

# BONZA NEWS

**Bonza**  
TRAINING SOLUTIONS

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## QUOTE

“He who rejects change is the architect of decay. The only human institution which rejects progress is the cemetery.”

– **Harold Wilson**

## GOOD NEWS

The Toronto Sun  
January 26, 2010

Last week, a group of Korean companies — led by Samsung and Korea Electric Power — announced they will invest \$7 billion to build green energy projects in Ontario over the next six years and create 16,000 jobs — at a time when Ontarians need them most.

Landing a major international player in the green energy sector means other companies looking to build manufacturing plants and generation capacity will find the expertise and the infrastructure readily available in Ontario.

It sends a clear message that Ontario is a major player in green energy manufacturing. It says Ontario is open for green energy business.

## AS 9100C Aerospace Standard

### A Significantly Expanded Payload

By **John Mahn**

The newest revision of the Aerospace Quality Management System Requirements – AS 9100C was released in 2009 and has appreciably augmented its payload. The new release expanded the scope to include Aviation, Space and Defense. The standard also incorporates the requirements of the new ISO 9001:2008. Organizations are required to implement this standard and to continuously improve their QMS including a commitment to meet or exceed customer and applicable statutory and regulatory requirements.

The aerospace industry has established the International Aerospace Quality Group (IAQG) with representative companies in the Americas, Asia/Pacific and Europe. Their mandate is to implement initiatives, aimed at making improvements in quality and reductions in cost, throughout the value stream. This standard has been developed by the IAQG with input from major stakeholders.

Key changes to AS 9100 Revision C include; the addition of 6 requirements, 8 revised requirements and 3 deletions. Do not misjudge the complexity of the changes or the time and resources required to employ them. Within the key changes, each of the additions represents a significant new process which will take time to develop, implement and maintain. These are only the major changes. There are also many minor changes in wording, interpretation and text that need to be addressed.

### So what are the significant changes?

Additional requirements include all the new requirements of ISO 9001:2008 and;

1. 3.1 Definition and consideration for the term **“Risk”**
2. 3.2 Definition and consideration for the term **“Special Requirements”** including factors such as;
  - a. Past experience
  - b. Product or process complexity
  - c. Product or process maturity
3. 3.3 Definition and consideration for the term **“Critical Items”** which may include;
  - a. Fracture critical items
  - b. Key characteristics
  - c. Mission critical items
  - d. Safety critical items

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When examining the definition and consideration of new terms, an organization needs to determine its applicability, how it will be applied, monitored and documented.

4. Clause 5.2/8.2.1 **Customer Focus/Satisfaction.** Customer satisfaction shall be formally monitored and reviewed for compliance along with corrective actions in the following areas;
  - a. Corrective action requests
  - b. Customer complaints
  - c. On-time delivery
  - d. Product conformity
5. Clause 7.1 – **Project Management;** new requirement for managing product realization in a structured and controlled way to meet the requirements at an acceptable risk within resource and schedule constraints.
6. Clause 7.1.2 – **Risk Management;** a new requirement to implement a risk management process applicable to the product and organization covering responsibility, criteria, mitigation and acceptance.

Other changes worth noting are: changes to configuration management, (reference ISO 10007) work transfer, recognition of supplier quality data, approval status of suppliers and statistical sampling plans.

Registration to AS 9100:2009 (C) must be completed within 30 months from its release. The standard was released in January of 2009. Organizations should be developing and implementing the changes during 2010 so they will be ready to be re-certified early in 2011. Re-certification could occur as part of an organization's annual compliance audit. Currently the Quality Management System Assessment, (QMSA) AS 9101 C is being rewritten to AS 9101 D. The QMSA is scheduled for release during the 3<sup>rd</sup> quarter of 2010. Once it is released organizations can begin conducting system audits in preparation for their third party audits.

The implementation of this standard should result in improved quality, schedule and cost performance by the reduction or elimination of organization-unique requirements and enhancement of good manufacturing practices.

### AS9100 Rev C Upgrade Courses 2010

February 10 - Stratford

April 28 - Ottawa

June 23 - Burlington

August 24 - Vaughan

September 24 - Waterloo

Course Fee: \$495. Please ask about our Group Discount.

This course is available for on-site delivery.

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## Ontario's Workplace Violence and Harassment Bill Passes Third Reading

By Daniel Pugen and Ben Ratelband

Bill 168, "An Act to amend the *Occupational Health and Safety Act* with respect to violence and harassment in the workplace and other matters," passed third and final reading in the Ontario Legislature on December 9, 2009. Bill 168 will soon receive Royal Assent and will then come into force six months later.

Bill 168 represents a significant change in how, and to what extent, workplace violence and harassment is regulated in Ontario. Bill 168 has been passed with few substantive changes to the original version of the Bill that was first introduced by the Ontario Government earlier this year (described in our [e-Alert](#) of April 23, 2009).

Under Bill 168, employers must devise workplace violence and harassment policies, develop programs to implement such policies, and engage in assessments to measure the risk of workplace violence. In addition, work refusal rights and the duties of employers and supervisors under *OHSA* have both been clarified to specifically apply to workplace violence.

The most significant change that has been made to the original Bill is the inclusion of a new, expanded definition of "workplace violence." Prior to third reading, only actual and attempted physical violence was included in the definition. Now, under the expanded definition, workplace violence includes not just actual and attempted physical violence but also *threats* of physical violence. Under Bill 168, "workplace violence" means:

- a. the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- b. an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or
- c. a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

With subsection (c) now included, "statements" or "behaviours" that could reasonably be interpreted as a *threat* of physical violence will now be covered under the "workplace violence" definition.

Under Bill 168, "workplace harassment" means "engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome." Unlike "harassment" as defined in the *Human Rights Code*, the definition of "workplace harassment" under Bill 168 includes conduct that is **not** related to a prohibited ground of discrimination, e.g., sex, age, ethnicity, religion, etc.

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Many of the other features of the original version of Bill 168 remain unchanged. These include obligations on employers to:

- Assess the risks of workplace violence and advise the workplace joint health and safety committee or health and safety representative — or, if there is no committee or representative — advise the workers themselves of the results of the assessments.
- Re-assess the risks of workplace violence as often as necessary to ensure the worker's protection.
- Prepare and post written policies dealing with workplace violence and workplace harassment and review them at least annually.
- Develop a comprehensive program to implement the workplace violence policy that includes measures to control risks of workplace violence, summon immediate assistance when workplace violence occurs, report incidents of workplace violence to the employer, and investigate and deal with incidents or complaints.
- Develop a program to implement the workplace harassment policy that includes measures for workers to report incidents of harassment and that sets out how the employer will respond to any such incidents and complaints.
- Provide information and instruction to workers on the contents of the workplace harassment and workplace violence policies and programs.
- If an employer becomes aware, or ought reasonably to be aware, that domestic violence that is likely expose a worker to physical injury may occur in the workplace, the employer must take every precaution reasonable in the circumstances for the protection of the worker.

Bill 168 also provides that:

- The statutory duties of employers and supervisors under OHS Act apply, as appropriate, to workplace violence.
- The duty on employers and supervisors to provide information to a worker includes an obligation to provide information relating to a risk of workplace violence from a person with a history of violent behaviour if: (i) the worker can be expected to encounter that person at work; and (ii) the risk of workplace violence is likely to expose the worker to physical injury.
- Workers have the right to refuse work in situations where they are likely to be endangered by workplace violence.

Ontario Employers should now be reviewing and, as necessary, revising their workplace policies and procedures dealing with workplace violence and workplace harassment in order to ensure that they will be in compliance with their new legal obligations once Bill 168 comes into effect.

McCarthy Tétrault will be holding a breakfast seminar in January 2010 to provide our clients with more information on what Bill 168 means for their organizations and what steps they will need to take in order to meet their new obligations as employers. Electronic invitations will be sent out in the near future.

Daniel Pugen is an Associate and Ben Ratelband is a Partner at McCarthy Tétrault in Toronto. McCarthy Tétrault delivers integrated business law, tax, real property, labour and employment, and litigation services nationally and globally through offices in Vancouver, Calgary, Toronto, Ottawa, Montréal, Québec City and London, UK.

<http://www.mccarthy.ca>

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## 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.

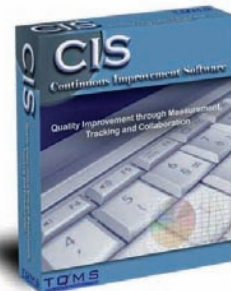
CIS is used in manufacturing and service industries. It was created to provide companies with simple yet powerful and affordable tools to manage their business, their quality system and to ensure customer satisfaction.

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.

**You are invited to**

## **A FREE CIS Demonstration**

Tuesday, February 16, 2010

8:30 A.M. – Noon

535 Sovereign Road, London, ON (2<sup>nd</sup> Floor)

*Space is limited, so please call to register.*

*Registration Deadline: February 10th.*

**877-508-5525**