

G 28 IZOGOOD® 19443

DECRYPTING ISO 19443 WHILE HAVING FUN



GAMER'S BOOKLET

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1. Rules of the game

The game is intended for one person, but nothing prevents playing in a small group, it will be much more fun.

The game is compatible with recent versions of web browsers. Otherwise the game can be slow.

A game session typically lasts between half an hour to 2 – 3 hours. You can play as many times as you like during your 60-day access and learn a lot about the ISO 19443 standard.

The goal of the game is to reach the final space (Finish) as quickly as possible.



The standard's requirements and comments are on this [page](#). A free quiz on the ISO 19443 requirements is provided at the beginning. This allows you to discover, decrypt and become familiar with the requirements of the standard.

Having a copy of the ISO 19443 standard at hand (not provided with the game) is a prerequisite.

The board of the game is a city with a car's journey.

In the top left, there is a clock showing elapsed time. In the top right, you have a help button and option to exit the game.

At the bottom left, there's a button to mute the sound. In the bottom center, you can see the total stars you've earned. ★ At the bottom right, there's a button linking to the ISO 19443 standard requirements page.

At the beginning, the car is parked at the Start space. ➡

Click on the "START GAME" button to begin.

The sequence of spaces (types of cards) is as follows:

- RISK - threat or opportunity - silver
- MCT - multiple choice test - green
- PRACTICE - good or bad practice - orange
- CASE – situation, challenge and solutions - blue

You also have special Maintenance



and Pandora's box spaces



Each type of case includes 50 questions (cards), and each answer is linked to a paragraph of the ISO 19443 standard version 2018.

Each card is presented in the following steps:

- step 1: The back of the card showing the card type, number (from 1 to 50) and the number of stars (from one to three) in blue, white and red ★☆☆☆☆

- step 2: The card type, its number, the question (e.g., “Is the following statement more of a threat or an opportunity?”), the statement (e.g., “The scope of the QSMS describes the company’s main activities”) and the star(s)
- step 3: The answers (one or more correct answers are possible) with a green emoji (for **all** correct answers) and a red emoji (for a wrong answer)
- step 4: The paragraph from the standard and a comment for the correct or incorrect answer



The car starts and arrives at the Risk space.

The card number is random. Depending on the question’s difficulty, the stars are one, two or three.

If you guess the correct answer, the car moves forward as many spaces as there are stars on the question.

If you don’t guess the correct answer (or answer partially) the car stalls on the same space, and the next card will be of the same type.



If you land on a Maintenance or Pandora's box space, you may get lucky or unlucky. From the car’s trunk or Pandora's box comes a random luck or misfortune card. If



luck is on your side, you get Joker card, and your car moves forward 3 spaces. If



misfortune strikes, your car moves back 3 spaces.

If a second person is with you and has printed this booklet, they can increase the game’s difficulty by asking questions like:

- What is the clause and sub-clause (paragraph) of the standard related to the question?
- Can you provide an example from your department related to this question?

When you reach the Finish space for the first time, you can download your IZOGOOD®



19443 game participation Certificate.

You can also view your game results:

- number of stars earned ★
- date and time each time you played 📅
- time spent ⌚

The educational objectives of the game are to allow each player to:

- identify whether a risk is more of a threat or an opportunity

- enhance their knowledge of the standard's requirements through MCTs
- guess whether a statement is a good or a bad practice
- study each proposed case's situation, challenge, and to find the right solution (one or more correct solutions are possible)
- decrypt the clauses and paragraphs of the standard and assimilate the requirements

Some questions have a touch of humor (even if the boss forgot to say it).

Relax, it's just a game.



A bias is inevitable regarding the "correct answers" to retain, especially for RISK or PRACTICE cards.

Here's an example:

RISK 01. Is the following statement more of a threat or an opportunity? **"The most important thing is that the company's strategy was established in the past"**

One might answer that it's a threat or an opportunity, but it depends on when the strategy was defined.

If you answer that it's a threat, you're right because it's not specified when the previous strategy was developed (a year ago, 10 years ago). There's missing information. But you could answer that it's an opportunity because you think "in the past" means 2 to 3 years ago.

Thus, the presented answers and the relevance of the comments are debatable; in the end, the truth is sometimes relative.

The IZOGOOD® game was created and developed with great care. Thank you in advance for communicating any potential improvement points you've identified via the link: <https://www.pqbweb.eu/contact.php>

2. Glossary

The beginning of wisdom is the definition of terms. Socrates

Some specific terms:

CFS: counterfeit, fraudulent or suspect (item)

Competence: personal skills, knowledge and experiences

Conformity: fulfillment of a specified requirement

Corrective action: action to eliminate the causes of nonconformity or any other undesirable event and to prevent their recurrence

Customer: anyone who receives a product

Customer satisfaction: top priority objective of every quality and safety management system related to the satisfaction of customer requirements

Documented information: any support allowing the treatment of information

Effectiveness: capacity to realize planned activities with minimum effort

Efficiency: financial relationship between achieved results and used resources

External provider (supplier): an entity that provides a product

Graded approach: activities employed to ensure that the application of requirements is commensurate with nuclear safety significance

ITNS: important to nuclear safety

Indicator: value of a parameter, associated with an objective, allowing the objective measure of its effectiveness

Management system: set of processes allowing objectives to be achieved

Nonconformity: non-fulfillment of a specified requirement

Nuclear safety: achievement of proper operating conditions, prevention of accidents and mitigation of accident consequences, resulting in protection of workers, the public and the environment from undue radiation risks (IAEA Safety glossary)

Organization (company): a structure that satisfies a need

Process: activities that transform inputs into outputs

Product (or service): every result of a process or activity

Quality: aptitude to fulfill requirements

Quality management: activities allowing the control of a company with regard to quality

QSMS: quality and safety management system

Quality objective: quality related, measurable goal that must be achieved

Requirement: explicit or implicit need or expectation

Risk: likelihood of occurrence of a threat or an opportunity



Root cause analysis (RCA): method of problem solving used for identifying the root causes of faults or problems

Safety culture: protection and safety issues receive the attention warranted by their significance as an overriding priority

Stakeholder: person, group or company affected by the impacts of an organization

Top management: group or persons in charge of the company's control at the highest level

Remark 1: the use of ISO 19443, ISO 9000 and IAEA Safety glossary definitions is recommended. The most important thing is to determine a common and unequivocal vocabulary for everyone in the company.

Remark 2: a document can be presented as documented information that must be maintained (procedure ) or retained (record ).

3. RISKS



Recurring question: Is the following statement more of a threat or an opportunity?

RISK 01 Most important is that the organization's strategy has been established in the past

Threat § 4.1 ★★★

Every three years on average, it is necessary to check the adequacy of the strategy to the context of the organization, the expectations and the requirements of the stakeholders

RISK 02 The context of the organization is something that can be taken into consideration (even if the boss forgot to say it)

Threat § 4.1 ☆☆

This is a requirement of the standard and it is unavoidable. This is part of the first work to be done since the validation of the organization's strategy depends on it

RISK 03 Trying to anticipate the evolution of customer expectations is wasted time (if the boss said so)

Threat § 4.2 ★

The objective of the organization is to satisfy its customers in the long term – to understand the evolution of their expectations is a key factor of success for the future

RISK 04 We can try to comply with legal requirements (if the boss agrees)

Threat § 4.2 ★

We must strictly comply with legal requirements

RISK 05 The scope of the QSMS describes the main activities of the organization

Threat § 4.3 ★

Describing the scope of the QSMS is delimiting the entities and activities concerned. Exclusions must be specified

RISK 06 In-house promotion of process mapping (the boss said to manage on our own)

Opportunity § 4.4 ☆☆

This is an opportunity to let everyone know about process mapping. This allows everyone to situate themselves in the overall operation of the organization and in supplier customer relationships with other processes

RISK 07 Top management commitment does not contain set objectives

Threat § 5.1 ☆☆

Top management demonstrates leadership and commitment by, among other things, ensuring that an information security policy and objectives are established

RISK 08 The nuclear safety culture takes into account lessons learned (if the boss approves)

Opportunity § 5.1 ★

And also encouraging a questioning attitude

RISK 09 Involve staff in applying the quality approach on a daily basis (even when the boss is not around)

Opportunity § 5.2 ★

When staff is involved on a daily basis, operational efficiency is enhanced and continual improvement is possible

RISKS

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