM TRADA's UK business. Networking also forms an important part of the role. BM TRADA attends a variety of events in order to develop opportunities and retain its presence in a broad spectrum of market sectors.



**Humera Iqbal**  
Research Co-ordinator

I joined BM TRADA in January 2005 after graduating from Buckinghamshire Chilterns University College with a BSc (Hons) in Business Information Technology.

As the Marketing and Sales Research Co-ordinator, my role focuses on the analysis of new and existing markets with a view to developing UK business. I am also involved in establishing new and maintaining existing client relationships, dealing with customer enquiries, producing marketing literature, maintaining and developing the client database as well as IT liaison for the company.



**Sarah Faversham**  
Promotions Co-ordinator

I am a new starter at BM TRADA Certification, as a Marketing and Sales Promotions Co-ordinator. This is my first job since graduating with a BA (Hons) in Marketing and Human Resource Management from Buckinghamshire Chilterns University College in May 2006.

My main areas of responsibility are to organise and co-ordinate marketing events, materials, advertising and promotional campaigns, as well as to maintain the BM TRADA website. I am keen and eager to learn and develop my skills and knowledge to meet the fresh challenges I may face in the workplace.



**Phillip Cloke**  
Training Manager

Phil's background is both varied and interesting standing him in good stead for his role as the Training and Client Manager. He joined the Royal Navy in 1963 initially as a Marine Engineer transferring into the Fleet Air Arm as an Aircraft Mechanic; he wanted to see the world and figured aircraft carriers were more exciting and better equipped with creature comforts. Since then Phil has worked in TV & Radio in the Sultanate of Oman, commissioning and decommissioning of nuclear installations where in 1985 he was introduced to what was then the Quality Standard BS 5750.

Prior to joining BM TRADA in 2002 as the Regional Manager for Wales & the West areas, Phil was a Lead Auditor and Lead Tutor with BVQI for six years. Since last years reorganisation Phil has been active in developing new courses and training activities as well as maintaining a healthy portfolio of audit clients.



**Evelyn Grogan**  
Training Co-ordinator

I have been working for BM TRADA as training co-ordinator since March 2002.

Working from our Scottish office, based in Alloa, my role involves organising and co-ordinating the preparation of training material, processing enquiries, quotations and sales, as well as marketing our training services and maintaining our IRCA registration.

Having passed my IRCA lead auditor course and attended the courses that we currently offer puts me in a good position to assist clients in establishing their training needs and advising on the courses that are most suitable to their requirements.

New member of BM TRADA International Team

## Marina Velazquez

International Technical Co-ordinator

I have joined BM TRADA following 3 years working for the certification body BVQI, where I held the position of Technical Manager for the Food department, dealing with food sector standards, mainly ISO 22000, EUREPGAP, BRC and IFS.

I have successfully completed a degree in Food Science and Technology, and qualified as a ISO 9001:2000 auditor and I am currently attending a course on Project Management.

My home country is Spain, so if you wonder why have I moved from my sunny Madrid, to the U.K.... well, not because of the weather... but because of facing new professional and personal challenges in an international environment.



## And Finally

**The International Team would like to take this opportunity to thank all our overseas friends for their continued support and help over the last year, and wish them and their families a very happy festive season and a prosperous and peaceful new year.**

## CE marking of Construction Products

CE marking is the relatively new certification mark for products being sold in Europe irrespective of their place of manufacture.

It is a declaration by a manufacturer and essentially provides a 'passport' enabling a product to be legally placed on the market in any EU member state.

The CE mark is a fitness for purpose mark, not a quality mark and, in the case of construction products, it simply shows that the product addresses the regulatory requirements of the Construction Products Directive (CPD).

The CPD applies to products that are to be permanently incorporated into buildings, civil engineering and highways.



European-wide technical specifications for construction products. Under the CPD, a product bearing CE marking will be presumed to meet the requirements of these specifications.

Affixing the CE mark is the responsibility of the manufacturer. However, for all structural and/or fire-related products the manufacturer will need the assistance of a Notified Body (NB), such as BM TRADA, to obtain a Certificate of Conformity before the CE mark can be applied.

The intention of the CPD is to replace existing national standards and technical approvals with a single set of

CE marking requires certain tasks to be carried out in relation to the production process. These are:

- Initial type testing (ITT)
- Factory production control (FPC)
- Further testing of samples to a prescribed test plan

Once a manufacturer has carried out all the appropriate attestation tasks he is required to complete a 'Declaration of Conformity' and keep a technical file including supporting certificates of conformity, laboratory reports etc. When this is completed the manufacturer can CE mark the product.

If you are interested in offering CE Marking Certification locally please contact Lesley Myring on: +44 (0) 1494 569711 or [lmyring@bmtrada.com](mailto:lmyring@bmtrada.com).

The purpose of this publication is to:

- Provide you with up to date technical information
- Keep you informed of services and products
- Improve communication

Please do not forget this is your newsletter and we welcome your comments, if there is anything that you would like to see appearing in the issues please let us know.

Why not submit a short article featuring your office and the services you offer this may highlight business opportunities, which can be shared with other representatives.

We would also like to include articles about your clients, this does not have to be a long article, photographs and fifty words would be fine.

Participation from the representatives will make the newsletter more interesting, and may increase the possibility of business opportunities between the representative offices, so come on send in your articles and raise the profile of your office.

## BM TRADA Vision

***"To be the certification body of choice throughout the world recognised and respected for enhancing best practice."***