



## Icelandic Visit and Certification Successes

NWSSP Supply Chain recently hosted an overseas contingent from Icelandic Healthcare Services for a two-day visit on 15 and 16 June. The focus of their visit was to implement the Oracle Warehouse Management System (WMS) into their own systems in Iceland. Knowledge sharing, innovation and collaboration underpinned the success of the visit which concentrated on the Newport and Bridgend Regional Warehouses.

The two days were very much focussed on the benefits of the WMS for NWSSP Supply Chain and assisting their decision-making around what would work for them with an emphasis on system configuration, setup, and implementation. Supply Chain will continue to maintain links with the Icelandic Healthcare Service Supply Chain Team and where possible, support them on their WMS journey.

### **ISO 9001 Quality Management Standard & ISO 45001 Occupational Health & Safety Standard**

An excellent result was achieved following this year's ISO 9001 Quality Management Standard and ISO 45001 Occupational Health & Safety Management Standard certification audit in May, with no nonconformities raised and continued certification recommended.

The audit was undertaken over six days by the British Assessment Bureau as part of our ongoing programme of certification against a number of international and national quality standards held by NWSSP Procurement Services. It included extensive interviews, observation of activities and review of documentation and records across warehousing, sourcing, and integrated procurement

teams. The Audit objectives were to ensure not only that we conform to the requirements of ISO 9001 but that our management system is capable of achieving our organisational policies and objectives.

Our British Assessment Bureau auditor comments in his final report were:

*"All personnel interviewed over the course of the assessment demonstrated an extremely high level of commitment to the management system, where they retained their clarity on the reasons for the management system and the positive aspects of its use within the business including demonstrating professionalism and a great ability to ensure success regarding their outputs during these extremely challenging times."*

We will be reviewing the Opportunities for Improvement raised and taking action as needed so that we continue to improve our quality and health and safety management systems and performance as part of an ongoing plan of service improvement.

Our current certifications cover 11 sites and will be extended to include our Health Courier Services activities in 2024.

### **STS Food Safety**

Also successful were colleagues at our Bridgend Regional Warehouse who continue to maintain STS Food Safety certification against the Code of Practice and Technical Standard for storage and distribution. This comprehensive audit was carried out over one day and covered all aspects of Hazard Analysis & Critical Control Point (HACCP) and Threat Assessment and Critical Control Point (TACCP) management.