

PRINCIPLES OF MANAGEMENT SYSTEMS

How to build systems that really work for your business!

1. Accessibility

The management system needs to be easily accessible to all members of the organisation.

Publication on the corporate intranet is a good solution. Paper copies held in binders are likely to be left on the shelf or filed away, and therefore not used.

2. Ease of use

The management system must be easy to use. Otherwise staff will not refer to it. It will be ignored and the organisation will not benefit.

Key factors include:

- A good structure, that is easy to follow
- Style: Short, concise procedures and policies
- Avoid too much text; use pictures and diagrams, where possible

Online, web-based management systems are generally much easier to use than paper/document-based systems.

3. Based on the mission, vision and values

The purpose of a management system is to help the organisation operate in line with its values, realise its vision and achieve its mission.

The system should be designed around what is important to the organisation and its customers, rather than a standard (ISO 9001, 27001, 14001, 22301, 45001, 20000 etc). Design the system around the business and pick up certification on the way.

4. Dynamic

The system must change and evolve as the organisation develops.

As the business environment changes and as the organisation finds better and more effective ways of meeting its customers' needs so the management system must be changed.

5. Measures

The principle "If you can't measure it, you can't manage it" applies.

The system needs to incorporate metrics which enable effectiveness to be measured and improved.