

ISO 9001

CCEA introduced ISO 9001 in 1999 as part of its quality journey.

CCEA's ISO Quality Management System consists of a Quality Manual, Quality Policy, Overview Operating Procedures, Team Procedures and various forms and matrices, all of which are controlled documents.

To date there have been twenty-five ISO surveillance visits and since 2001 there have been no major non-compliances against the ISO standard.

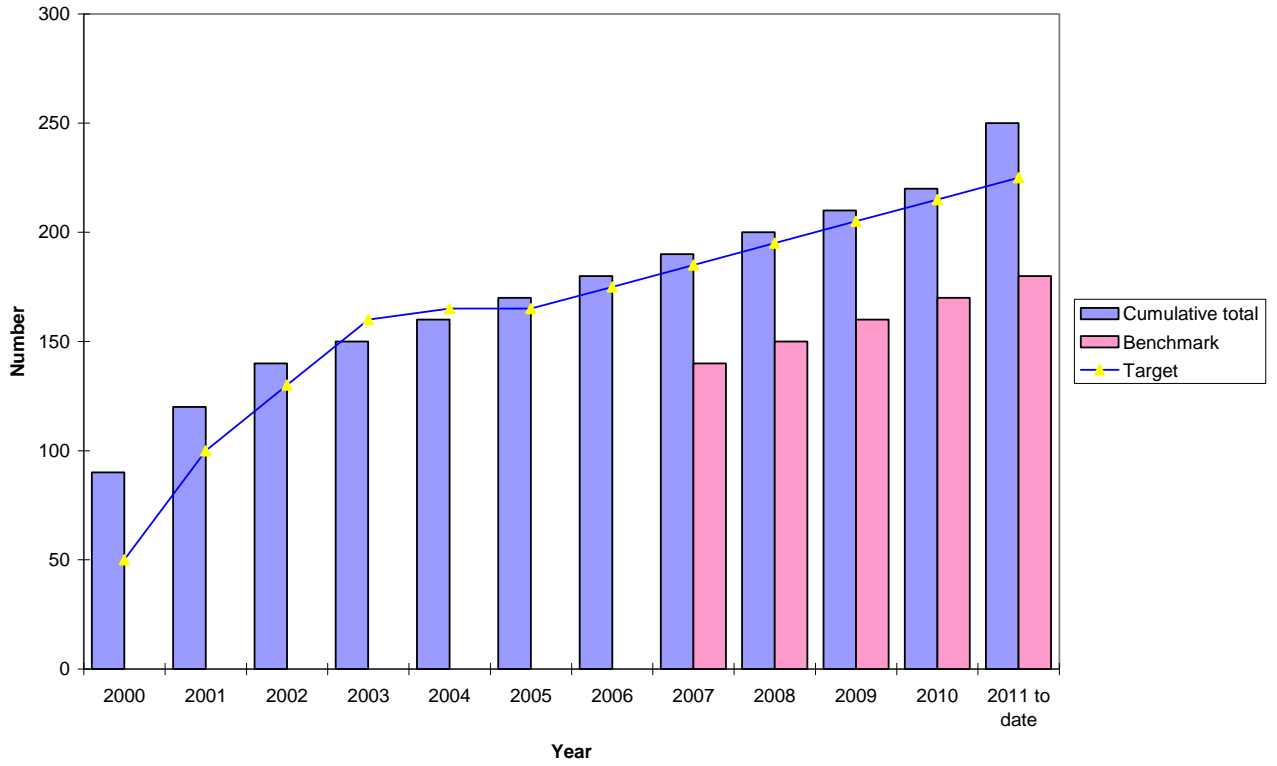
In addition to external surveillance visits undertaken by a qualified ISO Lead Assessor, CCEA regularly tests its Quality Management System through procedure and process audits.

Procedure audits are undertaken for all mandatory ISO procedures, however, since 2003, CCEA has also focused more on whole processes across the organisation's business procedures. These whole process audits look at the linkages across CCEA's business units to identify opportunities for improvement.

Recently a review of procedures has resulted in a new approach being implemented across the organisation where all procedures are now subject to self-review by procedure owners on an annual basis with Business Assurance undertaking system audits in key areas of risk.

Statistics for procedure and process audits are set out in the table below:

Cumulative Number of Procedure, Process and System Audits 2000-2011



For further information on ISO 9001 please contact Marisa Getgood, Business Assurance Manager on telephone number (028) 90261407 or by email to mgetgood@ccea.org.uk.