

# BONZA NEWS

**Bonza**  
TRAINING SOLUTIONS

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## Preventive Action—Is it Possible? Part 2

By Keith Thomas CQE, CET and IRCA registered Lead QMS Auditor

Last month we discussed the difference between Corrective & Preventive Action – see the November issue of BONZA NEWS at [www.bonzatraining.com](http://www.bonzatraining.com)

Before writing this article, I applied the 5-WHY tool to help me identify the barriers to developing PA. Most barriers were identified in Donna Jarvie's article "Root Cause Analysis – Why do we need it?" (See September's BONZA NEWS at [www.bonzatraining.com](http://www.bonzatraining.com)) Sad to say however, my evaluation overwhelmingly confirmed that the main barrier for not implementing PA, is the difficulty of clearly understanding what PA is, and the excellent added value that proactive analysis ensures.

So let's do a quick recap: – Corrective Action or CA is action to correct a non-conformance that exists and eliminate the causes. Preventive Action or PA is action taken to eliminate the causes of a potential, or probable, non-conformance before the non-conformance occurs.

In other words, CA is reactive and will COST us. Whereas PA is proactive, is easier to implement than we think, and is a cost BENEFIT.

One of the best tools I know for generating PA's is everyday "Observation". In the same way that we are ever alert to "Safety" - and prevent our colleagues from walking in front of a forklift – we can observe work in progress and identify better, more secure ways to ensure that mistakes are not made. This can often lead to changes in work habits or activities that are PA. Consider the benefits of a 5S program, which is essentially "a place for everything & everything in its place" – leading to fewer mistakes with the added bonus of improved morale. Anyone who has worked in a "5S Organisation" will gladly tell you how much better it is to work in a 5S environment.

Another observation method is the use of internal audits to identify PA - not just CA! The use of a more recent method of "Layered Process Audits" is even more effective when correctly applied.

Supplier development is a good source of PA. If you can prevent your Supplier from shipping their mistakes to you - that is excellent PA, and well worth a look.

Using more formal methods of risk analysis is extremely valuable. One of the best tools available is "Failure Modes and Effects Analysis" (FMEA). This tool aids us in identifying risks and placing values on all actions in a given process or activity. Based on these values, priorities can be set for establishing actions to reduce and/or eliminate these risks.

Another example of risk reduction or PA is the use of work instructions. If you already have work instructions, an example of further PA is to exchange the "words"



### QUOTE

"I believe that the average guy in the street will give up a great deal, if he really understands the cost of not giving it up. In fact, we may find that, while we're drastically cutting our energy consumption, we're actually raising our standard of living."

– David R. Brower

### GOOD NEWS!

**Canada's economy emerges from recession. (FT.com)**  
30 November 2009

Canada emerged from its first recession since 1992 in the third quarter as its economy grew at an annualised rate of 0.4 per cent.

There is hope for Canadian exporters, as Statistics Canada said on Monday that third-quarter exports rose for the first time in nine quarters, up 3.6 per cent. Automotive products made the largest gain, with exports jumping 28 per cent.

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with highly visible pictures to eliminate the potential risk of language or reading difficulties.

Reducing reliance on 100% inspection (which is not 100% effective anyway) will reduce risk. An example of PA is the use of "poka yoke" or "error proofing" methods. These methods may also include vision systems, which detect and automatically reject non-conformances. The ultimate in PA is the implementation and use of statistical analysis and process control methods to ensure ongoing capability of the processes and elimination of the need for 100% inspection.

If you require further assistance in implementing any of the above methods, Bonza Training Solutions can help. Merry Christmas!



## Introducing CIS—Continuous Improvement Software

**CIS, Continuous Improvement Software** is an SaaS Cross-Platform Business (X-Engineering) Solution for managing (without paper) all elements of an organization, including ISO 9001:2008, AS9100, NADCAP and FAA requirements. It is simple to use, simple to start and most of all, simple to maintain. It has proven itself in hundreds of companies.

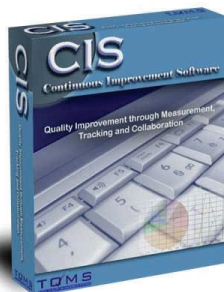
CIS is used in manufacturing and service industries. It was created to provide companies with simple yet powerful and affordable tools to manage their business, their quality system and to ensure customer satisfaction.

Since it's first release, CIS has grown outside it's boundaries of compliance, and now offers solutions for job management, sales and marketing, and many other simple to use tools to manage your business.

CIS was developed by Mr. Peter Sanderson, the President and Founder of TQMS, a quality management training and consulting company. He has developed several quality training systems and is considered a leader and visionary in the field of quality control.

Peter Sanderson won the Quality Professional of the Year 2008 Award from Quality Magazine.

**Bonza Training Solutions** is pleased to announce that we are working with CIS as a Re-Seller of their software. If you would like more information about this product, and how it will streamline your business processes and save your company time and money, call us now: **877-508-5525**.



The executive overview videos on the CIS website are excellent in explaining all about this software. Click here to view them:

<http://cissoftware.com/ExecutiveOverview.aspx>

We are very excited to be able to offer this product to our clients, and are looking forward to working with CIS to help companies better manage their businesses.

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## Future ISO 50001 for energy management systems

By *Edwin Piñero, Chair, ISO/PC 242, Energy management*

No topics are probably more in the public eye right now than energy and climate change.

From energy prices to climate change impacts, to foreign oil dependence, energy-related topics are the source of constant discussions, debates and news. What's more, nearly all sectors of society are getting involved. Whether it is energy-conscious home owners, or government-backed policies and incentives, or businesses looking to reduce their carbon footprint, everyone is doing their part to contribute.

An equally growing movement is the use of international management system standards as tools to improve organizational efficiency and productivity. Product standards have been around for a long time, but the use of International Standards to manage how an organization functions, rather than the nature of their product, has been growing.

ISO is known for its world-famous suite of management system standards for quality (ISO 9000 series) and the environment (ISO 14000 series) respectively. Both have successfully stimulated substantial, continual efficiency improvements within organizations around the globe.

We are now experiencing an interesting nexus of the need for effective energy management and the successful growth of international, consensus-based management system standards. Therefore, it is clear that the time has come for an energy management system standard. Effective energy management is a priority focus not only because of the significant potential to save energy, but also because of its role in reducing greenhouse gas (GHG) emissions worldwide.

ISO has identified energy management as one of the top five areas requiring the development and promotion of International Standards. This need did not go unnoticed in several countries, with initiatives underway in China, Ireland, the Republic of Korea, the USA and the European Union with its EN 16001. And clearly, the first major users of such a standard will be industry. The expected benefits of the future standard are numerous, including major, long-term increases in energy efficiency of more than 20 % in industrial facilities.

### Why a new standard ?

The standard will provide organizations and companies with technical and management strategies to increase energy efficiency, reduce costs, and improve environmental performance. Based on broad applicability across national economic sectors, the future standard could influence up to 60 % of the world's energy demand. Although originally intended for industry, the standard will apply to any type of organization wishing to effectively manage its energy uses and efficiency.

It is envisioned that the future standard will provide organizations and companies with a recognized framework for integrating energy efficiency into their management practices. International organizations will have access to a single, harmonized standard for implementation across the organization, with a logical and consistent methodology for identifying and implementing energy efficiency improvements.

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### International backing

The United Nations Industrial Development Organization (UNIDO) recognized both industry's need to mount an effective response to climate change, and ISO's need to address the proliferation of national energy management standards. To this end, UNIDO requested that ISO look into developing an international energy management standard.

In February 2008, the ISO technical management board approved a new project committee ISO/PC 242, *Energy management*, to develop the new ISO energy management system standard, building on the most advanced good practices and existing national or regional standards.

The standard will also accomplish the following :

- Assist organizations in making better use of their existing energy-consuming assets
- Offer guidance on benchmarking, measuring, documenting, and reporting energy intensity improvements and their projected impact on reductions in GHG emissions
- Create transparency and facilitate communication on the management of energy resources
- Promote energy management best practices and reinforce good energy management behaviours
- Assist facilities in evaluating and prioritizing the implementation of new energy-efficient technologies
- Provide a framework for promoting energy efficiency throughout the supply chain
- Facilitate energy management improvements in the context of GHG emission reduction projects
- Allow integration with other organization management systems (environment, health and safety).

The future ISO 50001 will establish an international framework for industrial and commercial facilities, or other types of organizations, such as public sector operations, to manage all aspects of energy, including procurement and use. As with the ISO 9000 and the ISO 14000 series, it is likely that there will be a certification process for ISO 50001 to certify the management system itself.

### Merging of innovative thinking

The inaugural meeting of ISO/PC 242 was held in September 2008, with more than 80 delegates representing 25 ISO member countries from all regions of the world, as well as several organizations in liaison with ISO. Excellent progress was made in the technical discussions and a first working draft was circulated for comment.

A major point of discussion was the need to ensure compatibility with the existing suite of ISO management system standards. The committee, therefore, took the key decision to base the draft on the common elements found in all ISO management system standards.

The committee's second meeting, which took place in Rio de Janeiro, Brazil, in March 2009, delved more into the substance of ISO 50001 and its uniqueness. This included discussion about energy performance improvements, the need for

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relevant data, and the need for the ability to prioritize energy issues.

Clearly, the urgent need for a management tool to tackle the critical issue of energy, combined with an urgency to harmonize the proliferation of similar national standards, has resulted in a very fast-moving and smooth International Standard development process. Since the Brazil meeting, a committee draft (CD) is being prepared for the third quarter of 2009, with a final International Standard ready for the end of 2010.

As with any ISO standard, there is ample opportunity for stakeholder input, and as the process moves to the CD stage, the role of national delegations grows in importance. From this point on, it is expected that each member country will develop its own opinions and comments on the ensuing drafts. In addition, energy leaders are encouraged to participate in their country's national mirror committee which will coordinate the country's participation in writing the standard.

### The future shines bright

It is hoped that the introduction of ISO 50001 will result in widespread uptake among all types of energy users. The Plan-Do-Check-Act model has been proven successful for managing quality and environmental issues. Each new management system standard is an improvement over the prior ones, based on lessons learned from past experience. Hence, ISO 50001 will be strong in integrating performance measurement and data with the management system framework. It will not only lead to effective management of the process, but will also increase energy efficiency and more prudent energy use.

SOURCE: [http://www.iso.org/iso/iso-focus\\_2009-09\\_p18\\_mainfocus.pdf](http://www.iso.org/iso/iso-focus_2009-09_p18_mainfocus.pdf)

### About the author



**Edwin Piñero** is Manager of Sustainable Development for the Energy, Systems and Security Division at Parsons Corporation, and is helping Federal clients find new opportunities for sustainability improvements, and aid them in planning, developing, and implementing sustainable solutions. Mr. Piñero has more than 28 years of experience in earth and environmental sciences, and in implementation of sustainable practices. He has worked for private consulting firms, as well as the USA government. He is currently the chair of ISO project committee ISO/PC 242, *Energy management*.

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