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Published Every Quarter

*Special Highlights*  
**Benchmarking HSEQ &  
URS Annual Conference**

# THE QUALITE...

## Newsletter

### *From the Editors Desk*

With increasing globalization, companies are under pressure to become competitive in the International market. Factors like Quality, productivity together with branding have gained more prominence. Organizations of all types & sizes are increasingly turning their attention to Benchmark their organizations. Benchmarking is the process of comparing and measuring an organization's business process and performance against set of requirements. Benchmarking, most recently, has developed into business improvement tool.

This *Edition* highlights Benchmarking – Health, Safety & Environment with Quality and its advantages for implementing in an organization. Our international conference focused on HSE-Q issues and its relevance.

*URS is Committed, Competent, Collaborative & Conscientious.* We make an effort to bring to you latest developments in the world of ISO. This is of importance as it shows innovative upcoming new International Standards.

I am sure; all these along with other regular sections will make an interesting and useful reading.

**Vasudha Tripathi**  
Editor –in-chief



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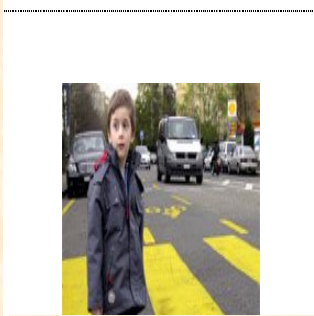
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### *Latest Developments*

## New ISO standard will reduce risks of head injuries in child Pedestrian accidents



Head injuries are among the most common injuries sustained in automobile-to-child pedestrian collisions, and are the leading cause of death. ISO is helping to reduce the risk by an International Standard for simulating the head-impact conditions of a child sustained in an actual accident/collision.

**ISO 16850:2007, Road vehicles – Pedestrian protection – Child head impact test method**, is expected to facilitate the development of more pedestrian friendly cars, reduce serious

head injuries – and fatalities – of children and enhance safety in real world crashes. The new standard provides a crash test method for simulating the front impact of a vehicle to a child pedestrian's head. The reconstruction results will allow manufacturers to generate estimates of head-impact conditions, like impact velocity, angle and timing, sustained in the simulated accident and, therefore, maximize harmonization of test results conducted by different test organizations.

*For details log on to [www.iso.org](http://www.iso.org).*

## ISO publishes international benchmark for incident preparedness and operational continuity management

ISO has published the first internationally ratified benchmark document addressing incident preparedness and continuity management for organizations in both public and private sectors. The Publicly Available Specification **ISO/PAS 22399:2007, Societal security – Guideline for incident preparedness and operational continuity management**, is based on best practice from five national standards from Australia, Israel, Japan, the United Kingdom and the United States.

*For details log on to [www.iso.org](http://www.iso.org)*



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### *Trend*

## Benchmarking HSEQ- Health, Safety & Environment with Quality

*A tool for business branding*

**HSE-Q** Health, Safety & Environment with Quality has become the core business area and has achieved a global status as a Recognized Profession. Adherence to HSE-Q concept is essential tool to success and paves the way of becoming a dominant market leader.

HSE-Q focuses on Business Branding by addressing issues like Business Excellence, Corporate Responsibility and Governance. HSE-Q concepts improve Brands of Businesses with consistent improvements to Social commitments, environmental sustainability for economic growth.

HSE-Q is concern for all growing organizations. Those who are better off but do not act in a more socially responsible manner growth may be at risk. There has been a compelling market drive for benchmarking & measuring HSE-Q issues as their sustainability development which may be coupled with Quality of process control. HSE-Q is understanding and addressing the requirements of occupational health & safety, CSR, environmental sustainability coupled with total process control and to utilize them as **set of benchmarks**.

HSE-Q concepts addresses following issues-

- Environmental Sustainability,
- Occupational Health & Safety,
- Process Control,
- Benchmarking HSE-Q coupled with

The importance is summarized as - Improve reputation-internally & externally, Set brand positioning, Set strategies to address future threats etc.

**For know more on how you can benchmark through HSEQ and its concepts email at [feedback@ursindia.com](mailto:feedback@ursindia.com) or contact URS office.**



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*Trend*

## ISO 10002:2004 Complaint Management System

ISO 10002:2004 Complaints Management System provides guidance on the process of complaints handling related to products within an organization, including planning, design, operation, maintenance and improvement. The complaints handling process described is suitable for use as one of the processes of an overall quality management system.

Complaint Management System compliant to ISO10002: 2004 is relevant to any organization that wishes to exceed customer expectations, a basic requirement for businesses of all types and sizes, whether they're in the private, public or voluntary sectors. ISO 10002:2004 is not applicable to disputes referred for resolution outside the organization or for employment-related disputes.


### **BENEFITS**

ISO 10002:2004 addresses all aspects of complaints handling with benefits as below: Increased Customer Confidence, Improved Efficiency, Brand Improvement, Continual Improvement etc.

**To know more about ISO 10002 or to get certified email at [info@ursindia.com](mailto:info@ursindia.com)**



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URS  
International  
Conference

(1)



(2)



(1)


URS held its annual International Conference on **BENCHMARKING HEALTH SAFETY & ENVIRONMENT WITH QUALITY (HSE-Q) ACROSS THE MACROCOSM** from 3<sup>rd</sup> – 7<sup>th</sup> September 2007 at JW Marriott, Juhu, Mumbai. It gathered prominent figures from internationalistic sphere and corporate professionals from all regions of the world like USA, UK, Singapore, France, Italy, Czech Republic Russia, UAE, Indonesia, etc. The Conference was one of URS thematic meetings highlighting contributions towards HSE-Q and latest developments.

(2)

Mr. David Riggs, Chairman & Managing Director, URS presents ISO certificate to Mr. Ashok Deshmukh of Maharashtra State electricity Transmission Company Ltd, during an Award presentation ceremony organized by URS Group at Mumbai. Child Rights & You (CRY) was also awarded certificate for their commitment towards quality & compliance to International Standards in the press **conference & Presentation ceremony** on 5<sup>th</sup> September 2007.



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**Did You Know ?**



**The dollar symbol (\$) is a U combined with an S (U.S.)**

**Coca-Cola was originally green**

**Intelligent people have more zinc and copper in their hair**

**Jokes & Riddles**

**Solve the jumble words: -**

1. TANSARDD
2. CCPAH
3. SIGERRATR
4. NTENONEMRIV
5. TIYAQLU
6. WEIVER
7. CUOMDNTTE
8. TIIFOANRTICEC
9. TROCONL
10. FTYASE

**-----Answers-----**

- |             |            |              |                  |
|-------------|------------|--------------|------------------|
| 1. Standard | 2. HACCP   | 3. Registrar | 4. Environment   |
| 5. Quality  | 6. Review  | 7. Document  | 8. Certification |
| 9. Control  | 10. Safety |              |                  |



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