

Compliance Management

What is Compliance Management?

Compliance Management may be **Quality Management, Occupational Health & Safety Management, Environmental Management**, or a combination of these and other controls designed to ensure an organisation meets standard or legal requirements. AS3806:2006 defines compliance as “*Adhering to the requirements of laws, industry and organizational standards and codes, principles of good governance and accepted community and ethical standards*”

Compliance management is aimed at focussing on *processes and outcomes* rather than principally on objectives. By focussing on processes, we are able to refine activities and / or behaviours, thereby gaining the benefits of a more consistent operation.

With consistency, comes predictability – which leads customers to a level of confidence about your capabilities perhaps never before held.

P-E Handley-Walker has extensive experience in Compliance Management and has been working with compliance systems since the early 1990s.

We have helped over 600 Australian companies to install suitable and effective systems complying with standard requirements.



Growing requirements for compliance:

In the years since 1987, we have seen the introduction of self compliance on an ever increasing scale. International standards covering Quality, Safety & the Environment, together with specific Australian requirements have become an accepted part of business performance.

P-E Handley-Walker has extensive experience in designing, implementing and auditing compliance systems and in providing appropriate training to support the overall objectives. Our experience spans quality assurance, food risk management and occupational health and safety.

Reliability, Dependability:

The role of compliance systems is to achieve consistent operations and therefore more consistent outcomes for an organisation and for its customers alike. Certification to a standard such as ISO 9001:2008 is, and should only be seen as a step along the way. The real achievement is consistent control over the processes which are important to the business.

How relevant is compliance management to my organisation?

Compliance management has its origins back in manufacturing as a formal documented process for achieving reliability of outcomes. In more recent times, it has moved out extensively to many industry sectors from mining to retail to health to distribution. The issue is no longer one of is it relevant, but rather how best can the principles of compliance management be adopted by the organisation.

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| 1987 | 1994 | 2000 | 2001 | 2004 | 2005 | 2007 | 2008 | 2010 | 2011 |
|-------------------|---------------------------------------|---------------------------------------|---------------------------------------|---|------------------------------------|--|---------------------------------------|--------------------------|--|
| Quality Standards | Quality Standards <i>(revised)</i> | Quality Standards <i>(revised)</i> | | | | | Quality Standards <i>(revised)</i> | | |
| | Environmental Standards | | | Environmental Standards <i>(revised)</i> | | | | | |
| | Safety Map <i>(First Edition)</i> | OH&S Standards | OH&S Standards <i>(revised)</i> | | | | | | |
| | | | Educational Quality Standards AQTF | | AQTF <i>(revised)</i> | AQTF <i>(revised)</i> | | AQTF <i>(revised)</i> | Educational Quality Standards NVR (ASQA) |
| Privacy Act 1988 | | | Privacy Act <i>(amended)</i> | | Privacy Act <i>(amended)</i> | | | | |
| | Aged Care Act 1997 | | | | | Aged Care Act <i>(amended)</i> | Aged Care Act <i>(amended)</i> | | Aged Care Act <i>(amended)</i> |
| | | | | Risk Management Standards | | | | | |
| | | | | | Food Safety Programs and Standards | Food Safety Programs and Standards <i>(amended)</i> | | | |

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P-E Handley-Walker approach

The approach taken by **P-E Handley-Walker** is to focus on an organisation's existing structure, skills and practices. Any gaps in skills, systems and/or compliance are identified, and a project plan is structured accordingly to achieve the required outcomes.

The consultant guides and assists management and staff to examine processes and practices, to make changes where appropriate, and to prepare and implement procedures and other documentation. Training is provided at key points during the program, as the organisation progressively takes on responsibility for the system.

By the end of the project, staff are confident in the operation of the system, and have pride in the contribution they have made to "their" system.

Our experience is backed by our proven track record in running practical training programs and workshops, structured around competency-based learning principles.

Our approach is further strengthened by the wide range of skills within P-E Handley-Walker which equip us to focus on productivity improvement and organisational structures and strategies as appropriate for the business.

If you have a compliance system in place

P-E Handley-Walker can assist you to integrate other requirements; for example, you may have a certified quality system, but need to improve your control of occupational health and safety. The efficient way is to integrate the two. We have experience in this approach.

The P-E Handley-Walker team can assist you to implement a quality, occupational health & safety, food safety or other compliance system which is effective for your business; on time, on cost, and meeting all the external auditors' requirements.

For more information contact Will Ray 0412 439 334 / (03) 9708 8809

Over 30 years experience managing a range of areas including Laboratory, Production, Technical Service, Product Formulation and Development, Process Improvement, HAZOP, Process Safety Studies and Chemicals Regulatory Compliance.

- Management Systems Auditing, Implementing and Training
- ISO 9001; ISO 14001; AS/NZS 4801/OHSAS 18001/ AQTF
- Workplace Training & Assessment
- Chemicals Regulatory Compliance, Consultancy and Training
- Dangerous Goods Consultant (MAIDGC)

Australasian Institute of Dangerous Goods Consultants 