

- Are specific personnel measures, such as training users or including security in their job descriptions, taken with respect to security?
- Does your organisation have an information security policy?
- Do you know what your organisation's main assets are? Do you have a list of them, and does this list include information?
- Does your organisation take steps to prevent unauthorised access to your premises?
- Have you implemented operational controls and procedures to safeguard your information, e.g. use of back-ups, anti-virus software, firewalls?
- Do you control access to information through the effective use of user IDs and passwords; e.g. making sure users don't share passwords, write their passwords on post-it notes?
- Have steps been taken to ensure that security requirements are defined and incorporated during system development or met by packaged software solutions?
- Do you have any business continuity plans?
- Do you ensure that you meet all your legal requirements/obligations, e.g. licensing, copyright, data protection?

ACTION TIME 3.1: THE YOGURT COMPANY AND SECURITY

The following is a briefing note given to a security expert by the Yogurt Company which has a warehouse complex of 50 000 square feet located in London next to a railway line. Housing in the area is expensive. The perimeter has a chain fence around the premises and access is through one entrance only. Parking is allowed inside the premises as parking in the local area is not allowed. There are over 100 vehicle movements in and out per day. Goods are packed in cartons and are shrink wrapped onto Euro pallets.

A local small independent company based nearby handles the security. They work 24 hours a day. There is a CCTV system in the premises and there are two cameras watching externally. The

monitor is situated in the traffic manager's office. Loads are recorded in and out of the premises.

A series of small-scale thefts have been going on for some time. In the months of October and November, the thefts have increased and more discarded cartons of yogurt can be seen in the warehouse. The claims from major supermarkets for short deliveries have also increased.

Tasks

1. Discuss the security implications.
2. Describe what you would do.

TRAINING TOPICS

It can be useful for a company engaged in managing stock to ensure that all concerned personnel have a common understanding of what is involved. The following is an example of the contents from one such training programme:

- The role of stock
 - Why hold stock?
 - Inventory costs and service variables
 - How much to order and when.
- Product classification
 - Supply and demand variables
 - ABC analysis to show where to concentrate limited resources
 - Product handling groups and classifying for effective operations
 - Checklists to help on the analysis.
- Stock coding
 - Different methods
 - Understanding of all involved
 - Checklists to help on deciding the best option.