

# 10 Tips for an outstanding management system

# #1 Top management to lead the way



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*Genuine leadership and commitment by top management is essential for a compliance management system to be fully integrated into an organization and deliver the potential benefits.*

If you are a Senior Manager, consider how your management system can **really** help your organization.

If you are a Quality Manager / Compliance Manager, you cannot just **expect** commitment and leadership from senior management. They will only really provide that when they are **convinced** of the advantages.

# #2 Involve everyone



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*When everyone in an organization is aiming in the same direction, it will naturally have a better chance of getting there.*

If everything is left to just one key individual or even a few people:

- The system will become narrowly focused – with only one set of ideas, one perspective, and one agenda.
- The system will collapse in a heap when they move on (leave / retire / transfer / give up in frustration).
- While 'champions' may put in a super-human effort, the sum total of others NOT contributing will more than offset that.

One useful technique for achieving greater involvement may simply be **re-branding**.

# #3 Set SMART objectives



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*People respond to a challenge and will perform better when they have clear targets to aim for.*

- ▶ **S - Specific** - The objective should be focused on only just one thing.
- ▶ **M - Measurable** - It should be possible to measure progress towards or achievement of the objective.
- ▶ **A - Attainable** - The objective should be within your capabilities.
- ▶ **R - Relevant** - The objective should be something of importance.
- ▶ **T - Timed** - There should be a timescale or deadline for achievement of the objective.

# Examples of objectives

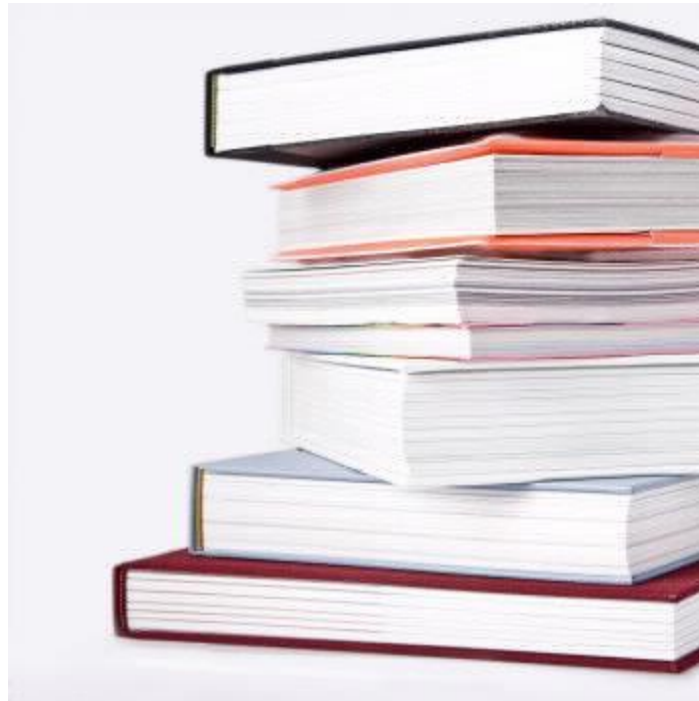
1. Implement new induction process by (date).
2. Train (x) new first aiders by (date).
3. Train (x) new internal auditors by (date).
4. Achieve ISO 9001 certification by (date).
5. Have an ISO 27001 Info Sec. Gap Analysis conducted by (date).
6. Review the fuel-efficiency of our vehicle fleet over (time period).
7. Conduct an energy audit of head office by (date).
8. Achieve customer satisfaction rating above (x%) averaged over survey responses received during (time period).

50 examples are listed at:

<https://qudos-software.com/new-years-resolutions-for-your-management-system-50-sample-objectives/>



# #4 Get rid of the deadwood documents



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***There is a common misconception that management systems are all about documentation. It most certainly isn't. Ridding your system of the burden of 'deadwood' documents is a critical step towards improvement.***

Many systems simply have far too much documentation.

- There are too many.
- They are too long.
- Some are old and irrelevant.
- There are multiple versions or overlaps.

A good document management system will prevent duplication, ease of searching, and prompt regular reviews / culls of the deadwood.

# #5 Take prompt action on issues



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**Taking prompt action on issues raised will help to improve commitment to, and participation in the system – as well as maximising the benefits achieved.**

What does prompt mean? On the same day? Within one week? One month? With reference to a QMS / IMS, we might interpret it as being 'as soon as reasonably practicable'.

How do we ensure prompt action is taken? Well, the first step is to quickly **inform the responsible person**. Systems need an efficient way of communicating. **Technology** can help to ensure that the message gets transmitted quickly. It needs to be supplemented by an organizational culture that supports and encourages prompt action.

# #6 See the whole iceberg



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**The full extent and cost of compliance and risk issues are often invisible – or at least, rarely reported and addressed as well as they might be.**

The iceberg analogy illustrates that when we identify an issue there is often a great deal more lurking beneath the surface.

Identifying issues, fixing problems, and eliminating the root cause(s) can all be considered elements of **continuous improvement** - a key principle that underscores the concept of ISO management systems.

Issues / Incident reporting systems should prompt the need to consider the potential for similar issues, and to address root causes.

# #7 Give your system a health check



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**Systems don't work perfectly forever. They need regular checks and maintenance to keep them on track.**

They also need **pro-active** verification that planned arrangements are happening in practice and are working to achieve objectives. The best form of that verification is a programme of **internal audits**.

We need to ensure that our programme is not a perfunctory 'tick and flick' exercise but a value-adding activity that is based on risk.

There can also be a tendency to focus internal audits on just operational processes. **Its important to also audit support processes.**



# #8 Integrate management review into your business planning



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Periodic 'Management review' of systems is a requirement of all ISO management system standards. It's also an area where nonconformances are often raised at certification audits. That really shouldn't be the case, as it's quite a simple requirement that if done well can also deliver significant benefits.

**Including management review as part of the wider business planning process helps to integrate compliance activities with the 'real' business.**

# #9 Vorsprung durch technik



Details Information Security Tasks Actions Attachments Notes

Asset No. 000039  
 Type .Laptop  
 Make / Name Lenovo  
 Model Thinkpad L390  
 Serial No. 055189247827  
 Owner Stephen Lewis  
 Location .Newport  
 Business unit .Finance  
 Date acquired 18/03/2021  
 Asset supplier Office Supplies and furniture  
 Calibration required  None  In House  External  Both  
 Calibration provider  
 Maintenance required  None  In House  External  Both  
 Maintenance provider  
 Active

Description The ThinkPad L390 has 13.3" display and 14-hour battery life.

Image Drag and drop an image here

Actions List

How Raised Any Location Any Status Any From 1/01/2019  
 Topic .OHS Business Unit Any Overdue By Any To 17/11/2021  
 Type Any Assigned to Any Person Modified Any  Show inactive options

Action No. Event

Search Reset

Drag a column header here to group by that

Number	Event or Subject	Event Date	Recorded By	Assigned to	Injury	Priority	Status
37	Assault on member of staff. Angry patient alleged to have attached staff member in reception.	8/08/2020	Grace Douglas		<input checked="" type="checkbox"/>	Extreme	Overdue
31	Audit No: 34 - Audit Type: Unspecified - Audit Title: ISO 45001 OHS management system - Full Gap Analysis - Audit Item: 1 - Check: ISO 45001 Clause 4.1 - Understanding the organization and its context. Consider what factors are relevant to the organization's strategy and ability to achieve its intended OHS results e.g. PEST / SWOT / Situational analysis with tools in Safety Toolkit. Context reviewed in Qudos 3 Meetings module as part of management review. - Result: No thing has been done yet	2/07/2020	Grace Douglas	Danny Boyd	<input type="checkbox"/>	Unspecified	Not Planned
76	Audit No: 2 - Audit Type: Site Inspection - Audit Title: First aid box periodic inspection - Summary:	28/05/2020			<input type="checkbox"/>	Extreme	Closed

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# #9 Vorsprung durch technik

As made famous in the old Audi car ads, Vorsprung durch Technik translates to advancement through technology

**Smart organizations are increasingly using technology for a more efficient and effective QMS or IMS – taking less time and effort (and often, less money) to do it better.**

There are still very many instances of quality or safety managers diligently re-entering data from audit and nonconformance records into spreadsheets, and then separately emailing them and chasing progress. We wouldn't do that finance or operations, so let's not do it here.

So, Tip #9 is Vorsprung durch Technik - advance your system through the use of technology.

# #10 Get certified!



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**Getting your system certified will take it to the next level in terms of discipline and realising the full range of commercial and organizational benefits.**

In the previous 9 tips, we have discussed a whole range of steps which - if implemented - we believe will make your management system outstanding. Getting accredited certification may provide further benefits:

- To provide access to markets.
- To improve your corporate image.
- For affirmation.
- For genuine organizational improvement.
- To keep you on your toes.

# Thank you

Contact us for more information on:

- Gap analysis services for ISO standards.
- IMS / ISMS system development.
- **Qudos<sup>3</sup>** Integrated Management System software.

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