

## How to Design and Develop Successful Management Systems

Today's business managers have to contend with complex business conditions. On one hand, they are being asked to contend with an increasingly dynamic marketplace. On the other, managers are constantly asked to find innovative ways to do more with less. History tells us that without effective solutions these factors will cause managers to struggle, the needs of stakeholders and clients will go unmet and organisations will fail!

### WHY IMPLEMENT A MANAGEMENT SYSTEM?

A management system gives your organisations the power to harness organisational information and apply it to best match the environment in which your organisation operates. A management system uses this information to formulate your policies, goals, procedures and processes effectively - delivering success to your clients and reducing costs.

Management systems are diverse and cover all areas of the organisation. The more popular management systems include quality (based on the ISO 9001 standard), information security (ISO 27001) and environment (ISO 14001).

Regardless of what areas of your business they cover all management systems share certain properties. These include:

- Clearly defined responsibilities
- Documented processes
- Ongoing training
- Internal checks for conformance
- Measures for corrective and preventive actions
- Continual improvement

### WHAT YOU WILL LEARN DURING THIS COURSE

Pondergrove's course objective is to help your business managers, from all functional areas of your organisation, obtain the skills necessary to design and develop effective management systems. Key to the course is Pondergrove's unique five key principles for developing successful management systems. These five principles demand that a management system be:

- Accessible
- Easy to use
- Based around the business
- Dynamic
- Measurable

This method has proven successful for organisations in both the public and private sectors and will form the cornerstone of the work conducted throughout the course.

## WHAT YOU WILL ACHIEVE ON COMPLETION OF THIS COURSE:

- Ability to design an effective management system
- Write effective policy and procedure documentation
- Apply modern technology to make the management system easy to access and use
- Successfully plan implementation and operation of your management system
- Use the management system to bring about operational improvements

## COURSE INSTRUCTOR

**RICHARD TWALLIN** - Richard is a leading quality and information security management specialist. His extensive experience of the IT industry includes 17 years with a major computer manufacturer and 14 as an independent consultant. He specialises in designing management systems which apply best practice pragmatically so that they also meet the operational needs of the organisation. In 2002 he developed a method for building effective information security management systems which has been applied successfully by many UK organisations, both public and private sector, and is published on ISM's website. Richard is a UK Government information security management adviser, appointed by CESG under the CLAS Scheme. Other qualifications include registered quality auditor (under the ISO 9000 TickIT Scheme), appointment by the Office of Government Commerce as a Strategic Assignments Consultant, and certified PRINCE 2 Practitioner.

## SPECIAL OFFER

*For a limited period only – 2 delegates for 1 offer on all training courses*

Course fee:	£550 + VAT
Date and location:	24 <sup>th</sup> January, 18 <sup>th</sup> April (Birmingham)
	28 <sup>th</sup> February, 15 <sup>th</sup> May (London)
	21 <sup>st</sup> March, 27 <sup>th</sup> June (Manchester)

## REGISTER TODAY

To register for the *How Design and Develop Successful Management Systems* please call 01635 817 309 or email [sales@pondergrove.co.uk](mailto:sales@pondergrove.co.uk).