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# AICPA INSIDER

THE INFORMATION SOURCE FOR TEAM AICPA



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## Update on ISO 9001 Initiative

By Edith Yaffe & Cecil Nazareth

*During March 1998, the Institute achieved ISO 9001 certification. ISO is rapidly becoming the most recognized worldwide standard for quality. ISO certification helps the Institute to improve member satisfaction, thereby maximizing member value. Additionally, it helps to manage change by providing a framework for identifying and improving current processes and for documenting new processes. Here are some questions and answers designed to help you understand this important program.*

What are the benefits to the AICPA becoming ISO 9001 certified?

A defined and documented quality system helps the Institute to continuously improve the way it does business. Striving to retain certification focuses the Institute's resources on maintaining quality standards. The following are some specific benefits of certification:

- Improved customer/member relationships and increased member satisfaction.
- Improved competitive position, enhancing the Institute's standing in the market place.
- Established quality standards that are accepted internationally.
- Established consistency among projects within the organization.
- Increased sharing of written procedures among team members and encouraged use of these procedures.

Team AICPA members worked hard throughout the past two years in order for the Institute to be one of the first professional associations to receive certification. To maintain our certification, the Institute must pass a review performed by a third party registrar each year.

Since we already received our certification during the past two years, why should we be concerned about it this year?

Every year our quality system is reviewed by a third party registrar. In order to maintain our quality system, each change within our organization requires us to revisit our processes and establish new procedures, document these changes on our flowcharts, and re-train our staff on the new procedures. These changes will be reviewed in detail by our third party registrar. Therefore, re-certification will only occur if everyone on Team AICPA makes a strong effort to maintain our quality system.

What are the ISO 9001 efforts currently in progress?

Process owners are being contacted by Quality Assurance to make certain that their flowcharts are revised to reflect any procedural changes. Flowcharts for each team can be found on KNET. Process owners must update their flowcharts and return the marked-up copy to Quality Assurance by no later than December 24, 1999.

An ISO Internal Quality Team is being formed. The main role of the team will be to verify that each team's documented processes (flowcharts, instructions, and quality records) are in compliance with all elements of the ISO standard. Reviews performed by the ISO Internal Quality Team will begin January 2000.

The external registrar, BVQI, will review our quality system on March 13-17, 2000.

What can I do to help make this process a success?

You can make certain that your team's flowcharts are updated and everyone on your team is trained on the updated process.

You should also consider volunteering to serve on the ISO Internal Quality Team. Members of the team will attend a two-day training class during January and receive CPE credit. Subsequently, they will volunteer three separate days to perform three ISO internal quality reviews. Everyone on team AICPA must work together to make our ISO certification process a success.

Where can I find additional information on ISO?

If you need additional information on ISO, you can contact your team's process owner or call anyone on the Quality Assurance Team.

## Y2K and Work

*As we approach the end of the year, please carefully read the following information about AICPA workplace policies relating to Y2K. This information is being provided by the Y2K and Human Resources Team and includes much of what was addressed in the brown bag lunches that many staff attended. If you have further questions, please contact the HR Team.*

What happens if there is a Y2K incident at the AICPA offices and I work from home? Will I be charged vacation time?

Many teams have stated in their contingency plans that they can work from home with minimal discomfort. If this is the case, there will be **NO** vacation charged for employees who have permission from their supervisor to work from home.

Will I pay for any work-related expenses such as courier fees and telephone charges?

Any work-related expenses incurred for employees who have permission to work from home will be paid for by the Institute using the normal expense report process.

Will I be covered for workers' compensation insurance if I am any way injured on the job?

Yes, the workers' compensation insurance that insures your safety in the office is transferred to your home for working purposes.

What happens if there is a Y2K incident at the AICPA offices -AND- the decision is made to close the Institute offices -AND- I can't work from home?

In this case, employees will be provided with days off due to office closings, which is the normal procedure for the AICPA.

What happens if there is a Y2K incident and the decision is made to open the Institute offices?

Employees will be expected to report to work or, if approved by your team leader, you may work at home. Of course, hardships will be reviewed on a case-by-case basis.

What happens if the office is open but my child's school is closed or the day care facility has been affected by a Y2K incident? Can I bring my child/children to work?

In these instances, you must first request permission from your supervisor to bring children to the workplace. We are asking that this practice be kept to a minimum and used only in emergency situations as the AICPA offices can not accommodate a multitude of children. Another option is to

work from home if your contingency plan and supervisor allow for this practice.

Will I get my paycheck?

ADP, the payroll provider, has provided extensive Y2K disclosures in which they state that they will be ready for the next millennium. They are therefore confident that will make payroll payments on time. If payroll can somehow not be processed from AICPA offices, it can be processed at one of the many local ADP facilities in the area. If you would like to view ADP's Y2K disclosures, they are available on their web site – <http://www.adp.com>

What about my 401K benefits?

Charles Schwab has already represented that they are Y2K compliant and you are welcome to download your most recent statement from their web site. It is a good idea to print this statement prior to year-end. Also, Charles Schwab will be creating a backup tape for the Institute at year-end.

What if our health care providers are not Y2K compliant?

Even if the AICPA's health insurance providers do not function well in the year 2000, hospitals and doctors will still accept your insurance allowing you to receive timely health care. One reminder - you may want to refill prescriptions PRIOR to 12/31/99 so as to minimize any effects due to the Y2K changeover.

## Look to KNet for AICPA News

The News Reader on the Enterprise Page of KnowledgeNet carries three news channels that are designed to keep our team informed about developments in the Institute and in the profession. The *HR Channel*, along with three channels from KNet's CPA News Center -*Team AICPA Bulletins*, *Daily News Alerts* and all feed the Enterprise News Reader.

Information on benefits, policies and upcoming events, previously published in HR's *Fast Fact*, will now appear in the *HRChannel* or future issues of the *AICPA Insider*.

## Team AICPA Members Honored

*We want to recognize two members of Team AICPA who have recently been honored by outside organizations for their professional accomplishments. If you are aware of other employees who have been similarly singled out for their professional achievements, and would like to see them recognized in the Insider, send an e-mail to the Insider mail box on cc: Mail.*

■ **Nancy Cohen** of our Information Technology Team was one of only nine people picked as a 1999 "Technology Star" by *Accounting Technology magazine*. Nancy was honored for her efforts to advance the image of CPAs as technology experts including the development of the IT specialty accreditation.

■ **Elizabeth Walsh** of the Knowledge Management and Strategic Planning Team was named the 1999-2000 Outstanding Young Alumna from the Pamplin College of Business of Virginia Tech University. Elizabeth has been a driving force and an effective leader in the KM efforts of the Institute and the profession.

Congratulations to Nancy and Elizabeth for these well-deserved honors.

*HAPPY HOLIDAYS AND A PEACEFUL AND PROSPEROUS  
NEW MILLENIUM TO EVERYONE AT TEAM AICPA FROM  
THE INSIDER.*