

New International Business Manager

I worked for twenty years in the electronics industry, supplying to defence and commercial markets. My roles covered design and quality management positions, including sitting on numerous standards committees.



For the last twelve years I worked for NQA initially as the Regulatory Affairs Director with responsibility for accreditation matters and quality systems. Since 2001, I held the position of International Operations Director, working with their network of agents throughout the world.

I hold a BSc with first class honours in Physics and Chemistry and am a Member of the Chartered Institute of Management and a Fellow of the Chartered Quality Institute.

My approach to working with overseas partners is like any relationship, it is a process of give and take. First we all have to recognise that servicing our clients comes first. We then should develop a common understanding of BM TRADA's business objectives, seeing how these business objectives can be matched to each partner's individual aspirations. I see my role as matching your aspirations to BM TRADA business objectives. The Win:Win approach.

International Business Manager's Vision

From the beginning of this year, a separate Accreditation Department was formed, allowing the International Department to concentrate entirely on the needs of our Partners.

Through 2006, we have successfully grown the business by over 40%. This is an amazing achievement by all concerned. We are now facing new challenges arising from our own success; the challenge of no longer being a small business. This is why we have to make changes in the way we work.

My vision for BM TRADA is continued growth and diversification, by working even more closely with our Partners. We must improve mutual understanding and have a more structured approach to how we work. To these ends I have set out our objectives for this year:

- Develop business objectives with each Partner.
- Support each Partner in preparing their Business Plan.
- Continue to diversify the range of services provided by each Partner.
- Enhance our IT system, and to share access with each Partner.
- Improve arrangements with Representatives by forming Joint Ventures.
- Form relationships with more new Partners.

I am delighted to have met some of our Partners already. What I want now is to meet with everyone on an individual basis. I'm sure that we will have many matters to talk about and I look forward to hearing from you. I am keen to discuss your ideas on how we can grow our business.

Please let me have your comments on my vision, to dwood@bmtrada.com

Boost your income by ensuring timely surveillance

Welcome to the first International Newsletter of the year, and I would like to wish you all a Happy and Prosperous 2007.

What a busy year this has been, we have experienced the growth of our international client base by over 40%, so a huge thanks to you all for your hard work and your continued support. The new challenge now is to sustain and exceed this level of growth throughout 2007.

We do however have one area of the business where there is cause for concern - this is the number of outstanding surveillance visits.

Surveillance visits are a very important part of the certification process and failure to keep to the program can result in a clients certification being suspended or withdrawn. I would like to respectfully remind you all of the need to ensure that surveillance visits are conducted in accordance with the surveillance program.

ISO/IEC 17021 Clause 9.3.2.2 states:-
"Surveillance audits shall be conducted at least once a year. The date of the first surveillance following initial certification shall not be more than 12 months from the last day of the stage 2 audit".

Please also remember each surveillance visit that is delayed or missed has an impact on your income - **No Visit No Fee income.**

The international team will be focussing on this issue during the forthcoming year and will be working closely with the partner offices to reduce the number of delayed and missed surveillance visits. If you require any assistance regarding surveillance or any other matter please do not hesitate to contact me.

Lesley Myring
International Business Co-ordinator

What's new at BM TRADA

International Business Conference and House of Commons Reception

BM TRADA Certification will be holding an International Business Conference in the UK this year on the 31st May. There will be a Reception at the House of Commons followed by a formal dinner on the evening of the 1st June. The invitations have been sent out to the partner offices. If you are interested in attending and have not yet confirmed please let me know as soon as possible.

International Department Changes

From the beginning of this year, a separate Accreditation Department was formed, allowing the International Department to concentrate entirely on the needs of our Partners

ISO 22000- Food Safety Management System UKAS Accredited

BM TRADA have been approved for accreditation in the following areas;

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

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.

New International Business Manager joins BM TRADA

Mr David Wood joined BM TRADA on the 2nd January as International Business Manager. I am sure you will join us in wishing David every success for the future.

New International Certification Officer joins BM TRADA

Mr Lee Horlock joined BM TRADA on the 12th February as International Certification Officer. I am sure you will join us in wishing Lee 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@bmtrada.com

Flying high

Air Seychelles (Freight Services) started to see the benefits of achieving ISO 9001:2000 almost immediately. According to Organisational Development Manager Vimi Lockmun-Bissessur, 'It is in line with the company vision, mission and service strategy and has been a very effective way of fine-tuning several aspects of our operations.'

Small but important adjustments to procedures were made in a 'well-structured manner within a relatively short time frame. Air Seychelles has instilled a quality culture within the organisation, led by our Chairman and Chief Executive, Captain David Savy, and ISO 9001:2000 provides an efficient framework for us.'

Freight Services has also seen substantial cost savings, Mrs Lockmun-Bissessur added. 'The number of complaints and irregularities has been impressively reduced as a direct consequence of our thorough review of systems and processes.'



Air Seychelles celebrated its 27th anniversary of domestic flight in 2005.

In 2005, Air Seychelles celebrated its 27th anniversary of domestic flight and its 22nd anniversary of international flight.

Products and Services Points of Contact



David Payne ▲

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CE Marking to the Construction Products Directive
Q-Mark Timber Engineering Hardware
Q-Mark Timber Balustrade
Q-Mark Engineered Wood Products



Simon Beer ▲

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Fire Door
Fire Door Installation
PVC-U Window
Toughened Glass
Enhanced Security Timber Window
BFRC
Enhanced Security Doorsets
High Performance Timber Window
High Performance Timber Window with enhanced Security
Insulating Glass Units
Steel & Composite Fire Door

Lesley Myring

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Quality Management

- ISO 9001:2000
- TickIT
- AS 9100, AS 9110, AS 9120
- ISO/TS29001

Environmental Management

- ISO 14001
- EMAS
- BS 8555

Health & Safety Management

- OHSAS 18001

Information Security Management

- ISO 27001

Food Safety Management

- ISO 22000
- HACCP

Chain of Custody Certification

- FSC
- PEFC
- Forest Products

Product Certification

- Trussed Rafters

Wood Grading Schemes

- Machine Strength Grading
- Visual Strength Grading

Competence of Management System Auditors

Certification Bodies have always been required to appoint auditors who are deemed competent and this requirement is embodied in ISO Guides 62 and 66 and also ISO 19011. The recent publication of ISO 17021, which will replace the Guides, places much greater emphasis on this and requires a higher level of proof to be demonstrated. This demonstration of evidence is critical to the decision making process required before an auditor can be approved for a particular client and scope. As you know you can send someone on an auditor course and they can obtain a certificate but this does not automatically make them a competent auditor.



The determination of competence is made up of several factors, which we as Certification Bodies have to evaluate and be able to demonstrate the methodology of to our accreditation bodies..

The starting point is usually the general education and qualifications up to university level. We also need to evaluate specific training or qualifications including auditor training. Previous employment history and an individuals direct experience or consultancy employment, are equally important in determining competence. As is auditing experience, in particular 2nd and 3rd party auditing history.

All this experience needs to be evaluated and an interview conducted to determine if the individual has the personal attributes and approach required to audit. Once the evidence of competency has been collected it must then be compared with the defined requirements for each standard and sector to determine if the auditor appointment can be justified.

In order to assist in this process it is desirable to classify the RISK and therefore

the level of competence required for each standard and sector. Using the 39 EAC codes, and further subdivision, you need to allocate risk.

For example: for ISO 9001 EAC 7 Pulp, Paper and Paper products could be identified as being medium or low risk whereas for ISO 14001 Pulp Manufacture would be high risk. The classification of risk therefore allows you to set different levels of competence for different situations.

BM TRADA is in the process of revising our processes and procedures in line with ISO 17021 and as part of this we will be looking to re-evaluate all auditors against the revised requirements.

This message is to advise all representatives that the competence and appointment of auditors will be subject to revision over the next few months and could possibly change the current levels of approval for some auditors where the level of proof of competence is not deemed adequate.

CE Surveillance visits

The importance of surveillance visits for Factory Production Control, (FPC) certification for CE marking

In the Construction Products Directive, FPC is how a manufacturer ensures that the performances declared by him for his products continue to be valid for all subsequent products.

For products with an attestation of 1+, 1, or 2+ a Notified Body is responsible for certifying that the FPC complies with the requirements laid down in the technical specification.

This is done on the basis of an initial inspection followed by ongoing surveillance of the FPC. If these surveillance visits, normally 2 per year, are not carried out in line with the technical specification requirements then the manufacturer cannot claim compliance with the



specification and their CE mark is no longer legal.

Please ensure that you remind your CE-marking clients of the importance of timely surveillance visits in order to meet the requirements of the Construction Products Directive.

Chain of Custody Certification and Training

Over the past few years environmental and sustainability considerations have grown in importance. The environmental commitment to reduce carbon emissions means that we must look at good environmental practice in all aspects of life, including business and manufacturing.

The demand for FSC (Forest Stewardship Council) and PEFC (Program for the Endorsement of Forest Certification) certification has grown significantly over the last 5 years, driven by consumer demands and government policies on sustainable purchasing. This has helped these products to become one of our biggest growth areas within the UK market.

Overseas partners can share in this success by offering Chain of Custody Certification.

If you believe there are opportunities in your market place to offer Chain of Custody certification in your product portfolio, our Product and Timber Manager Mr Alasdair McGregor, is available to deliver training to you at your offices which will enable you to share in our success.

If you would like further details regarding Chain of Custody certification please contact Lesley Myring lmyring@bmtrada.com, or +44 (0)1494 569711



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.

Staff Profiles



John Hunt
Accreditation Manager

Just arrived from the opposition – John Hunt joined BM TRADA as Accreditation Manager to protect your interests. No Certification Body can exist without accredited services and it is my responsibility to maintain, improve and increase our accredited scopes.

I have many years experience in working in Certification Bodies and with Accreditation Bodies both in the UK and overseas. I have travelled far and wide across the world to promote excellence in the service of certification and I hope you will join me to continue that quest. As a certification company, we, have to show your clients that we lead by example.

My qualifications are in engineering and management studies, however coupling this with auditor training in all disciplines and practical experience it has given me a good grounding to expect and promote the best from our services.

I am looking forward to working with you all.



Lee Horlock
International Certification Officer

I have joined BM TRADA's International Team as the International Certification Officer. My role is to review and approve the certification process which includes reviewing and approving international certification audit reports, international contracts and approving international auditor competence to ensure they are correctly qualified for the audits they conduct on behalf of BM TRADA Certification.

After graduating from university with a degree in Business & Marketing, I worked for Bureau VERITAS Certification for 6 years. My roles there being a Technical Consultant, providing support to their International network of offices, (very similar to the role I have undertaken here) and more recently as the Customer Services Manager for the UK Business Line.

I have passed the IRCA 5 day ISO9001:2000 and SAI SA8000 Lead Auditor courses. I hope to further my business/ technical knowledge and audit experience with BM TRADA in order to gain auditor status and to successfully support the expanding International Business.

I live in Aylesbury, and am a huge Arsenal fan. Other interests include keeping fit by playing (or attempting to play) most sports, music and movies.

Memorandum of Understanding Signed in South Africa

We extend a warm welcome to Pierre and Kim Enslin of Premium Class international Certification Services who joined the BM TRADA team of overseas partners on the 5th February 2007. Pierre and Kim are based in Olifantsfontein, which is near Johannesburg.

Premium Class international Certification Services currently offer certification for ISO9001:2000, ISO14001:2004, OHSAS18001, ISO22000 & HACCP and we wish them every success for the future.

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.”