

# Infomatics Newsletter

NEWSLETTER NO. 09



## BCM TRAINING

We are pleased to share that our company completed BCM training for one of our clients in KSA

## BAHRAIN WEBSITE

Now our clients in Bahrain can know more about our company and contact us using our new website for Bahrain

<https://bahrain-iso.com/>



## CLIENT'S WORDS

Infomatics is the best option if you are looking for an expert, professional, organized, and honest company to consult, improve, develop, and implement any standard in your facility. Mr. Fadi and his team is the best in this domain. I wish continue success for them.  
**Alaa Nammour, Tejoury Assist Management.**

## Why ISO 9001:2015?

Quality Management (QM) is the process of analyzing and understanding activities, tasks, and processes (inputs) that are necessary to the outputs. Assuring quality of product or service means that the aim is to meet customers' needs and satisfaction limits. There are four main components of Quality Management: quality planning, quality assurance, quality control and quality improvement.



### QMS SUCCESS STORY:

COMPANIES BECAME INTERESTED IN GETTING QMS CERTIFIED AFTER THE SUCCESS THAT CERTIFIED COMPANIES REACHED, ONE OF THOSE COMPANIES THAT APPLIED THIS STANDARD AND IMPLEMENTED IT IS HFI WHICH IS A LEADING TIER 2 SUPPLIER OF INTERIOR AUTOMOTIVE PRODUCTS SPECIALIZING IN CUT AND SEW, FOAM-IN-PLACE, SMALL PARTS FOAM AND ASSEMBLY OPERATIONS.

**“Quality means doing it right when no one is looking.”**

### HFI EXPERIENCE

#### *Before ISO 9001:*

1. Production slowed due to connectivity problems.
2. Human resources were ineffectively distributed across all departments
3. Corruption became an imminent system risk

#### *After ISO 9001:*

1. Smooth operations that significantly improve customer satisfaction.
2. Increased visibility and access to all processes
3. Improved utilization of human resources

# Importance of food safety audits

Food safety refers to routines in the preparation, handling and storage of food meant to prevent foodborne illness and injury. From farm to factory to fork, food products may encounter any number of health hazards during their journey through the supply chain.

ISO 45001



## FOOD SAFETY AUDITS

A food safety audit is a systematic, independent, and documented activity in which objective evidence is gathered and assessed to determine if a food safety system is appropriate and effective. It also provides evidence that food is manufactured in a safe environment and helps determine if hazards are properly identified and controlled or eliminated. Food safety audits evaluate conformance to different audit criteria such as Hazards Analysis Critical Control Point (HACCP), industry specific standards and guidelines, food safety management system standards, and customer requirements

# FOOD SAFETY FIRST!

## SOME BENEFITS OF FOOD SAFETY AUDITS:

- 1- Select supplier, gain certification and recognition
- 2- Monitor internal conformance with policies and identify non-conformances
- 4- identify areas of opportunities for continual improvements
- 5- Improve business performance and review and update a food safety system
- 6- Identify trends (inefficient process, job performance variation by shift, etc.)
- 7- Identify underlining issues (ex: resistance to change, lack of management commitment, etc.)
- 8- Provide feedback to management
- 9- Promote a sense of ownership in employees
- 10- Improve internal communication



# Employees' healthcare and ISO standards

Usually, when considering health and safety at work, the focus is on the physical condition of the workers. However, studies show that mental health problem is growing within the workforce. This problem required more attention because of the COVID-19 pandemic

ISO 45001



## DIFFERENT ISO STANDARDS THAT AFFECT EMPLOYEE'S HEALTH

### ISO 9001:

This standard doesn't concentrate on employees only, it includes all quality management tools that improve the system. However, it does include an emphasis on the well-being of staff. In addition to that, clause 7.4 of ISO 9001 focuses on the environment for the operation process. This shows that for employees to work effectively, they need to be provided with a productive work environment.

### ISO 45001

This standard is the one specialized in occupational health and safety, this standard is very strict about workplace safety and explains how companies can support their employees' mental health.

To complete ISO 45001 procedure, organizations should define all hazards that may occur in the workplace. This includes mental health and stress which impacts workers' mental health.

Using this standard, management can define how to avoid all hazards that may affect workers and try to support them mentally and physically



# OUR PARTNERS



FOR INQUIRIES AND CONSULTATION PLEASE REACH US AT THE FOLLOWING CONTACT DETAILS:

Kuwait	KSA	UAE	Qatar	Bahrain
<a href="http://www.kuwait-iso.com">www.kuwait-iso.com</a>	<a href="http://www.iso-saudi-arabia.com">www.iso-saudi-arabia.com</a>	<a href="http://www.iso-uae.com">www.iso-uae.com</a>	<a href="http://www.qatar-iso.com">www.qatar-iso.com</a>	<a href="http://www.bahrain-iso.com">www.bahrain-iso.com</a>
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