



How to Achieve ISO 9001:2015

Some real expert help from Mark Braham

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Issue 31 // March - May 2017

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Welcome

A big thank you to Mark Braham for sharing his technical expertise and insight into ISO 9001:2015 with us all in this quarter's Connector.

Not only that, you can now download a full white paper written by Mark on how to achieve ISO 9001:2015.

We are also grateful to David Hoyle from New Charter Group for updating us on their on-going process improvement project. It is certainly interesting times in the social housing sector.

Also in this edition we update you on our Breaking the Chains event – make sure that you don't miss the movie! – there is a Tech News by John, a Spring update and we introduce you to a couple of new members of staff; Matt in most detail (for now!).

Emma

Emma Harris // Operations Director
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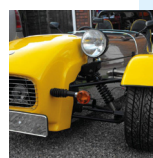
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How to Achieve ISO 9001:2015

Some real expert help

By Mark Braham CQP, FCQI Head of Business Assurance at The AA



The deadline for transition to ISO 9001:2015 is September 2018. However many organisations are putting off the transition, often it seems because the requirements introduced into ISO 9001:2015 are poorly understood.

This is an extract from a white paper written by Mark Braham CQP, FCQI Head of Business Assurance at The AA with the aim of helping to address this problem. In the full white paper Mark explores:

- The intention behind the latest update of the ISO 9001 standard
- The requirements of a Quality Management System certified to ISO 9001:2015
- The thinking behind each of the seven quality management principles
- What an auditor is looking for to award ISO 9001:2015 certification

This extract covers the first two points.

The full white paper can be downloaded from:
<http://tinyurl.com/tri-white-paper-iso>

The intention behind the latest update of the ISO 9001 standard

The core intention behind the latest update of the ISO 9001 standard is to put quality at the heart of every organisation.

ISO have recognised that too often quality is not viewed as strategic, important or even very useful. They recognised that too often, the quality department is viewed by the rest of the organisation (and most damningly by the leadership team) as, 'the department that gets our ISO certification' and nothing more.

Part of the reason for this negative thinking is the development history of the ISO family. It was developed to certify the quality management of manufacturing companies and supply chain management.



Many people have therefore continued to think about ISO 9001 certification as being:

- Product orientated
- Factory biased
- Non-strategic
- A tick box exercise
- About achieving the certificate on the wall and nothing more

To download the full white paper go to:
<http://tinyurl.com/tri-white-paper-iso>



In drafting ISO 9001:2015, the aim was to change this thinking and with it to try to change how the quality profession is thought of. So, the intention behind the latest update of the ISO 9001 standard was to:

- Make it absolutely relevant to service industries such as health, government, finance...
- Take into account current technology and ways of working – for example completely getting rid of the concept of the Quality Manual
- Make it as relevant to multi-national organisations and supply chains as to small, even micro companies





The requirements of a Quality Management System certified to ISO 9001:2015

During the drafting process of ISO 9001:2015 even the name Quality Management System (QMS) was debated long and hard. The name Business Management System (BMS) was proposed – and although rejected, the fact that it was considered is telling.

It seems that even amongst us quality professionals it is recognised that the word 'quality' is seen as synonymous with something non-strategic - not core to the real business of the organisation and, dare I say it, a bit geeky.

Although a name change to Business Management System was rejected, the core requirements for a QMS to comply with ISO 9001:2015 are however that the QMS is strategic, central to the core business of the organisation and relevant to all employees.

This is because the core requirements of ISO 9001:2015 are that any QMS must:

- Meet or enhance customer satisfaction
- Meet all statutory and regulatory requirements

These of course, both align with the strategy of the organisation and are relevant to everyone in the organisation. When supported by the requirement that the context of the QMS must be:

- A process approach – which enables an organisation to plan its processes and their interactions
- Within a Plan-Do-Check-Act (PDCA) cycle – which enables an organisation to ensure that its processes are adequately resourced and managed, and that opportunities for improvement are acted on
- Risk based thinking - enabling organisations to determine the factors that could cause their processes and their quality management system to deviate from the planned results and to put in place preventive controls

ISO 9001:2015 puts the Quality Management System firmly at the heart of any organisation.



Doing the day job

As well as sitting on and leading several quality committees, I am Head of Business Assurance at The AA.

Obviously, it's important to me that the AA's Quality Management System is compliant with the latest 9001 standard both in specifics and culture.

The Quality Management System for the AA is an Integrated Management System – which supports the whole business with Quality Management, Risk and Opportunity Management, Continuity Management, Health and Safety and more...

Our IMS sits firmly at the heart of the AA and most importantly puts our customers at the heart of everything we do.

This is the first part of a nine page white paper:

How to Achieve ISO 9001:2015

To download the full white paper go to:

 <http://tinyurl.com/tri-white-paper-iso>



About the Author:

Mark Braham CQP, FCQI Head of Business Assurance at The AA, is a CQI category A liaison at ISO/TC176, the international working committee responsible for writing ISO 9001:2015.

He is also Chair of both the UK national standards body (BSI) and QS1, who are responsible for collating and drafting all UK responses to ISO (International Organisation for Standardisation) and UK voting on the standard.

Breaking the Chains

Latest Triaster Customer and Partner Event



Jo Dolton // Customer Success Team

The Breaking the Chains event held in February was lively, informative and enjoyable. All at Triaster find meeting with our customers and partners very motivating and everyone attending fed back that they really enjoyed themselves.

Software

Both Mike and Paul gave interesting demonstrations of the headline software functionality released in 2016; not only focusing on the new features, but on the possibilities that they open up and the chains they break. Three examples follow:

- ✓ Process Mapping using any Microsoft Visio Template is now enabled giving instant access to process mapping methodologies such as BPMN, Workflow Diagram, Audit Diagram
- ✓ Complete Process Library compatibility with all browsers and all mobile devices makes flexible off-site working even easier.
- ✓ Design themes have never been easier to add to the Process Library. The design can be set at a site level and changed with the click of a button, enabling different themes to be applied to library sites as required.



Materials

Emma provided an update on the new materials available on the website: blog articles, videos, FAQs...and reminded everyone to sign up to:

Product Release Notifications:

www.triaster.co.uk/software-releases.php

Connector Release Notifications:

info.triaster.co.uk/connector-signup

Blog Article Release Notifications:

blog.triaster.co.uk/blog

If you aren't signed up, you won't be notified - so do sign up now!

Emma also asked for customer support with future case studies, blog articles and testimonials and was delighted with the response! She will be in touch with everyone who offered support as soon as she can and the new materials will be shared in future Connectors.



Really useful and interesting. Thank you
Emma Woodrow, New Charter Group



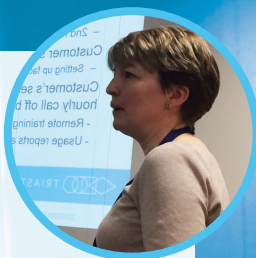
Great to see how the functionality has developed
Susan Grinnell, Spirax Sarco



Customer Success

Jo gave a Customer Success Team update, walking through customer journey assessments, customer satisfaction scores and advising that customer service credits can now be used on an hourly 'call off' basis.

Jo also walked through Triaster's new Customer Support System and introduced Triaster's new E-Learning system.



Special offer: Triaster's E-Learning system

Triaster's E-learning system is currently available under an introductory offer:

Pay-As-You-Go

£40 per course, £10 per assessment, per month

Unlimited learners

£2,000 per annum or until 31/03/17 in exchange for two service days already purchased

Don't miss out on this amazing offer! Contact



customer.services@triaster.co.uk

To see Emma and Paul discussing Triaster's new E-learning system please visit:



<http://tinyurl.com/tri-elearning-fb>

To view a short video giving a flavour of the event go here:



<http://tinyurl.com/tri-breaking-chains>



The people in Triaster make you feel part of a family
Mick Tetley, Galliford Try

We look forward to seeing everyone at our next event. Much interest was shown in a Triaster Community social event – so there will be more on this soon.

Tech News

Windows Authentication and secured features in Triaster Server



John Blight // Service Desk

Windows Authentication is a method of authentication used in Internet Information Services (IIS), Microsoft's web server software. In the context of this article, its application is more specific than the usual general securing of files when used with NTFS permissions.

Automatic authentication

There are Administration and Approval features that are available only to those users with appropriate permissions set in Triaster Server. The Administration and Approvals webpages have required an explicit log-on to access such features. In the most recent versions of Triaster Server, there is the option of using Windows Authentication, where the user is identified from the web request, that user's default e-mail address sought from Active Directory, and used to identify the user as recorded in Triaster Server. If the user has the necessary permissions, the secured webpage is opened without a challenge for credentials.

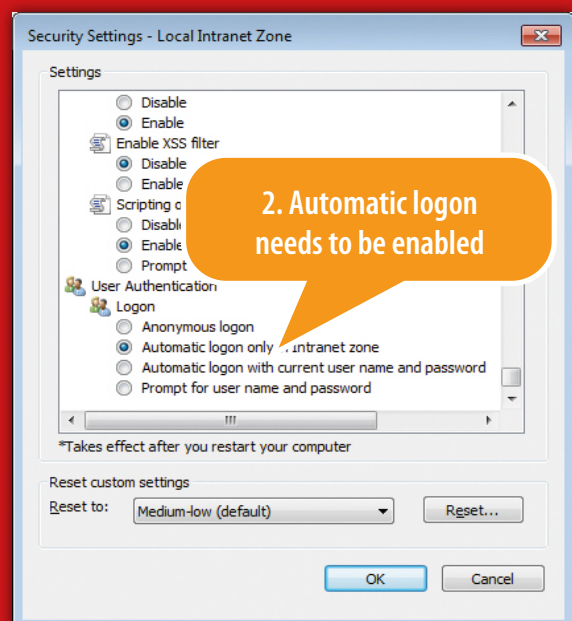
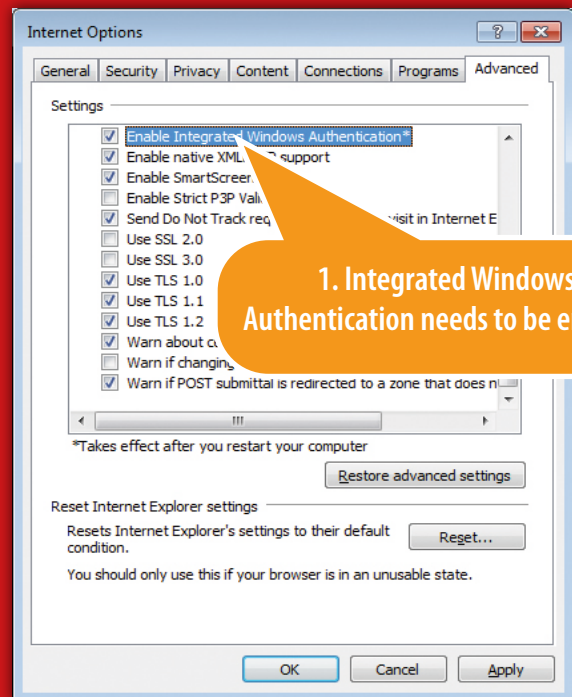
Requirements and implementation

General

- A user has to have a default e-mail address recorded in Active Directory (but not necessarily a mailbox)
- A user has to be recorded as a user in Triaster Server
- Triaster Server has to be able to interrogate Active Directory and reference a user's e-mail address

In Internet Explorer

These configurations apply to those who view and use Process Library websites through Internet Explorer.



3. The Triaster websites should be associated with the Local Intranet zone

Triaster Services / Publication User

For installation, configuration and support purposes, the Triaster Services user (aka Publication user) should be recognised as a user with full permissions on secured functionality.

- Added as a user in Triaster Server with full permissions
- A domain user, recorded in Active Directory, with a default e-mail address (but a mailbox isn't necessary)

This needs to be done before switching to Windows Authentication (described below). Otherwise, this functionality will be inaccessible to the Triaster Services user.

Triaster Server IIS authentication

In Internet Information Services (IIS), web applications associated with secured functionality have to be authenticated using Windows Authentication, with other authentication methods disabled. This is most easily achieved by running the Triaster Server post-install executable with the appropriate arguments.

(Run 'as administrator')

```
Triaster\TriasterServer2011\Services\
TriasterServerPostInstall.exe /a:"windows"
```



When prompted, check the proposed configurations before proceeding.

```
Administrator: Command Prompt - TriasterServerPostInstall.exe /a:"windows"
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>cd "C:\Triaster\TriasterServer2011\Services"
C:\Triaster\TriasterServer2011\Services>TriasterServerPostInstall.exe /a:"windows"

Post Install

Installation Folder: C:\Triaster\
Application Pool: TriasterAppPool
Website: Default Web Site
Authentication: windows
File Permissions: False
Settings.xml Paths: False
Continue (y/n)?
```

Note

To revert to challenge authentication, the executable would be run with this argument:

```
Triaster\TriasterServer2011\Services\
TriasterServerPostInstall.exe /a:"forms"
```



Fully-qualified host name

If using a fully-qualified host name (perhaps using an alias), that host name needs to be excluded from the Windows loopback security check to allow access to these features when working directly on the server.

1. In the Registry, create a new Multi-String Value:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\
Control\Lsa\MSV1_0\
BackConnectionHostNames
```



2. Modify the Value, adding:

```
AliasOrHost.domain.com
(and press ENTER.)
```



Reference

'DisableLoopbackCheck. Lets do it the right way'



<http://tinyurl.com/jjaxks7>

Summary

This article has described how users can be authenticated automatically without a challenge for credentials when accessing secured features of Triaster Server.

Meet...Matt Burrowes

Customer Success Team support



Fact File

Joined Triaster
2016

Before that
Worked in Customer Services throughout the John Lewis Partnership

Professionally he is most proud of ...
Being offered the opportunity to work at Triaster

Hobbies
Cycling, running, collecting records, playing piano

Likes
Music festivals, cult movies, the 70's, Daft Punk and overusing particular words

Dislikes
Mushrooms, TV Soap's, low ceilings and the wind.

Everyone at Triaster will always remember...
his favourite word is "crackin'!"



Matt joined Triaster just before Christmas 2016, possibly giving him the impression that working at Triaster would be one long round of socialising and presents!

Despite this not being the case, he has quickly settled in as a core member of the Customer Success Team, using his communication and customer service skills to excellent effect. We asked him to give us a bit more detail about his role and this is what he said:

“

Each and every day at Triaster introduces new and exciting challenges to overcome and I am extremely lucky to be able to liaise with both customers and the team here to provide excellent service. I form part of the support team that offers front line assistance to our client base, ensuring every query is resolved with the appropriate advice and aftercare. I take great pride in seeing positive results coming back from satisfied customers.

Looking ahead I am excited to become more technically knowledgeable, whilst getting to know the individual requirements of our customers so we can continue to provide a fantastic service!

To see Matt introduce himself in person, please go to:

 <http://tinyurl.com/tri-new-team>

T.U.G. News

Linda Spinks presents the latest news from the User Group



Linda Spinks // User Group Chairperson



Triaster's 'Breaking the chains' event in February was well attended

Well it's already looking like an interesting year and I think you'll all agree that the signs of Spring are very welcome after such a cold Winter.

WE
TELL YOU


It was lovely to see so many new faces at the recent Triaster 'Breaking the Chains' event and I'm hopeful that we'll see some of them at the next User Group meetings. This was an interesting and informative session and I certainly went away with a list of things to do, so that we (at the University of Cambridge) are able to utilise the new capabilities.

Next main UK User Group meeting

The next User Group meeting is being hosted by Menzies Aviation at their London Heathrow offices on 4th April. This meeting is currently fully booked, although we often have the occasional person drop out nearer the time so if you would like to be added to the reserve list, please book now and Triaster will advise if space is available.

We are also very pleased to announce that we have a date for the following meeting already, which is being hosted by Equifax UK at their Leeds offices on 10th October.

You can either register via the Triaster website here:

 <http://info.triaster.co.uk/events-customer-user-group>

or by e-mail to: customer.services@triaster.co.uk

We have yet to agree on a date for the next US User Group meeting but it's likely to be sometime in May. If you would like to register your interest in attending the next virtual meeting, please contact Jo Dolton on customer.services@triaster.co.uk

Please remember to raise any community questions on the LinkedIn User Group forum. The forum can be both clicked to from the User Groups Secure page and via this link: <http://tinyurl.com/pv5vnkp>. If you aren't already a member of this group, please simply request permission to join and the group owners will approve your request.

If you would like to host a meeting, or have any questions about the User Group please drop us an e-mail to user.group@triaster.co.uk

YOU
TELL US

L de Spinks




Events Summary

The full events list

Triaster and our customers host a number of events as listed below. Many of these events are free of charge; all deliver great value. All Triaster training courses can also be delivered on-site, if you would like to discuss this further, please contact us by calling: +44 (0) 870 402 1234 or e-mail customer.services@triaster.co.uk

Please do remember to register if you plan to join any of our webinars.

| Date | What is the event? | Who benefits from attending? | How will I benefit? | Location |
|--|--|---|---|--|
| 15th Mar 2017 - 11:00 28th Mar 2017 - 11:00 13th Apr 2017 - 14:00 25th Apr 2017 - 11:00 | Why Triaster? - Webinar  | Anyone interested in managing and improving their business processes | A top level introduction to the Triaster Platform. This short webinar gives an introductory tour of a Triaster Process Library and a high level explanation of how the Triaster systems enable effective management and improvement of business processes. | Webinar |
| 17th Mar 2017 - 10:00 | Customer Feature Review - Webinar | All Triaster customers | If there is an area of the Triaster Platform that you would like to run through, either for the first time or to gain a better understanding of how to use it, these webinars are for you. Each webinar concentrates on a specific area of the software that a customer has highlighted for focus. We look forward to suggestions regarding features we should cover. | Webinar |
| 17th Mar 2017 - 14:00 | Triaster Accredited Partner Scheme - Webinar | Anyone interested in becoming a Triaster Accredited Partner | Considering becoming a Triaster Accredited Partner? This webinar will give you an introduction to the Triaster Accredited Partner scheme and further information on Triaster's Partner model and how it can work for you. | Webinar |
| 30th Mar 2017 - 11:00 18th Apr 2017 - 14:00 11th May 2017 - 11:30 | Achieving Better Processes and Systemic Improvement - Webinar | Anyone needing to implement continual improvement in their organisation | Are you struggling to find the tools to help drive continual improvement in your organisation? Using the Triaster Platform, we will explore how to drive down costs and inefficiency and drive up quality. | Webinar |
| 4th Apr 2017 10th Oct 2017 | UK Customer User Group | All Triaster customers | A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster. | 4th Apr 2017 Menzies, Heathrow 10th Oct 2017 Equifax, Leeds |

| Date | What is the event? | Who benefits from attending? | How will I benefit? | Location |
|------------------------|---|--|---|--------------------------------------|
| 4th April 2017 - 19:00 | CQI Leicester & Coventry Branch Event - Quality at the Heart of Every Organisation | Anyone looking to put quality at the heart of their organisation through cultural change | Triaster Business Process Management (BPM) systems sit squarely at the heart of our customers' businesses; driving towards their corporate goals. This presentation explains how, examines some of the cultural challenges that comes with putting quality at the heart of every organisation and explores how they can be overcome with the 3 U's approach to developing management systems. | The CQI, Leicester & Coventry Branch |
| 12th & 13th Jun 2017 | Triaster 2 Day Training - Creating Maps for Your Library | Anyone needing to map their processes | This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library. | Triaster HQ, Oxfordshire |
| TBA | Triaster Customer Focus Day | All Triaster customers | Customer Focus Days provide the opportunity to workshop with Triaster development regarding both software and services and to directly influence and impact the end result. | Triaster HQ, Oxfordshire |
| TBA | USA Customer User Group | All Triaster customers in the USA are welcome to attend | A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster. | TBA |

Triaster 2 Day Training - Creating Maps for Your Library

12th - 13th June 2017

A comprehensive software training course for anyone needing to map their processes

<http://info.triaster.co.uk/events-public-training>

NOT TO BE MISSED!

Community Round-Up

Our Spring update

NEW STAFF JOIN US

Welcome to...



Emma Southwell-Sander
Business Development



Liam Cousins
Technical Apprentice

...who joined the Triaster team in February

An update from Victoria



Victoria (Glancy) joined us for the Breaking the Chains event in February and is doing really well. She is making the most of her maternity leave to... train for the Reading half marathon! She didn't bring Luca, but sent these lovely pictures.



A message from Joel

Joel (Evans) got in touch recently, and we are pleased to hear that all is going well for him in his new role. He also said:

I've decided to take the step up from my half marathon last year and sign up for a full marathon (Blackpool 23rd April) which I'm in training for currently. I'm fundraising for Happivale, a charity local to me in Nottingham who provide a social club and activities for adults with physical and learning disabilities - I'm also volunteering there on Monday evenings. I would be extremely grateful if anyone would like to donate to the cause. You can do so here:

 <https://uk.gofundme.com/fundraising-for-happivale>

What Mark Braham gets up to when he stops working for a moment!

...and a more recent photo than those used in the rest of the Connector





NEW YEAR CROSSWORD, HOW MANY DID YOU GET?

Across

1. Grab a loved one (**kiss**)
3. A time to spend with (**family**)
5. Shredded paper (**confetti**)
6. Popular drink (**champagne**)
9. Gathering of people (**party**)
11. Should Old _____ Be Forgot (**acquaintance**)
12. January 1st (**new years day**)
14. People make _____s at the start of the year (**resolution**)
15. Popular resolution a (**lose weight**)

Down

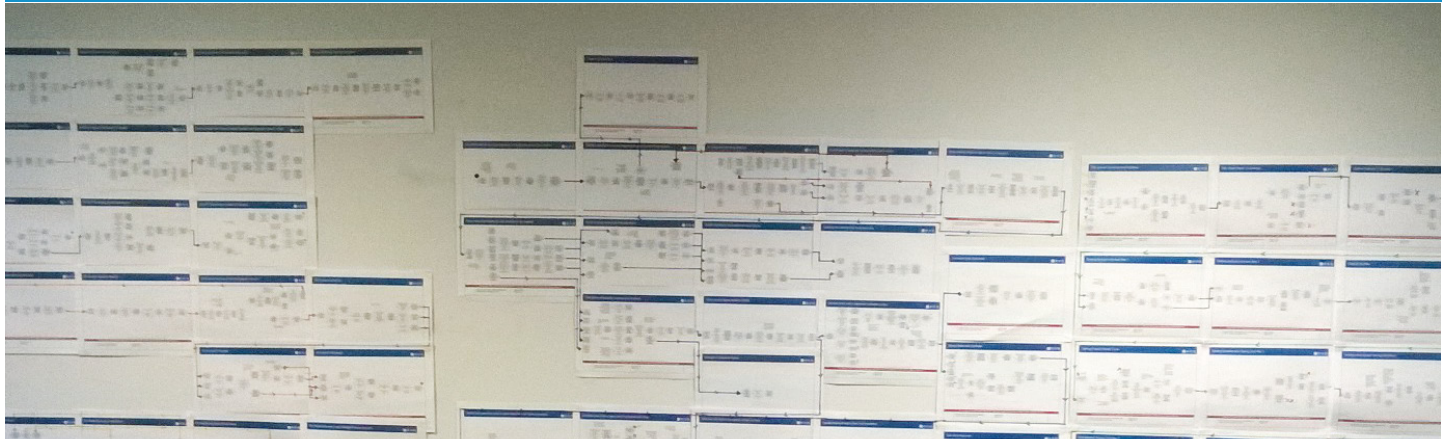
2. Popular resolution b (**stop smoking**)
4. Time to celebrate (**midnight**)
7. Phrase said at midnight (**happy new year**)
8. Move to music (**dance**)
10. December 31st (**new years eve**)
13. A noisemaker (**horn**)





Throwing a Six to Start

New Charter Group with a strong kick off to their process improvement journey



... just because it's Thursday morning; I thought I'd share the Group's Keys-to-Keys process (from the point when a tenancy becomes free to the sign up of a new tenant). I'm sure we could have made it more complicated if we'd just tried; though it does mean lots of scope for improvement...

Thank you to David Hoyle, Business Impact and Innovation Lead, New Charter Group, for sharing this with us.

New Charter Group is a housing association with properties in Manchester and the East Midlands undertaking significant process improvement. Prior to summer 2015 housing associations were allowed by law to raise the rents on their properties by the rate of inflation plus one percent. This changed in 2015. Housing associations are no longer allowed to increase the rents on their properties.

Given that there is still inflation, in real terms this means a 15% reduction in revenue by 2019/20.

New Charter Group is responding to this challenge by identifying areas for process improvement in one of their core end-to-end processes: Keys-to-Keys. There are a great many handoffs and areas for potential inefficiencies in this complex process - so improving it, as well as reducing costs, will enable the properties to be re-let quickly. Having properties vacant for less time will also result in an increase in rental income – in other words their revenue stream.

New Charter Group has started by capturing their AS-IS processes - as seen above - and will next model how they reduce the time houses are empty between tenants. Most importantly, they will also ensure that their housing continues to be properly repaired and habitable whilst complying with all statutory regulations, such as gas safety and asbestos checks and certifications.

The Triaster Platform modelling capability, which enables users to try out different process improvement options, is going to be ideal for this.



To hear Emma Woodrow, Service Improvement Team Leader, talking about this project please go here:



<http://tinyurl.com/tri-new-charter-group>