

# THE HALLIGRAMS

• Indonesia • Malaysia • Thailand • Singapore • Philippines • South Korea •

Conversion



“Why does our company need to be ISO 9001 certified?”

Giving a tip!

Pack you bag in less than  
1 hr!



Good practice on

**Holistic Risk Management**

# EDITOR'S NOTE

By Dolly (HRM)



When we talk about obtaining ISO 9001:2015 certification, people often ask;

## “Why does our company need to be ISO 9001 certified?”

When we talk about obtaining ISO 9001:2015 certification, people often ask “Why does our company need to be ISO 9001 certified?”

Good question! ISO 9001 is the quality management system (QMS) standard and it produces numerous benefits for Jim & Hall’s willingness to go that route. So, why should Jim & Hall’s obtain **ISO 9001 certification**? Becoming ISO 9001 certified means to pass a physical ISO 9001:2015 certification audit by a registrar (a certifying agency).

### MEET CUSTOMER REQUIREMENTS

Many companies want ISO 9001 certification just to satisfy *one* customer requirement. The customer states that it will only do business with vendors that are certified as ISO 9001 compliant, so to get (or keep) the business we need that certification. The problem with these companies is that they’re looking for a short-term payoff. They see nothing but that one benefit — we need money— and ignore the long-term

benefits, like **“if we keep the customer well satisfied, they will want to come back again and again”**.

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### IMPROVE COMPANY AND PRODUCT QUALITY

A quality management system standard is all about quality (really!) so, of course, one result of adopting a QMS *should be* an improved level of quality for Jim & Hall's - — every *process*, and every *product*. A well-designed, effectively implemented ISO 9001 Quality Management System *will* put our company on the Road to Quality.

### INCREASE CUSTOMER SATISFACTION WITH OUR PRODUCTS

Quality means whatever we produce will work as our customers expect. We will meet not only our *stated requirements* — we will meet more of our *implied* requirements, too. Quality also means far fewer complaints and doing a better job of resolving those we do. If our quality management system is working correctly, we should know what our customers expect and we should be providing it, resulting in increased customer satisfaction.

By Dolly (HRM)

## DESCRIBE, UNDERSTAND, AND COMMUNICATE OUR COMPANY PROCESSES

The ISO 9001 QMS standard requires that Jim & Hall's identify and describe our processes using business performance indicators, the purpose of which is to better manage and control our business processes. Quality objectives form the center of our system. Performance indicators are used to understand and communicate our system's performance relative to our quality objectives.

## DEVELOP A PROFESSIONAL CULTURE AND BETTER EMPLOYEE MORALE

Implementing an ISO 9001 Quality Management System can empower employees. Our QMS will provide them with clear expectations (quality objectives and job descriptions), the tools to do their job (procedures and work instructions), and prompt, actionable feedback on their performance (process performance indicators). The result? An improved company culture and a more professional staff!



## IMPROVE THE CONSISTENCY OF OUR OPERATIONS

What is consistency? Well, one way to think of it is "decreased variation". Reducing the variation in our processes is the definition of consistency. Is our customer better served by us supplying them with a *consistent* product — same dimensions, same weight, same tolerances, same output every time — or by your products being unpredictable and "all over the place"? Of course, they won't accept variation, and neither should we! And how do we decrease variation? Increase control of our processes! Control comes from having a clear target to shoot for (objective), collecting data on the process (performance indicators), and understanding how to adjust the process (procedures and work instructions) to maintain the target output.

## FOCUS MANAGEMENT AND EMPLOYEES

The ISO 9001 QMS has a way to ensure the company stays focused, and that's quality auditing.

Internal audits, registration (and surveillance) audits, and self-process audits. ISO 9001 certification requires that the company periodically audit its quality processes. Regular process audits and as-needed audits, when done correctly, provide the objective feedback needed to correct any deviations from the quality path and keep the company focused on its goals.

## IMPROVE EFFICIENCY, REDUCE WASTE, AND SAVE MONEY

An ISO 9001 Quality Management System isn't perfect; no process and no one is perfect. (Why else would the standard devote a clause to "continual improvement"?) A well-run QMS *does* enable our company to *approach* perfection. As our processes improve, become more consistent, and we achieve our target objectives with greater regularity, we will see tangible results. Our process waste will decrease, for one. Waste is money lost forever. Waste results from poor quality and inefficiency. Inefficiency results from variation and inconsistent processes. Reduce variation, improve consistency, and we'll have less waste...and more money. It's that simple!

## WHAT CAN WE DO WITH THIS CERTIFICATION

Our management system and its processes have been certified to ISO 9001 so we do want to talk about our next successful conversion program to ISO 9001: 2015 & 14001: 2015 in the next contents under 03/feature for more information.



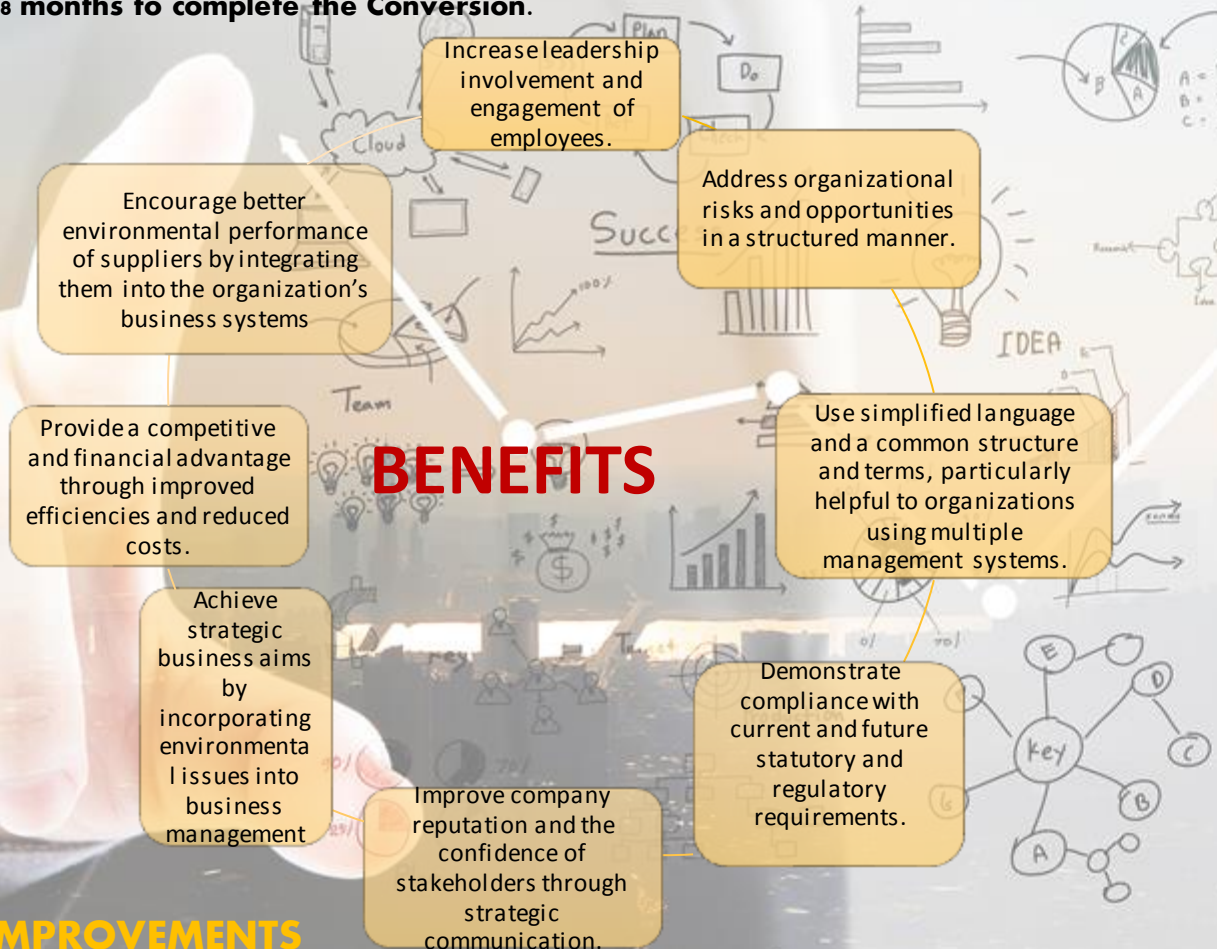
By Dennis (QEHS)



In 2015, the two key, globally recognized quality and environmental management system standards have undergone a major review. ISO 9001:2008 quality management systems and ISO 14001:2004 environmental management systems have been updated to incorporate a wide range of changes.

With more than 10 years Journey with International Organization for Standardization - ISO, Jim & Hall's has been looking into the conversion since 2015 when ISO 9001:2015 & ISO 14001:2015 were published. Through about 6 months' research

and discussion, Jim & Hall's ISO Conversion Program kicked start on the Oct 2016. It took us about 8 months to complete the Conversion.



## KEY IMPROVEMENTS

The most noticeable improvements to the two new standards is their new structure. Both ISO 9001:2015 & ISO 14001:2015 now follow the same overall structure as other ISO management system standards (known as the High-Level Structure), making it easier for anyone using multiple management systems. Apart from this,

### For ISO 9001 – QMS

Another major improvements is the focus on risk-based thinking. While this has always been part of the standard, the new version gives it increased prominence.

### For ISO 14001 - EMS

Environmental management to be more prominent within the organization's strategic direction. A greater commitment from leadership. The implementation of proactive initiatives to protect the environment from harm and degradation, such as sustainable resource use and climate change mitigation

A focus on life-cycle thinking to ensure consideration of environmental aspects from development to end-of-life

The addition of a stakeholder-focused communication strategy

Good practice on

# Holistic Risk Management

By Dennis (QEHS)

During second quarter of 2017, due to the work demanding, Jim & Hall's has been using a lot of Double Layers Mobile Scaffolds.

This is not a routine operation for Jim & Hall's. In consideration of the High Risk, besides common Risk Control Measures:

Fall Prevention Plan, Scaffold Tag and so on. Noticing that the SWL stated on the Scaffold Tag is not so obvious, JHS has developed one additional Risk Control Measure – Individual Notice Board on each scaffold to mitigate the risk.

The relevant safety signs, especially the Safe Work Load can be displayed there to warn all workers on the Safe Work Practice. This control measure was developed from worker's feedback which has shown a big improvement for Jim & Hall's Holistic Risk Management.

In Jim & Hall's, the Risk Management was never any single person or team's task, through different approaches, it has been promoted to all stakeholders include Jim & Hall's vendors mind.

**UNDER CONSTRUCTION CAUTION COMING SOON**

**UNDER CONSTRUCTION UNDER CONSTRUCTION**





**JULY 10 – Substitution for Asarnha  
Bucha Day (Thailand)**

**JULY 28 – King’s Birthday (Thailand)**

JULY  
Jerome (JHT)

**AUGUST 9 – National Day (Singapore)**

**AUGUST 14 – Substitution for H.M.  
the Queen’s B-day (Thailand)**

**31 – National Day (Malaysia)**

AUGUST  
Mujarin (JHT)  
Monica (JHS)

**SEPTEMBER 1 – Hari Raya Haji (Singapore, Malaysia,  
Indonesia)**

**16 – Malaysia Day (Malaysia)**

**22 – Awal Muharram (Malaysia)**

SEPTEMBER  
Rock (JHS)  
Zakie (JHS)

# Here's a tip! By Dolly (HRM)

A quick guide on how much top tip in other countries.



## USA

Leave a 10-15% if you are pleased with the service

## UK

If there is no service charge, tip about 12-15%.

## SINGAPORE

Tipping is not customary as there is often a 10% service charge added to the bill.

## BRAZIL

Do not tip if there is already a 10% service charge to your bill.

## FRANCE

Tourist are not expected to tip as there is usually a 15% service charge.



## Pack your bag in less than an hour By Dolly (HRM)

### Choose the right bag

Pick a bag that is not too big so that you limit your choices of what to bring.

### Make a mental checklist

Run through in your mind the task you have in a normal day and start packing from there.

### Pack only what you need

Stick to the rule that if you don't need it, leave it at home.

### Consider the Climate

Think about the type of trip you are taking and the season at your destination.





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- Comments ?

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