ICO
ASIAPACIFIC
NEWSLETTTER

QMS
overview

Policies

Principles

Processes

Work instructions, standards,
guidelines etc

FOREWORD
Mr. Mitch Nobles
M.D. ICO Group

"We may not be the Biggest but we are the BEST"

I want to thank all of the Country Managers and Area Managers that came to our recent Management Review Meeting (MRM).

This year it was again held in Singapore at our new expanded office with its larger Conference room. Giving everyone room to have their own chair this time.

I am proud to say that again this year ICO expanded by 30%. *ICO is now the second largest Inspection company in all of Asia.*

Years ago Avis Rent A Car was the second largest Rental Car company in the world after Hertz and their best advertisement was;
"We may not be the Biggest but we are the BEST"

So just like Avis, We may not be the Biggest but we know that we are the BEST!

Editing Team:

Dr. Santosh Gupte
Amey Saware

FOREWORD
Dr. Santosh Gupte
Director - Quality

It gives me immense pleasure to write again for ICO's Newsletter and get in touch with all of you.

2013 is becoming more and more busy for us and we are doing exceptionally well in all fronts.

As our goal is to be the "Best Inspection and QA/QC Company" in the world, & we take pride to say that we are moving towards this set Goal.

With this newsletter, I assume that the "readers" are taking interest and explore the articles and enjoy the time to read. Your ideas to make this newsletter shall be more than welcome.

We recently provided NDT and BHI T 2 training programs at Dubai-UAE and Dhahran –KSA for Baker Hughes and it was a great success. And now we are having schedule for many other BHI facilities to be served.

Chief Editors: Chris Nobles
Mrugesh Paralikar

NEWS FROM THE CORPORATE OFFICE

•ICO's launched new website : http://www.inspection.icoasiapac.com/

•Achievement - we have been audited by Global Auditors of ExxonMobil & Halliburton, and ICO has been declared as **"Preferred QA/QC & Inspection Company Globally".**

•ICO received an award for **"ESQR's Quality Achievement Award - 2013 in GOLD CATEGORY"** at London, the same was received by Chris Nobles – Director Assets

Employee Page

Corporate MRM
@ ICO Corporate office from 14 – Aug – 2013 to
16 – Aug – 2013.

Dr. Santosh Gupte

Conducting Training Programs for NDT and BHI T 2 at Dubai-UAE and Dhahran –KSA for Baker Hughes

Introduction

The ISO 9000 series has been revised so as to align with eight key principles of quality management. These principles have been identified to facilitate the achievement of quality objectives and form the foundation for effective quality management. The table below describes each of the principles and provides criteria for judging the extent to which the principles are being applied in the organization. Use this as a more effective means of conducting a Gap Analysis than simply looking at the differences in requirements. For a condensed version use our unique Self Assessment Tool Both tools will enable you to establish the gap between where your QMS is today and where it needs to be to meet the intent of ISO 9000:2000. Any revision of existing quality management systems should be carried out using these principles otherwise the resultant system will not satisfy the intent of ISO 9000:2000. To see how the principles align with the requirements of ISO 9001:2000 examine the Quality Management Principles Fishbone.

Customer focused organization

Organizations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations. An organization applying the customer focus principle would be one in which people:

- Understood customer needs and expectations
- Balanced the needs and expectations of all interested parties
- Communicated these needs and expectations throughout the organization
- Have the knowledge, skills and resources required to satisfy the organization's customers
- Measured customer satisfaction and acted on results
- Managed customer relationships
- Could relate their goals and targets directly to customer needs and expectations
- Acted upon the results of customer satisfaction measurements.

Leadership

Leaders establish unity of purpose and direction. They should create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives. An organization applying the leadership principle would be one in which leaders are:

- Being proactive and leading by example
- Understanding and responding to changes in the external environment
- Considering the needs of all interested parties
- Establishing a clear vision of the organization's future
- Establishing shared values and ethical role models at all levels of the organization
- Building trust and eliminating fear
- Providing people with the required resources and freedom to act with responsibility and accountability
- Promoting open and honest communication
- Educating, training and coaching people
- Setting challenging goals and targets
- Implementing strategy to achieve these goals and targets.

Involvement of people

People at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization's benefit. An organization applying the involvement of people principle would be one in which people are:

- Accepting ownership and responsibility to solve problems
- Actively seeking opportunities to make improvements
- Actively seeking opportunities to enhance their competencies, knowledge and experience
- Freely sharing knowledge and experience in teams and groups
- Focusing on the creation of value for customers
- Being innovative and creative in furthering the organizations objectives
- Better representing the organization to customers, local communities and society at large .
- Deriving satisfaction from their work
- Enthusiastic and proud to be part of the organization.

Process approach

A desired result is achieved more efficiently when activities and related resources are managed as a process. An organization applying the process approach principle would be one in which people are:

- Defining the objective that is to be achieved
- Linking together the activities required to achieve the objective
- Eliminating, reducing or controlling risks to success
- Establishing clear accountability for managing the process
- Providing the level of human, physical and financial resources to achieve the desired result
- Measuring the achievement of objectives
- Taking action to improve performance
- Undertaking continual improvement to find the best way of running the process
- Periodically reviewing the process objectives to verify they remain relevant to the organization's goals.

System approach to management

Identifying, understanding and managing a system of interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its objectives. An organization applying the system approach principle would be one in which people are:

- Defining the system by identifying or developing the processes that affect a given objective
- Structuring the system to achieve the objective in the most efficient way
- Understanding the interdependencies among the processes of the system
- Continually improving the system through measurement and evaluation
- Establishing resource constraints prior to action
- When undertaking change, giving consideration to the effect of the change on interfacing processes affected by the change.

Continual improvement

Continual improvement of the organization's overall performance should be a permanent objective of the organization. An organization applying the continual improvement principles would be one in which people are:

- Making continual improvement of products, processes and systems an objective for every individual in the organization
- Applying the basic improvement concepts of incremental improvement and breakthrough improvement
- Using periodic assessments against established criteria of excellence to identify areas for potential improvement
- Continually improving the efficiency and effectiveness of all processes
- Promoting prevention-based activities
- Providing every member of the organization with appropriate education and training, on the methods and tools of continual improvement
- Establishing measures and goals to guide and track improvements
- Recognizing improvements.

Factual approach to decision making

Effective decisions are based on the analysis of data and information. An organization applying the factual approach principle would be one in which people are:

- Taking measurements and collecting data and information relevant to the objective
- Ensuring the data and information are sufficiently accurate, reliable and accessible
- Analyzing the data and information using valid methods
- Understanding the value of appropriate statistical techniques
- Making decisions and taking action based on the results of logical analysis balanced with experience and intuition.

Mutual beneficial supplier relationships

An organization and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value. An organization applying the supplier relationship principle would be one in which people are:

- Identifying and selecting key suppliers
- Establishing supplier relationships that balance short-term gains with long-term considerations for the organization and society at large
- Creating clear and open communications
- Initiating joint development and improvement of products and processes
- Jointly establishing a clear understanding of customers' needs
- Sharing information and future plans
- Recognizing supplier improvements and achievements.

Importance of De-learning

By : Girish Khare

Learning has been and remains main stay of acquiring a certain set of skills. True learning, however, comes with a well-structured training delivered by a competent trainer.

The fact of life, unfortunately, is different. Irrespective of the industry we work in, training has often taken a back seat due to operational urgencies and limitations on spending. Forever increasing Operational costs and competition, often cheap, result in thinner profit and tend to adversely affect comprehensive training of personnel.

For the want of appropriate training, trainees usually land up learning from 'experienced personnel' and are advised to **learn** by observing them.
If Trainee lands in wrong hands, he learns wrong practices. Worst, he /she believe it and perceive it to be **the** right practice.

When these personnel are put for a structured training program, the mental block set in. "What new am I to learn? I've been doing it for ____ years". The guy fail to register and acknowledge the teachings delivered in the training.

This is where the importance of de-learning comes in.

The process of de-learning, however, is easier said than done. It's simply human not to acknowledge that his / her skills need correction.
Before starting the actual training session, the trainer needs to empathize with the audience to drive home the importance of de-learning by giving subtle examples, create a positive mindset and then start rolling the ball.

Experience shows that more the willingness of a person to de-learn, more comprehensive is the learning.

Together, let's contemplate over the thought expressed in this article and assess its feasibility to carry out our responsibilities in a more efficient and productive manner.

SPYWARE
Who's Spying on Your Computer?

By : Mrugesh Paralikar

WHAT IS SPYWARE? Spyware, its software or hardware device that enables an unauthorized person to secretly monitor and gather information about your computer use.

Some similarities and differences between Spyware and its close relatives..

• *Adware:* These are hidden marketing programs that deliver advertising to consumers. Adware is often bundled or hidden in something else a user downloads. Most average computer users are infected with adware, and common symptoms includes lots of advertising pop-ups.

• *Malware:* This is any program that tries to install itself or damage a computer system without the owner's consent. Malware includes viruses, worms, spyware and adware.

HOW DOES SPYWARE WORK? Spyware can keep track of every keystroke you type, every application you use, every site you visit, every chat you send, every file you open. Some spyware gives the abuser the ability to freeze, shutdown or restart your computer. Some versions even allows remotely turn on your webcam or make your computer talk.

HOW DOES IT GET ON MY COMPUTER? Abusers can install Spyware on your computer if they have physical or Internet access to your computer or handheld device.

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Some might send spyware to you as an attached file that automatically installs itself when you open the email or when you initially view it in a preview window. Once opened, the program automatically installs spyware on the victim's computer, in stealth mode without notification or consent, and can then send electronic reports to the perpetrator via the Internet.

HOW DO I FIND OUT IF THERE'S SPYWARE ON MY COMPUTER?

• If your computer is currently being monitored it may be dangerous to try to research spyware or use antispyware scanners. If your computer is compromised, spyware will log all of this research activity and alert the perpetrator.

• If you suspect that someone has installed spyware to monitor your activities, talk to a victim advocate before attempting to remove the spyware. Law enforcement or a computer forensics expert may be able to assist you if you want to preserve evidence that may be needed for a criminal investigation.

TIPS FOR SURVIVORS OF ABUSE :

• Try to use a safer computer when you look for domestic or sexual violence resources. It may be safer to use a computer at a public library, community center, or Internet café.

• If you suspect that anyone abusive can access your email or Instant Messaging , create on a safer computer. Do not create or check new email/IM accounts from a computer that might be monitored.

• If you are thinking to buy a new computer, take these steps to reduce the chance of spyware getting on your new machine.

    o Install and enable a firewall. There are both software and hardware firewalls. If a firewall didn't come with your computer, you can download a software one for free from www.zonealarm.com.

    o Have at least one anti-virus protection program installed and actively scanning your computer, and make sure your anti-virus definitions are up-to-date because new viruses are released daily & renew your anti-virus software subscription every year.

    o Install anti-spyware programs before you even connect to the Internet and make sure their spyware definitions are updated automatically and regularly.

• Trust your instincts. If your abuser knows too much about things you've only told people via email or messenger, there may be spyware on your computer. If you think you're being monitored by an abuser, you probably are.

NATA
ACCREDITATION
#18754

CERTIFICATE

ICO Asiapacific Group

In recognition of its extraordinary achievements in quality management is hereby declared the winner of the

ESQR'S QUALITY ACHIEVEMENTS AWARD 2013

in the

GOLD CATEGORY

With all honors, rights and privileges thereto pertaining. In testimony whereof, the corresponding signature
and seal have been affixed this day, July 7, 2013, in London, the United Kingdom.

Executive Director

ESQR

When life gives you something that makes you feel afraid,

That's when life gives you a chance to be brave.

Quality
FIRST!

E & E

EVERYDAY
EVERY HOUR
EVERY SECOND...
IT'S GIVING
YOUR BEST
EVERY TIME...
ALL THE TIME!

Newsletter Team
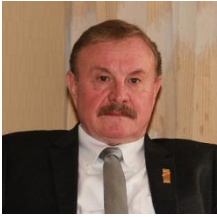
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