



Office for Product
Safety & Standards

OPSS NMO Update

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3rd October 2019

Background – The Office for Product Safety and Standards (OPSS)

- Firstly, thank you for inviting me to the UKWF members meeting. It's a privilege to be here and meet you all.
- We will provide a brief back ground on NMO, the transitions faced over the last few years, and the challenges we face in the future

Past

- NMO has undergone many organisational changes since 2013
 - NMO – NMRO – RD – OPSS
 - Was an Executive Agency – with a board of Directors, CEO, Steering group...etc to;
 - A Technical Team within OPSS, more on this later
- The core team responsible for all accredited activities are still in place
- The next slide gives an overview of the current organisation status

Present - Overview of OPSS, Technical Services and NMO

- OPSS is an directorate within BEIS, delivering for other parts of the department and government and selling services
- OPSS is made up of 6 Units...
 - Deputy Director – Will Creswell
- NMO provides commercial and legal metrology services to key stakeholders and other government departments (OGD's)
- NMO holds accreditations for 17025, 17021, 17065 through UKAS

Present - Overview of QMS

NMO has an integrated quality system covering the requirements of ISO standards 17025, 17021, 17065, 9001, 45001.

ISO 17025 - Majority of work is accredited by UKAS

ISO 17065 - All work is accredited by UKAS

ISO 17021 - All work is accredited by UKAS

ISO 9001 - Certification no longer maintained due to overlap with 17025, but principles remain

ISO 45001 - NMO is certified by BSI for all services

Present - Overview of QMS

National Measurement System (NMS). NMO is responsible, acting as secretary of state, for the Legal Metrology Programme (LMP)

The Delivery of the Legal Metrology Programme, on behalf of BEIS aims to:

1. Underpin the UK legal metrology infrastructure in support of our obligations under the Weights & Measures and Coinage Acts
2. Provide technical support to Ministers, including representation at International committees
3. Provide technical advice to UK business, especially to SMEs for whom the regulatory regime may present an obstacle to market entry
4. Support the development of National Competency within the UK weights and measures community

LMP Delivery

1. Influencing Legal Metrology (UK and international regulation)

NMO will bear influence on matters affecting UK and international legal metrology by providing up-to-date technical expertise and advice to support BEIS Ministers. This will be achieved through proactive participation in WELMEC (European Cooperation in Legal Metrology) technical working groups, OIML (International Organisation of Legal Metrology) technical and sub-committees and international standards committees that impact on UK policy on Weights and Measures legislation.

This will ensure that ministers receive appropriate expert advice in order to make informed decisions on better regulations, to maintain international relations and influence when contributing to the development and interpretation of EC Directives and to provide technical expertise in order to develop WELMEC guidance, OIML recommendations and international Mutual Acceptance Arrangements.

This work supports UK Legal Metrology needs for UK business, government, public sector organisations and consumers.

LMP Delivery

2. UK Standards and Maintenance

NMO will provide and maintain a test facility in support of statutory type approval of weighing and measuring instruments on behalf of the Secretary of State for the benefit of UK industry.

NMO will also provide and maintain NMO tertiary and laboratory standards, re-verify Local Authority standards, and maintain coinage standards, as directed by the Secretary of State. NMO's designated institute (DI) status will be maintained for fluid flow (static volume), length and mass and related quantities. This includes membership of EURAMET and contributing to the KCDB (Key Comparison Data Base) by maintaining NMO's CMC (calibration & measurement capability).

This will support confidence in UK type approval, measurement standards and coinage both in the UK and on the International stage.

LMP Delivery

3. UK Capability Development

This project will ensure that NMO maintains capability in terms of testing and calibration facilities and also legal and technical expertise in legal metrology. Development needs will be researched and identified for new technical services to industry in the UK.

Technical training will be provided for trading standards in support of National Competency requirements in the field of Weights and Measures enforcement.

Key market needs will be addressed in areas of market failure and commercial development in order to maintain and support confidence in measurement standards.

LMP Delivery

4. Technical Advice (Knowledge transfer)

This project ensures that NMO is able to provide technical and legislative advice and support to industry (particularly SMEs, micro businesses and new companies), trade associations and UK trading standards authorities by proactively engaging with UK industry and the enforcement community to provide updates and raise awareness.

It also enables NMO to attend technical meetings to maintain awareness of the needs of other interested groups and to keep abreast of latest developments in technical work.

This ensures that the investment in developing and maintaining legal metrology expertise at NMO is fully exploited for the benefit of UK industry, commerce and the public supporting the aim of simplifying technical regulation for the benefit of British business.

Past/Present - Improvements

- A. NMO regards continuous improvement as a vital element for maintaining the high levels of technical competence, increasing effective methods of compliance to standards, and seeking opportunities for new services

- B. Improvement ideas may be raised from numerous sources;
 - i. Customer feedback
 - ii. Staff feedback (all grades from trainees to top management)
 - iii. Internal and external audits
 - iv. Client site visits (away from NMO)
 - v. NMO QSM and service scorecards
 - vi. Inter-laboratory (and staff) comparisons
 - vii. Technical and committee meetings (BSI, UKWF, BMTA, UKAS, WELMEC, OIML, Euramet)

Improvements are a regular item on the monthly team meeting, these are captured and developed into improvement plans or projects depending on task size.

- C. All NMO staff have improvement objectives for their areas as part of their performance and development reports (appraisal system)
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Past/Present – Improvements - continued

So what have we improved? M. Panesar Joined NMO in 2013 as Head of 17025 laboratory, here are the only some of the improvements implemented;

- i. Monitoring of Quality Procedures (QP's) – item on scorecards and QP spreadsheet has traffic light system giving clear visual indication of QP status.
 - ii. All scorecards and risk registers are now more detailed and relevant to service sectors
 - iii. All quality documents are read only for users, only Head and QSM have modify access
 - iv. Laboratories have secure swipe card access improving security and confidentiality
 - v. Management reviews held twice per annum instead of once
 - vi. Number of Internal and external audit findings are reducing
 - vii. Number of QP's reduced and existing QP's made more effective
 - viii. Improved communications within team and service sectors via monthly team meetings
 - ix. Staff retention issues identified and rectified
 - x. Developed new workflow tools providing better information for projects and clients
 - xi. Introduced simpler and smarter staff authorisations monitoring tool
 - xii. New and better wearing calibration labels implemented
 - xiii. Acceptance criteria determined for all equipment
 - xiv. Regular staff competence and training records monitoring now in place and using new templates
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Past/Present – Improvements - continued

There are still many Improvements yet to be implemented or completed;

- i. Dedicated full time QSM: this will provide the resource required to further improve the customer feedback process, QSM structure, Internal audits, UKAS and Euramet liaisons, complaints procedures and follow ups including root cause analysis
- ii. Increase in staffing – in 2013 the total team size was 15, its currently 21 and we have 2 more coming! Growing in total to 23 by October 2017. I have further plans to grow numbers..... Currently at 25. with a plan to expand to 30+
- iii. QMS storage system – we are evaluating a new Electronic records data management system to reduce the burden and improve the compliance of 17025
- iv. Reduction of the uncertainties for Mass calibrations, with a revised method and improvements highlighted previously, we have applied to UKAS for a reduction in our uncertainties. This will not directly impact the DI section of NMO, but is a reflection on the improvements recently made

Present/Future - Strengths and weaknesses

Strengths	Weaknesses
Skilled and knowledgeable team	Recent changes have created more hurdles to ensure QMS is secure and robust
World leading quality of 17025 work	Succession planning for “experienced” staff due to retire within 2-5 years
Passion and dedication to perform	Poor website and social media presence
Expanding Team	Under resourced at the moment
Part of UK Government	Part of UK Government
Reputation	Uncertainty of Brexit

Present/Future - Responsibilities

There have been many non legal metrology areas Technical Services have been, and will be involved in;

- i. Grenfell
 - ii. Tumble dryers
 - iii. Product Safety Laboratory expansion
 - iv. Hub and spoke model
 - i. NMO as the hub
 - ii. Spokes being;
 - i. LA's
 - ii. Associations (UKWF, WELMEC etc)
 - iii. Internal teams
 - iv. OGD's
 - v. Future challenges include addressing new technologies for fuels, software issues etc.
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Future - Brexit

There are numerous challenges on the future of the NMO as a certification body.

- i. It has been officially published that all UK NB's will transition into UK approved Bodies
- ii. Resourcing needs during and post "limited time period" including successions planning.
- iii. UKCA mark and the implantation policies
- iv. Divergence possibilities
- v. Imperial measures

Thank you for listening

Presented by

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