

# Conform **2** Perform

## The newsletter of Global-Mark

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### The Day Everything Needed to Work

#### Special points of interest:

- Serious—Fun at Work
- Safety in Action
- WELS Compliance

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Dear Readers,

It is time again to put pen to paper, and this time I want to share with you a recent experience where my profession came in direct contact with my life.

A few weeks ago, a close friend was admitted to hospital to have an operation (major in my eyes). It was not a day procedure and was well planned.

After I dropped her off and walked off alone, I could not help being sad, scared and lonely. It seems to me that whilst under anaesthesia or during your stay in theatre you really are to a small extent "somewhere else".

In the course of auditing dozens (or even a hundred) of hospitals, I have come into contact with great Doctors, Surgeons, Anaesthetists and Nurses. During audits, I have checked calibrations, equipment maintenance, gases, CPR training, emergency trolleys, emergency training, etc., but it occurred to me that despite all that, on the day my friend was

admitted, if any one of those simple things went wrong, or not gone right, it could have been catastrophic.

This was the day everything needed to work correctly.... and it did. The systems were robust, all worked as planned, and all the back ups were in place had something gone wrong.

As I related my views to another good friend, who expressed his surprise at my concerns, he added "was this one of the hospitals you have accredited?"

I replied "no I wished it was, but then again, I have to have faith in our profession".

And I do, and I hope all of us (clients, client's clients, auditors and managers) will think like this, for tomorrow it may be your wife or your children, when "everything needs to work".

To an extent our role plays a part in making sure it does.

Herve Michoux, Managing Director



### Safety in Action –Melbourne



May 16-18 saw us exhibiting at the Safety In Action/ Materials and Manual Handling show at the Melbourne Exhibition Centre. With over 12 000 people circulating the show over three days, it was a great opportunity to network with industry professionals and promote Global-Mark's growing capability and the Trust-Mark.com.

Although Global-Mark is a relatively new certification company we have received great feedback as a result of our presence there, and we look forward to working with new alliances made. Thank you to everyone who came along and showed their support. See us at the Sydney Safety Show 17-19 October 2006 at the Sydney Showground, Olympic Park on Stand M 38. We hope to see you there!





*Australian  
affiliated of  
AQSR*

AQSR is one of the world's largest and most experienced organisations in the certification of automotive companies to TS 16949. Coupled with Global-Mark's experience and local knowledge of the Australian Market, our affiliation is uniquely positioned to add great value to companies faced with an impending upgrade to TS 16949.

The requirement to upgrade from QS 9000 is looming (December 2006), so there is no time to waste. If you would like to speak with us about our capability, experience, expertise or pricing, please call us on 02 9406 8555. More information may be found on AQSR's website [www.aqsr.com](http://www.aqsr.com).

## Railcorp Rail Management Centre Achieves Milestone

Global-Mark recently completed an assessment and certification of the RailCorp, Rail Management Centre (RMC). Located above Sydney Central Station, the RMC's prime function is to manage incidents across the network. This includes liaising with other RailCorp divisions, emergency services, media etc.

"It is a very diverse yet specialised role", comments Herve Michoux, Global-Mark's Managing Director.

"ISO9001 has been important to us: it has provided a tool to gather and streamline all our management systems, and the independent certification ensure the job was completed and working effectively (and this will continue due to the on-going audits" added Michael Hazell, the Quality Systems Manager from the RMC.



Left to right: Michael Hazell, Michael O'Brien, Warrick Taylor and Herve Michoux

## Serious—Fun at Work

A recent court ruling has highlighted the need for employers to be alert to the hazards associated with "practical jokes" at the workplace. In the matter of *Cahill v New South Wales Police*, the employee suffered serious injury and disability in his capacity to hear. The employee was performing mechanical work under the bonnet of a vehicle when another employee activated the siren. The 100 watt device was between 30 and 50 centimetres from the mechanics head, and capable of producing a sound level of 129dB. Its activation was "in fun", but the resulting injury and trauma forced the injured employee into early retirement. Mr Justice Boland found the employer had not adequately identified and controlled a number of factors regarding workplace safety. A fine of \$150,000 was imposed on the employer.

If your organisation has a culture of allowing practical jokes, however seemingly innocent, the subsequent result could be injury and/or prosecution by the relevant authority. This is not to say that we should not have fun at work, but, like harassment, fun is often thought of differently between the person playing the joke, and the person on whom the joke is played



This article was kindly brought to us by Richard Taylor of Safe Work Solutions. Richard is also an Occupational Health and Safety Client Manager for Global-Mark.

Unit 25,  
28 Barcoo Street  
Roseville NSW 2069

Phone: 02 9406 8555  
Fax: 02 9406 8556  
E-mail: customerservice  
@global-mark.com.au

Editor: Katerina Godfrey  
Business Development  
Manager  
Email: katerina.godfrey  
@global-mark.com.au

The Trust Team

WWW.GLOBAL-MARK.COM.AU

## Meet the Trust Team

Our next "get together" will be on Friday 28th July 2006 at 3pm – please feel free to come along and enjoy some light refreshment and share your views and experiences on our industry or discuss your certification requirements. There is plenty of parking available and we look forward to welcoming you.

"Just a short note to say thanks for a wonderful afternoon last Friday. It is appreciated."

John Mason, Managing Director, Oberon Management Systems

## Water Efficiency Labelling System (WELS)

During a recent visit to Canberra, our Managing Director Herve Michoux met with some of the WELS team members. Under the WELS program, it is important that organisations who apply have a current and valid WaterMark Certificate, and this is where our "output becomes a critical input". In working with clients, Global-Mark understands how important communication and understanding of client needs, concerns and plans are when it comes to approaching WELS compliance. As a result of our discussions with the WELS team, we hope our simple Questions and Answers below will provide some clarity.

### Q: When does WELS become mandatory?

From 1st July 2006, products must be registered and labeled, although pre-existing retail equipment is allowed until 31st December 2006, and washing machines and dishwashers until 31st December 2007. From 1st January 2008, all products are required to display the WELS Water Rating labels.

### Q: Why is WELS mandatory?

The Federal Government (with State and Territory Governments) is seeking to address water shortages and secure long term water supply for major cities particularly, but for Australia in general. The scheme is designed to deliver substantial energy savings and greenhouse gas abatement through a reduction in hot water use.

### Q: What products are not under the scope of the WELS program?

Flow controllers are included in the scheme on a voluntary basis, and second hand products are not included in the scheme, unless they are imported.

### Q: How will you make sure that in the market and the houses / back yards of Australia, there is WELS compliance?

By working with manufacturers and their agents, and with the use of a clear labeling system on appliances, consumers will have an informed choice. As consumers will be able to choose energy saving appliances (and therefore reduce bills), there will be incentive on manufacturers to meet consumer demand.



## Did you know .....

.....that Global-Mark also offers training courses? If you are interested and would like more information, please contact us to discuss your requirements and receive our course dates.

" Just a few words to thank you and Bill for providing an excellent course. Having done...'Sub-contractor Control and Assessments / Assessor Training in Quality Management Systems,' (Batalas) some years back and being in the quality field for approx. 18 years, (the) 'Auditing Skills Course,' was not only a refresher course for me but also a course which highlighted 'management systems evolution' through the years. The presentation was an eye-opener. At the end of the day, I am one satisfied customer. And, if I may speak on behalf of the attendees, I'm sure they have morphed into confident auditors.

Thanking you again."

John De Lellis, QA / HSE Manager, WF Energy Controls

Course Trainers:

Herve Michoux and Bill Revill

**Energy Controls**  
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