



Domestic Energy Efficiency Advice Code of Practice

Guidance Note

Integration of the Domestic Energy Efficiency Advice Code of Practice within a ISO9001 Quality Management System

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Introduction

You will already have worked through the Domestic Energy Efficiency Code of Practice the “Heart of the Code” , which is relevant to all energy efficiency advice providers.

Reading this guidance note will help you and your organisation decide if it is advantageous to embody the requirements of the “Heart of the Code” into your existing ISO9001 approved system or gain ISO9001 approval so that the “Heart of the Code” can be more effectively managed.

If you are unsure whether your organisation is currently approved to ISO9001 ask your superior, HR office or you may have a Quality Manager or Quality Representative.

Throughout this document reference is made to ISO9001, this is taken to refer to the latest version ISO9001:2000 which from December 2003 superseded previous version; ISO9001:1994 or ISO9002:1994. Guidance given is only relevant to ISO9001:2000.

This guidance note should be used in conjunction with the Heart of the Code and with any of the other guidance notes that are relevant to the way(s) in which you give energy efficiency advice.

- ☺ Please note: The adoption of and registration to ISO9001 may not be appropriate for very small organisations - the benefits could be outweighed by the use of resources. In that case it may be beneficial to consider a scheme such as The Small Business Standard published by the Federation of Small Business & Institute of Quality Assurance, how to obtain details of this can be found at end of this pamphlet. You cannot be independently assessed to this standard (nor is it addressed in this pamphlet) but it would give a firm foundation for future adoption of the ISO9001 when your organisation is ready to take this step.

ISO9001 Explained

ISO 9000 is a family of standards, that represents an international consensus on good management practices. These good practices have been distilled into a set of standardised requirements for a quality management system, regardless of what your organisation does - manufacturing, retail or service provider, its size, or whether it's in the private, or public sector.

A successful organisation can be described as one that:

- listens to customers and other interested parties
- follows systems when running their business
- continually improves how it works and the products or services it supplies

ISO9001 will help in ensuring that these goals are ingrained into daily activity.

The term ISO 9000 refers to a set of quality management standards. ISO 9000 currently includes three quality standards: ISO 9000:2000, ISO 9001:2000, and ISO 9004:2000. ISO 9001:2000 presents *requirements*, while ISO 9000:2000 and ISO 9004:2000 present *guidelines*. When reading the standard it should be remembered that the word product, as well as meaning a tangible entity, also refers to the provision of a service i.e. energy advice.

ISO 9000 is sweeping the world. It is rapidly becoming the most important quality standard. Thousands of companies in over 100 countries have already adopted it, and many more are in the process of doing so.

Is your organisation already registered to ISO9001?

If you are already registered,

you will need to ensure that you embody the requirements of the Code into your existing system and reflect such in your scope of approval - see following section for guidance. This will entail changes to your:

- Quality Manual including
 - scope
 - interaction of the processes
- Quality Policy and Objectives
- existing procedures as necessary
- new procedures and or forms /checklists directly linked to the code as necessary

These changes should be made in conjunction with your quality representative or administrator.

Prior to requesting your third-party registration body to assess and approve the change in scope you will need to test the effective implementation of changes by completing an internal audit.

Advise your third-party registration body that you wish to change scope, they will advise if this can be accomplished at a regular assessment visit or they may, if the change to your system is extensive, require a special visit.

If you are not registered,

you will need to construct a system that complies with the requirements of ISO9001 and the Code utilising the previous section guidance. Gaining approval should not be considered a daunting task but it will entail extra effort. The requirements can be gleaned from the ISO9001 itself and other reading material widely available including from the web. It may be advantageous to consider having a person or group of persons externally trained in ISO9001. If use of internal resource in implementing the systems is problematic external short-term

resource such as a qualified quality consultant could be considered. While being an additional expense they can avoid mistakes in implementing system and because of their experience in implementing such systems should ensure that it is effective while not being overly difficult to operate.

The steps generally taken in gaining a new registration are as follows:

- Purchase a copy of ISO9001:2000. You do not need to purchase ISO9000 or ISO9004.
- Review ISO9001 and support literature.
- Assemble a team (which should include at least one member of senior management) and agree your strategy and expenditure on project.
- Consider training.
- Consider use of a quality consultant.
- Choose registration body which, to gain most benefit from your efforts, should be UKAS approved and display the UKAS logo.
- Develop a Quality manual.
- Develop support documentation.
- Implement your Quality Management System.
- Carry out internal audit of Quality Management System
- Arrange for selected registration body to complete assessment and gain registration.

Linking the Code to your ISO9000 system

Every organisation will have a different Quality Management System that reflects their working practises and meet the requirements of ISO9001. The following is a guide as to which elements of the Code have a clear correlation with the requirements of ISO9001. The correlation of elements of the Code not identified can still be embodied within your system but will very much vary from organisation to organisation - when constructing your system each part needs to be practically tested for relevance and benefit to the operation of the organisation.

CORRELATION BETWEEN THE CODE AND ISO9001:2000

The Heart of the Code of Practice		ISO9001
Quality of Advice and Information		Clause
1.	To ensure that a systematic approach to providing Energy Advice is taken the various aspects of General requirements should be carefully considered. The systematic approach to establishing needs of the customer / enquirer should be addressed within Customer-related processes	4.1 7.2.1 7.2.2
2.	Advice given is impartial and/or transparent	These paragraphs have no direct correlation but need to be considered under 4.1
3.	Information and advice provided is clear, useful and customer friendly and suits the differing needs of customers/enquirers	
4.	Information and advice offers customers/enquirers sensible solutions to their energy efficiency queries/problems	
5. 6.	To ensure that the advice is current it should be controlled within Control of documents . Where the core or actual advice is provided externally (i.e. from an attributed source) clause f) will be applicable in addition to other the other clauses within this section. The designated person who is responsible for updating energy information should be identified within the Responsibilities and authorities .	4.2.3 5.5.1

Training and Development		Clause
7.	The designated persons who are responsible for staff training and ensuring continued competence should be identified within Responsibility and authority .	5.5.1
8.	Competence should be assessed within Human resources .	6.2.1 & 6.2.2
9.	The review of staff development should be addressed by Management review .	5.6.3 c)
Customer Access		
10.	Customer access should be addressed within Customer communication .	7.2.3
11.		
12.	The need for staff to have relevant and up to date information should be controlled by Control of documents .	4.2.3
13.	Ensuring staff awareness should be covered by Responsibility and authority .	5.5.1
	The referral to other parties should be covered within Customer-related processes and Customer communication .	7.2.2 c) & 7.2.3
Quality Assurance and Service Improvement		
	General Improvements in regard to service provided should be addressed within Continual improvement linked into Quality objectives and Management Review	5.4.1 8.5.1 5.6.3
14.	The handling of customer complaints should be covered within Corrective action with a link back to Management Review	8.5.2 5.6
	The review of such should be addressed within Management review .	5.6.2 b)
15.	A “receiving organisation” can be considered to be an outsourced activity and should be suitably identified and controlled within the quality management system.	4.1
It should be noted that there are several sections within ISO9001 which do not directly relate to the Code that MUST be specifically addressed by a written procedure.		

What to do next

If you, as an organisation, have made a clear decision to adopt ISO9001 using the guidance contained within this guidance note start the implementation process!

If you are not currently approved make contact with some registration bodies, while they are not allowed to give specific advice nor help in constructing your system (this is to ensure that the assessment is as impartial as possible) they will be able to provide guidance literature and give an indication of costs.

To sign-up to the Code of Practice visit www.goodenergyadvice.org.uk.

Useful contacts and further reading

Information on the Domestic Energy Efficiency Advice Code of Practice can be obtained from www.goodenergyadvice.org.uk

Further reading material regarding gaining ISO9001 can be downloaded free from the Federation of Small Business:

Quality Systems in the Small and Medium Enterprise

www.fsb.org.uk/policy/PDFS/iso9000workbook.pdf

To obtain copy of ISO9001:2000 contact either:

The Stationary Office www.tso.co.uk/bookshop/ Tel 0870 600 5522

British Standards Online www.bsonline.techindex.co.uk/

For listing of accredited registration bodies UKAS (United Kingdom Accreditation Service) can be contacted on info@ukas.com or 020 8917 8555

For help regarding very small organisations download the free guide:

The Small Business Standard www.iga.org/mcr/d6-7.shtml

For general guidance in regard to quality contact the Institute of Quality Assurance www.iga.org/