

# NEWSLETTER

INFOMATICS CONSULTANCY



## GROW YOUR BUSINESS

Keeping a constant eye on market opportunities, we help our clients both investors and who seek investment with their strategies, research, connections, studies and more. We walk all the way through project stages to assure closures We also provide project management and monitoring Projects scanned and selected after close study to assure high success probability. With our expertise and high interconnectivity we make the difference

**"HAVE A FREE CONSULTATION SESSION WITH OUR EXPERTIE TEAM IN RAMADAN, CONTACT US TO BOOK YOUR SESSION"**

## CLIENT'S WORDS

Infomatics is the best option if you are looking for an expert, professional, organized, and honest company to consult, improve, develop, and implement any standard in your facility. Mr. Fadi and his team is the best in this domain. I wish continue success for them.

*Alaa Nammour, Tejoury Assist Management.*



## NO BUDGET & NO TIME SPACE (BY INFOMATICS CEO)

As an ISO consultant for a client with limited resources, the big idea is that ISO standards can be implemented in a phased and sustainable manner. With a strategic approach, the organization can prioritize and tackle the most critical ISO requirements first, and gradually expand the scope of their ISO implementation over time.

It is also essential to keep in mind that implementing ISO standards is not just about obtaining certification, but it is about improving the organization's performance and customer satisfaction. By prioritizing critical areas and gradually implementing the necessary changes, the organization can improve its processes, reduce waste, and increase efficiency. These improvements can lead to increased customer satisfaction, better employee engagement, and reduced risk of non-compliance.

The organizations can leverage internal resources to implement ISO standards. Many ISO requirements can be achieved with little to no budget by utilizing existing staff, processes, and systems. By engaging employees in the implementation process, the organization can build a culture of quality and continuous improvement.

In summary, the big idea for a client with limited resources is to adopt a phased and sustainable approach to implementing ISO standards that focuses on critical areas and leverages internal resources. With a strategic approach, the organization can improve its performance, increase customer satisfaction, and reduce risk while maintaining financial sustainability

Lets us at INFOMATICS show you how can that be achieved, and at no risk from your side, you may book a Free consultation session with No obligations of what so ever.

# RISK MANAGEMENT ISO 31000 BENEFITS AND WHY TO ADOPT IT?

Risk is the uncertainty in the system, and risk management means managing uncertainty. Risk is in all systems and fields, Another way of thinking about risk management is that risk management means managing the decisions you need to make in order to achieve the objectives you want to achieve.

ISO 31000 is a global standard that helps organizations manage risk systematically and formally; also it provides guidelines on how to efficiently manage risk faced by organizations. The focus of ISO 31000 is on continuous improvement while managing uncertainty systematically and effectively. ISO 31000 consists of: principles, definitions, framework steps, component iterative process, and plans.

Risk is present in all of an organization's activities. Do you always know precisely what to do, what the budget is, what the consumer will do, etc.? It is uncertain whether and when a business will reach its goals due to internal and external elements and effects like budgetary, human resource, and customer needs. Unfortunately not all businesses handle risk in a formal way. That might not, however, be the best strategy for risk management.

## The advantages of ISO 31000 :

- Risk management is done using the logical and methodical steps of ISO 31000.
- It is a straight forward implementation guide for your company a process that concentrates on the goals, missions, and vision of the organization
- Any organization, regardless of size or industry, can implement the principles because it is an all-encompassing frameworks superior standards; Internationally, ISO is renowned for its outstanding standards. constant development; Because of its cyclical structure and emphasis on long-term performance, ISO 31000 can be applied throughout an organization's existence.
- Simple vocabulary is used, and the standards are easily relevant to every part of a business. specific information; In order to make its principles applicable to companies worldwide, ISO 31000 takes into account social and cultural considerations.

# RISK MANAGEMENT ISO 31000 BENEFITS AND WHY TO ADOPT IT?

Why to adopt implementing ISO 31000?

For the organization that will have an effective implementation of ISO 31000, the risk management will provide the following advantages::

- Creates and protects value.
- An integral part of all organizational processes.
- Part of decision making.
- Addresses uncertainty.
- It is systematic, structured and timely.
- Based on the best available information.
- It is tailored.
- It takes human and cultural factors into consideration.
- It is dynamic, iterative and responsive to change.
- It facilitates continual improvement of the organization



In conclusion, The significance of risk management as a tool for addressing company goals and creating management programs to support these needs must be understood by managers. Via a variety of responsibilities, risk management seeks to detect, assess, measure, and manage information risks (security-related risks) in order to meet corporate objectives.

The goal of risk management is to strike the ideal balance between seizing chances for profit and reducing risks of loss. Often, this is done by making sure that the cost and impact of threats that exploit vulnerabilities are reasonable. Risks will affect organization in many terms and aspects, managing this risk will allow management to avoid this type of uncertainty and will allow business to grow and improve.

*In Infomatics Consultancy, our team helped many organizations to apply ISO 31000:2018 to their system and provide all needed support and training. For more information contact us.*

# DO WE HAVE ANY SOCIAL RESPONSIBILITY AS EMPLOYEES? WHAT IS ISO 26000

ISO 26000 provides guidance on how businesses and organizations can operate in a socially responsible way. This means acting in an ethical and transparent way that contributes to the health and welfare of society.

Business and organizations do not operate in a vacuum. Their relationship to the society and environment in which they operate is a critical factor in their ability to continue to operate effectively. It is also increasingly being used as a measure of their overall performance.

ISO 26000:2010 provides guidance rather than requirements, so it cannot be certified to unlike some other well-known ISO standards. Instead, it helps clarify what social responsibility is, helps businesses and organizations translate principles into effective actions and shares best practices relating to social responsibility, globally. It is aimed at all types of organizations regardless of their activity, size or location.



The standard was launched in 2010 following five years of negotiations between many different stakeholders across the world. Representatives from government, NGOs, industry, consumer groups and labor organizations around the world were involved in its development, which means it represents an international consensus.

## SUPPORT FOR IMPLEMENTING ISO 26000

ISO 26000 was developed by a working group of about 500 experts. At the publication of this standard the working group was disbanded.

## DO WE HAVE ANY SOCIAL RESPONSIBILITY AS EMPLOYEES? WHAT IS ISO 26000 (CONT.)

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Document(s) to support the implementation of ISO 26000:

- Communication Protocol – Describes appropriate wordings organizations can use to communicate about their use of ISO 26000
- ISO 26000 basic training materials in the form of a PowerPoint and training protocol guidance
- Those that link ISO 26000 with the OECD guidelines for multinational enterprises and the UN Agenda 2030 (Sustainable Development Goals).

Supportive organization usually interested in developing their employees' personalities and awareness regarding their roles. Infomatics consultancy trained big companies regarding this standard and explained what are employees' social responsibilities and how to apply it in real life.

## HR COMPETANCY TRAINING

### WHAT ARE COMPETENCIES?

*WHILE THE TERM COMPETENCY IS SOMETIMES A TERM IN SEARCH OF A MEANING, THE REALITY IS THAT THE BEST WAY TO DEFINE A COMPETENC IS AS A CHARACTERISTIC OF A SUCCESSFUL PERFORMER. COMPETENCIES RELATE TO THE PEOPLE WHO DO THE WORKNOT, LIKE JOB DESCRIPTIONS, TO THE WORK ITSELF. COMPETENCIES LEAD TO SUCCESSFUL WORK RESULTS. ANYTHING CONTRIBUTING TO SUCCESSFUL WORK RESULTS IS THUS A COMPETENCY.*

*INFOMATICS CONSULTANCY IS PROVIDING A FREE HR COMPETANCY SESSION FOR YOUR ORGANIZATION, CONTACT US TO BOOK A DATE. REQUESTS ARE ONLY OPEN TILL MARCH 15, 2023*



# IMPORTANCE OF WIGHT SCALES CALIBRATION FOR FOOD INDUSTRY

It doesn't matter if you are a large Food manufacturer or a small central kitchen, complying with weight scales calibration is a point you can't skip, Calibration is evidenced through a valid certificate, this may be available with new scales or provided by Calibration company.

Calibration has many advantages for Food organizations, this may include: Compliance to standards as HACCP , ISO 22000 FSMS , BRC and local country laws Assurance policy for customers , the product is as it says , it weights , ingredients, even nutrition facts Saving money for food industry as it assure that exact resources are used, and waste is minimized compliance with Franchisors regulations provide credibility for the Food manufacturer.

Also protects it in case of any product problem, thus we may view it as an insurance policy. Calibration is done for all types of scales, the process is usually done every 6months to 1 year, in this issue follow the manufacturer directions for Auditors of ISO 22000 FSMS , GMP( Good manufacturing process ) , HACCP (Hazard analysis critical control point ) and also for general standards as ISO 9001 QMS, not meeting this requirement is a non-conformity that the auditee is required to rectify immediately A Calibration standard procedure, Calibration record and certificate copies must be available and up to date at all time.



# HOW TO REACH OPTIMAL CUSTOMER SATISFACTION WITH ISO 10002 & 10004?

## What is ISO 10002:2018?

Effectively handling customer complaints will increase your chances of exceeding their expectations as well. Additionally, you can easily turn negative customer feedback into positive feedback by viewing negative feedback as an opportunity to improve your business practices.

Whatever the size or nature of your business, ISO 10002 can help you accomplish this. Every business, especially those that want to grow and succeed, must have a basic but crucial requirement: a customer complaints management system.

Customers are putting higher and higher demands on the services you offer. Additionally, your rivals are working harder to meet these standards. With ISO 10002, a global standard for customer satisfaction, you can do it too. It offers suggestions for putting your plan into action.

## What is ISO 10004:2018?

For the definition and implementation of customer satisfaction monitoring and measurement processes, ISO 10004 offers guidance. By identifying customer expectations, analyzing and gathering data on customer satisfaction, improving customer satisfaction, and monitoring it, customer satisfaction can be increased.

The discrepancy between the customer's expectations and how the organization perceives it has met those expectations is what determines whether the customer is satisfied. The company must first comprehend the expectations of the customer in order to achieve customer satisfaction. It is critical to distinguish between the organization's assessment of the delivered product's quality and the customer's perception of that same product because the latter determines the customer's level of satisfaction.



# HOW TO REACH OPTIMAL CUSTOMER SATISFACTION WITH ISO 10002 & 10004? (CONT.)

## ISO 10002 & ISO 10004 benefits:



- Customer retention
- Brand reputation
- Process efficiency
- Increase sales and profitability
- Obtain information on new expectation
- Resolving complaints to the satisfaction of the complaints and the organization
- Identify trends and therewith eliminate causes of complaints
- Customer-focused approach to resolving complaints
- Encourage personnel to improve their skills in working with customers
- Basis for continual review and analysis
- Continual improvement

ISO 10002 & ISO 10004 along with other customer service standards are applicable for different sectors such as manufacturing, healthcare, educational, automotive, etc.

## OUR PARTNERS



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