

# Application of ISO 9001:2008 in the public sector

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Foto: IMMOBILIER AG

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2. Exemples of Management Systems in Central Government (CH)
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4. Challenges of ISO 9001:2008
5. Conclusion

# 1. Introduction 1/2

## History of ISO 9001

- First Edition 1987
- Revisions 1994, 2000, 2008
- Introduced in over 175 countries
- Worldwide over 1'000'000 certificates

## Introduction 2/2

- Top five Countries : China, Italy, Japan, Spain, India
- Number in Public Administration : over 7.000
- e.g. Switzerland : over 300 (approx : 140 Local, 80 District, 80 Central)
- Perspective : Number still growing

## 2. Exemples of Management Systems in Central Government (CH)

- Federal Roads Office
- Federal Office for Civil Protection
- Federal Office of Public Health

# Federal Roads Office

Federal Department of the Environment, Transport, Energy and Communication

## Main topics:

- National Roads (incl. Maintenance)
- Traffic flow
- Road Safety



# Federal Roads Office

## Management system of federal roads office

0. Management	Core business (product groups)	8. Support
0.0 Office management	1 Road networks	8.0 Finance and Controlling
0.1 Information and communication		8.1 Procurement
0.2 Design		8.2 Land acquisition
0.3 Further development	2 Street infrastructure	8.3 Central computer department
0.4 Personnel		8.4 Services
0.5 Auditors	3 Street traffic	8.5 Implementation support
		8.6 Document management
		8.7 Security
		8.8 Language services

1. Office Concept
2. Organisation chart
3. Signatures and competence regulations
4. Process owner matrix
5. Abbreviations and terms
6. Budget
7. News

Mandate ASTRA 2007 – 2011

Performance agreement 2009

# Federal Roads Office

## 1-1-02 Master plans

Objective  
 Checking Cantonal master plans for differences with respect to NSG and NSV; approval

Pages 1

Process network  
 Abbreviations and terms  
 Signatures and competence regulations  
 Process owner

Search

→Input	Process	Notes	Tools	Responsible	→Output
Cantonal master plan (via ARE) (OSD)	<pre>                     graph TD                         Start([Start]) --&gt; Check{{Check master plan}}                         Check --&gt; Opinion[Opinion to ARE]                         Opinion --&gt; Review{{Permit application review}}                         Review --&gt; OK{OK?}                         OK -- No --&gt; Review                         OK -- Yes --&gt; Approval[Approval]                         Approval --&gt; Archive[Archive document]                         Archive --&gt; End([End])                     </pre>	<p>Check the master plan using support tool</p> <p>Letter to ARE</p> <p>Check agreement of the ARE application with ASTRA opinion</p> <p>Clarify contradictions with ARE</p> <p>Letter to ARE</p> <p>In records management</p>	<ul style="list-style-type: none"> <li>NSG (Federal National Street Law)</li> <li>NSV (National Street Act)</li> <li>Spatial Planning Act</li> <li>Air Pollution</li> <li>LSV (Noise Protection Act)</li> </ul>	<p>NP</p> <p>NP</p> <p>NP</p> <p>NP</p> <p>BL NP</p> <p>NP</p>	<p>Opinion on master plan</p> <p>Approval of master plan by ARE</p>





# Federal Office for civil Protection

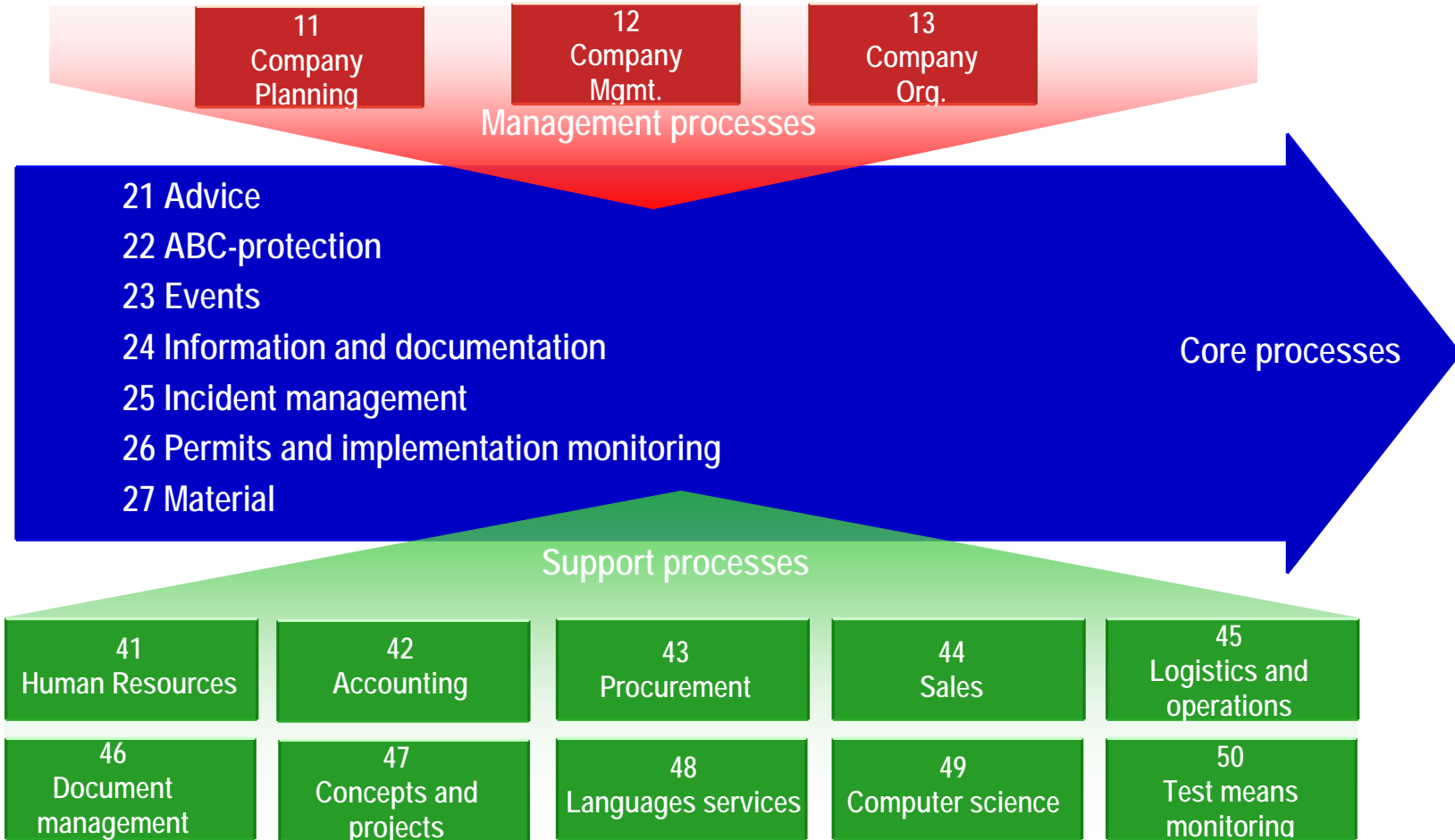
## Federal Department of Defense, Civil Protection and Sport

### Main topics:

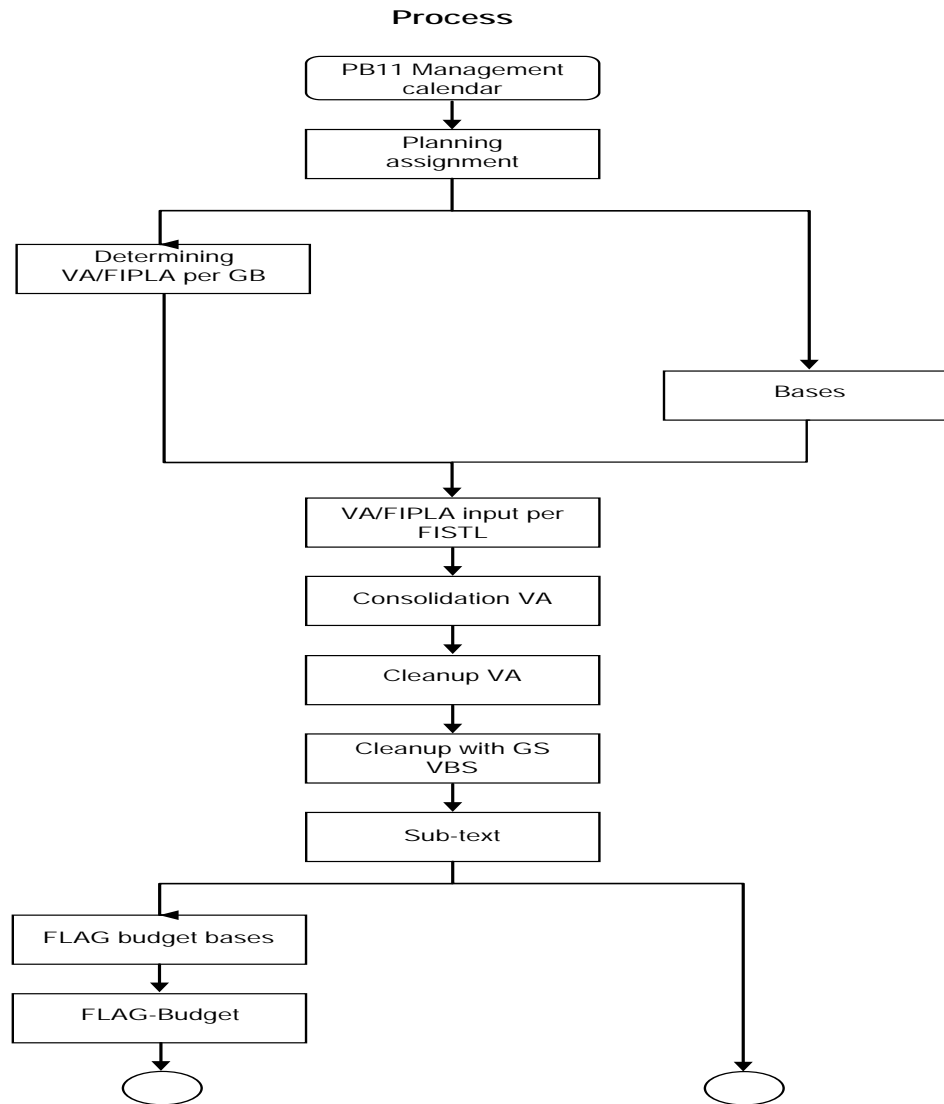
- Civil Protection Activities (coordinates provision of nuclear shelters, organisation and help in case of earthquakes, floods, fires, landslides e.g.)
- Support for district and local authorities



# Federal Office for civil Protection



# Federal Office for civil Protection



# Federal Office of Public Health

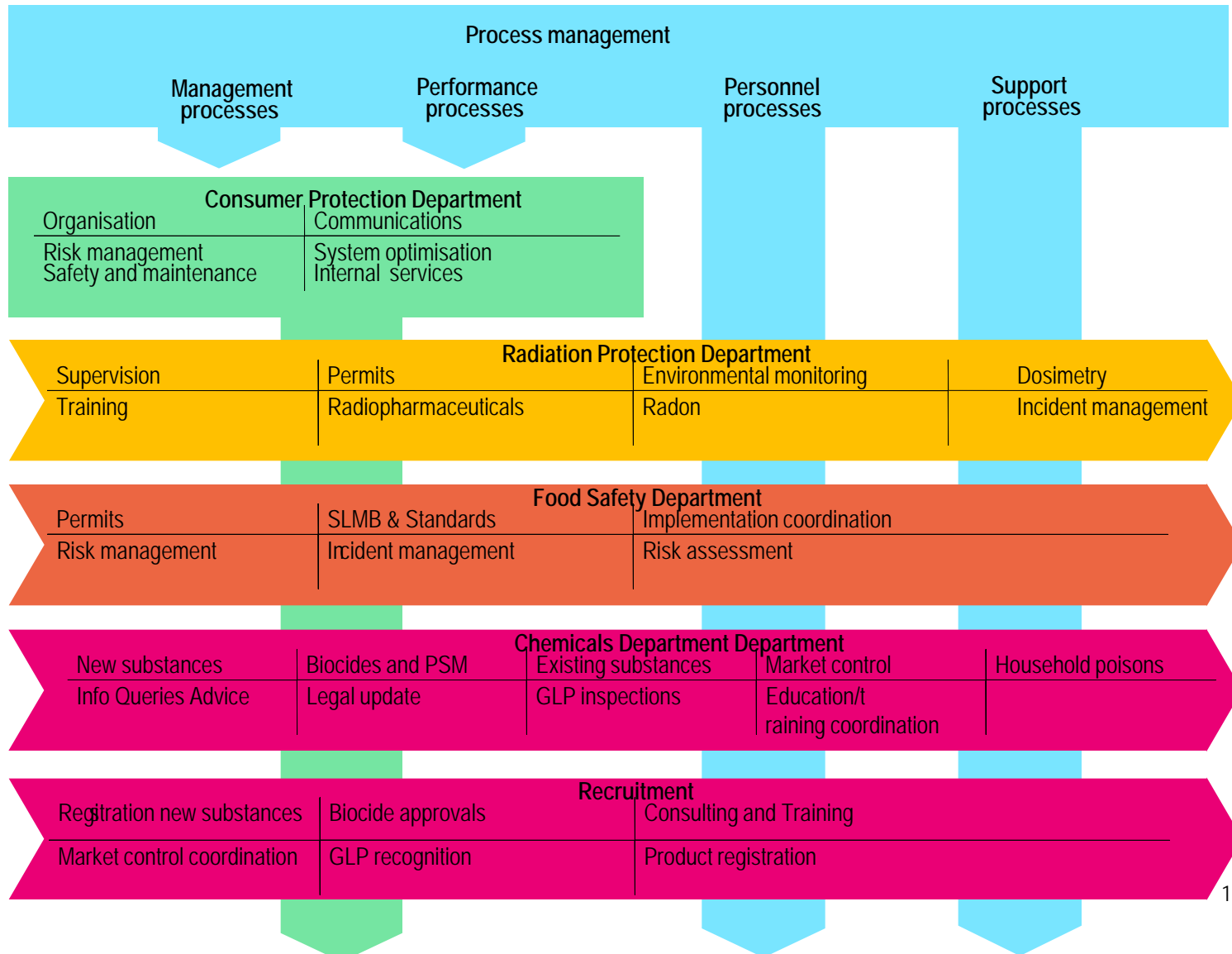
## Federal Department of Interior Affairs

### Main topics:

- Social Security
- Health
- Education, Science, Research
- Culture
- Statistics
- Meteorology



# Federal Office of Public Health

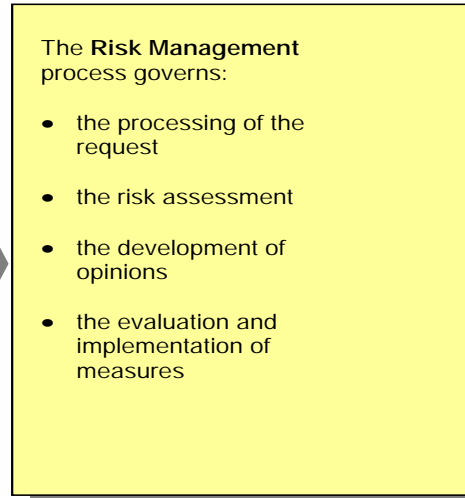


# Federal Office of Public Health

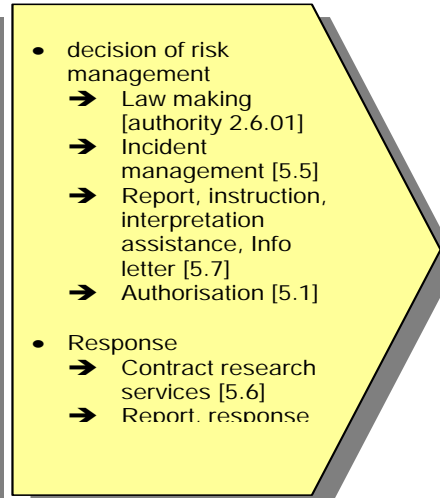
## Input



## Process content

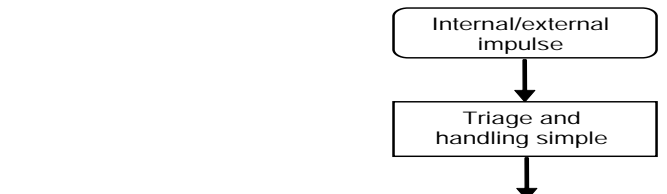


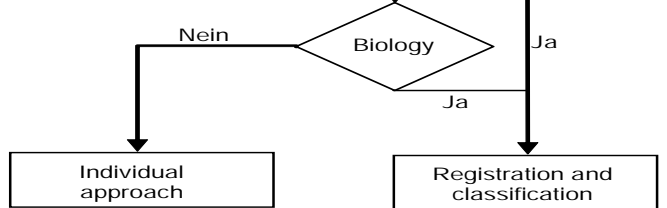

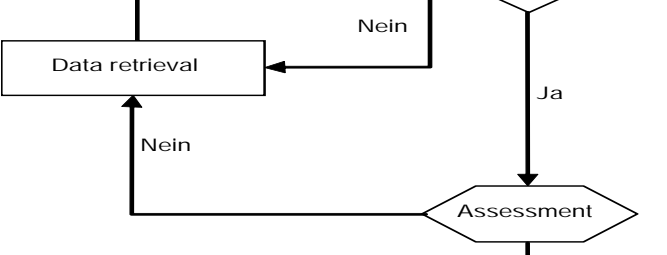

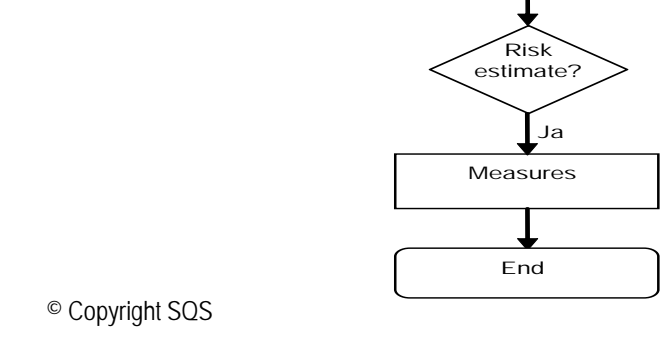
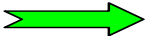


## Output



<p><b>Goal</b> Implementation of the findings from the risk assessment in the official practice. Information and measures from research, law, risk assessment will be developed in a structured manner.</p>
<p><b>Customers and partners</b> Employees of the BAG, enforcement bodies, industries, consumers, media</p>
<p><b>Success indicators</b> None available</p>
<p><b>Process manager</b> Claude Wüthrich</p>
<p><b>Users of the process</b> Employees of the LMS Department</p>
<p><b>Related documents</b> 5.4.01 FD Risk management.doc 5.4.02 DK Overview of CL.doc 5.4.03 DK Directory of guidelines.doc 5.4.04 DK Basic rules governing the handling of queries.doc</p>

# Federal Office of Public Health

PROCESS	INPUT	DESCRIPTION/MEANS	OUTPUT	Responsibility
 <pre> graph TD     A[Internal/external impulse] --&gt; B[Triage and handling simple]     B --&gt; C{Substance?}     C -- Ja --&gt; D[Registration and classification]     C -- Nein --&gt; E{Biology}     E -- Ja --&gt; D     E -- Nein --&gt; F[Individual approach]             </pre>		Basic rules 5.4.04-DK  concerns foreign or contained substance?	 Answer	Specialist  Specialist
		affects microorganisms?		Specialist
 <pre> graph TD     G[Registration and classification] --&gt; H{Dossier OK?}     H -- Ja --&gt; I[Assessment]     H -- Nein --&gt; J[Data retrieval]     J --&gt; H     I --&gt; K{Risk estimate?}     K -- Ja --&gt; L[Measures]     L --&gt; M[End]             </pre>	 Open-Geko	Examples of individual approaches		Specialist/ administration
		Data for risk analysis in place and adequate?  Checklist - Table		Specialist/ administration
 <pre> graph TD     N[Assessment] --&gt; O{Risk estimate?}     O -- Ja --&gt; P[Measures]     P --&gt; Q[End]             </pre>		Checklist - Table	 Contract research services [5.6]	Specialist
 <pre> graph TD     R[Measures] --&gt; S[End]             </pre>		Checklist - Table	  Report Intepretation aids Info letter Permission [5.1] Law making [3.2] Implementation coordination [5.3] Incident management [5.5]	Specialist  Specialist



### 3. Achievements 1/2

Processes defined and controlled  
Organisation and responsibilities set  
Leader involvement  
Overall quality improved  
Better service to the public  
Transparency improved



## Achievements 2/2

Better use of Ressources

Efficiency gained

Effectiveness improved

Preventive and corrective action (systematically)

Continual improvement

Change managment support

Conciouness and awareness of the employees improved

Recognition in public and other organisations

## 4. Challenges when introducing ISO 9001:2008

Management involvement and support  
Adequate personal resources and qualification  
Knowledge in process management  
Avoid lots of paper  
Avoid theoretical approach only  
Do not limit to set the basic standards only  
Sufficient resources for up-keeping  
Other targets in addition to Certification

## 5. Conclusion

A management system according to ISO 9001:2008 supports the management and improves the quality of work in public administration. It has to be adopted to the size and nature of the organisation. The culture and way of leadership have to be taken into account and reflected in the system. The certification can be the start for business excellence.

**Thank you for your kind attention!**

**I'm happy to answer your questions anytime.**

