

# Standard Wire

Edition 6 - December 2002



## A HOLIDAY MESSAGE FROM OUR CHAIRMAN & CEO

It has been an exciting year. Despite a turbulent economy, the value and power of management systems are becoming clearer than ever. According to the Labor Dept.'s latest data, for the past year, productivity rose a remarkable 5.3%. That advance is faster than any yearly rate posted in the New Economy boom years of the late 1990s. In fact, you have to go back to 1971 to beat it.

These are impressive gains, but we have just begun to scratch the surface of what is possible for technology to transform our economy. As Federal Reserve Vice-Chairman Roger W. Ferguson Jr. said on Nov. 12: "In the long run, strong growth of productivity is unambiguously positive."

I think that the implementation of an Internet management system is the key to unlocking productivity gains for an organization. As more and more organizations join the trend, we will see impressive improvements in the quality, safety and environmental sustainability of our world. It will not happen overnight, but this year has shown important progress.

Happy Holidays from all of us at Vintara. Share some quality time with your loved ones and we will look forward to working together next year.

**Glenn Kohner**

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*Love Your Computer and Have It Love You*

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Here are some of the documents we have to help you Get The Most out of Management Systems registration available to download at: <http://www.bsiamericas.com/getthemost>

#### ISO 9000

- What is ISO 9001:2000?
- Glossary of ISO 9000 Terms
- 10 Top Tips for Transition to ISO 9001:2000
- 10 Tips for Selection and Use of a QMS Consultant
- Transition to ISO 9001:2000 the BSI way
- 10 Tips for Internal Auditing

#### QS-9000 and ISO/TS 16949

Comparison Matrix of QS-9000 and ISO/TS 16949

#### OHSAS 18001

Case Study of the Benefits of OHSAS 18001

#### ISO 14001

What is ISO 14001?

## TOP OF THE LIST

### Alan Bryden appointed Secretary-General of ISO

Alan Bryden, currently Director General of France's national standardization institute, AFNOR, has been appointed Secretary-General of ISO (International Organization for Standardization) by the unanimous decision of ISO Council, meeting in Geneva on 14-15 November 2002.

Read more:

<http://www.iso.ch/iso/en/commcentre/pressreleases/2002/Ref839.html>

## SPECIAL FEATURE

### President George W. Bush Announces the 2002 Malcolm Baldrige National Quality Award Recipients

President George W. Bush and Commerce Secretary Don Evans today announced three winners of the 2002 Malcolm Baldrige National Quality Award, the nation's premier award for performance excellence and quality achievement. For the first time in the history of the Baldrige awards, a winner was named in the health care category.

To learn who the winners are...

Read the full article:

[http://www.nist.gov/public\\_affairs/releases/baldrige2002.htm](http://www.nist.gov/public_affairs/releases/baldrige2002.htm)

## STANDARD NEWS

### ENVIRONMENTAL

#### EPA Launches the National Environmental Performance Track

Over the last several years, the EPA has joined states, businesses, and community and environmental groups in developing new approaches to environmental protection that foster innovation and reward excellence. This effort is motivated by the belief that compelling incentives, rigorous environmental management, community involvement, and an emphasis on results can achieve high levels of protection with greater efficiency than regulation alone.

Read full article: [http://www.epa.gov/epahome/headline\\_111802.htm](http://www.epa.gov/epahome/headline_111802.htm)

### QUALITY

#### Feds May Unleash Six Sigma On Terrorism

By Del Jones, USA TODAY

At a time when fighting the war on terrorism has become arguably the most important issue facing the USA, authorities are looking into an unlikely weapon to aid their fight: Six Sigma.

Six Sigma is nothing like a laser-guided smart bomb but rather a statistics-heavy regimen of analyzing problems that has saved corporations billions.

Can an arcane management process save lives by helping prevent terrorist attacks? Mikel Harry, often called the father of Six Sigma, says it can, in a major way. He estimates the USA would be safer from terrorist attacks by a factor of hundreds or thousands.

Read the full article:

[http://www.usatoday.com/money/companies/management/2002-10-30-sixsigma\\_x.htm](http://www.usatoday.com/money/companies/management/2002-10-30-sixsigma_x.htm)

### INFORMATION SECURITY

#### Infosec's Worst Nightmare

The 5 past attacks that haunt us, the 5 fears that trouble us.

by Ed Skoudis

5 Biggest Attacks, 1997-2002

6. Code Red (2001)
7. Nimda (2001)
8. Melissa/Loveletter (1999, 2000)
9. Distributed Denial-of-Service (2000)
10. Remote Control Trojan Horses (1998-2000)

5 Biggest Security Threats, 2003-2008

6. "Super" Worms
7. Stealth Attacks
8. Automatic Update Exploits
9. Routing/DNS Attacks
10. Combined Cyber/Physical Threats

Read the full article:

<http://www.infosecuritymag.com/2002/nov/nightmares.shtml>

### OCCUPATIONAL HEALTH & SAFETY

#### WHO Report Backs Value of Lifestyle Changes

10 biggest worldwide risk factors targeted

Workplace safety professionals can make a real contribution to their co-workers' lives by pushing for just a few of the lifestyle changes urged by a new World Health Organization report. For the first time, WHO identified the 10 biggest worldwide risk factors contributing to disease and death, and it predicted life expectancy can rise by 5-16 years if governments and individuals join forces against them.

This potential gain in healthy life expectancy is possible even in developed countries such as the United States, Geneva-based WHO said.

Read more:

[http://www.stevenspublishing.com/Stevens/OHSPub.nsf/frame?open&re\\_direct=http://www.stevenspublishing.com/Stevens/OHSPub.Nsf/f4ba66bad665a1098625670c00725833/d9c072f5d17ad00f86256c630055d355?OpenDocument](http://www.stevenspublishing.com/Stevens/OHSPub.nsf/frame?open&re_direct=http://www.stevenspublishing.com/Stevens/OHSPub.Nsf/f4ba66bad665a1098625670c00725833/d9c072f5d17ad00f86256c630055d355?OpenDocument)

## DID YOU KNOW?

### BS 15000 – The World's First Standard for IT Service Management

What have BBC Technology, Barclays and Centrica got in common? They all take customer service seriously.

Other companies, including Xansa, GlaxoSmithKline, Cap Gemini Ernst & Young, Police IT Organisation (PITO), NTL, Yorkshire Building Society, Elsevier Science, Marval and Hewlett Packard have also been active in maintaining a high level of customer service, through using BS 15000 - Specification for IT Service Management.

This British Standard for IT Service Management recommends that service providers should adopt common terminology and a more consistent approach to service management, thus increasing productivity, saving costs and improving customer service.

Learn more:

<http://www.bsi-global.com/Portfolio+of+Products+and+Services/telecomms/New+Products/BS15000.xalter>

<http://www.bs15000.org.uk/>

## HOW TO...

Love Your Computer More and Have It Love You  
Methods for happy marriages between people and computers

ISO/TR 16982, Ergonomics of human-system interaction – Usability methods supporting human-centered design, is expected to increase user satisfaction and productivity, decrease support and training costs and improve user health and well-being.

Read the full article:

<http://www.iso.ch/iso/en/commcentre/pressreleases/2002/Ref838.html>



Vintara is the leading provider of Web-based process management solutions and services. Founded in 1997, Vintara has a proven track record of helping the enterprise successfully prepare for and cost-effectively maintain compliance with a range of domestic and internationally recognized standards. Our customers come from a variety of industries, with a diverse range of needs. In every case, Vintara has created solutions that meet and exceed their growing business needs.

Combining innovative technology with training and consulting services, our brands – ISO9, ISO14, ISO17 and OHS18 – deliver the solutions that help the enterprise manage their key business processes setting the path to continual improvement.

For more information on Vintara, click on the URL: [www.vintara.com](http://www.vintara.com)

### FEEDBACK

Is there something we're missing that you'd like to see in a future edition? We'd love to hear from you. Let us know what you think about Standard Wire by writing us at [standardwire@vintara.com](mailto:standardwire@vintara.com). Visit us today at [www.vintara.com](http://www.vintara.com) or call 1.866.321.4769 for more information.

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### CONTACT

- For a guided demo of any Vintara brand solutions, please contact [sales@vintara.com](mailto:sales@vintara.com)
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