Bridging the Gaps & Closing the Loops

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Implementing and Maintaining Effective Management Systems

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What is a Management System?

A holistic and systematic approach to establish a framework for continuously improving a company's performance.

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Why So Popular?

- Promotes Communication
- Promotes Efficiency
- Is Proactive in Nature
- Manages Change Effectively
- Provides Framework for Continual Improvement =
- Better Business
Closed Loop

Plan

PARI Process™

Review

Act

Improve

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Basic Elements

- Goal or Mission Statement
- Policy
- Organizational Structure
- Documentation
- Continuity of Service
- Audits and Inspections
- NCRs/CAAs/PAs
System Pyramid

- Goal
- Policy(ies)
- Objective(s)
- Processe(s)

Continual Improvement

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Communication is Key

- Positive Attitude
- Clearly Defined Roles and Responsibilities
- Top Down↓ Bottom Up↑ Approach
- Walk the Talk
- Respect, Engage & Empower
- Formalize the Informal
- Meaningful Documentation
- Effective Feedback Tools
Model System - ISO 14001:2004

- **Plan**
  - Identify Aspects and Impacts
  - Assign Quantifiable Metrics (SIS)
  - Define Objectives (goal) and Targets (requirements)
  - Assign Work Instructions (sub-targets or tasks) with due dates
- **Act**
  - Perform work Instructions
- **Review**
  - Conduct Review Meetings and Audits
- **Improve**
  - Adjust and Modify where necessary
Recipe for Success & Sustainability

• Start with a Plan
• Go from Me to We
• Communicate Simply, Efficiently and Effectively
• Complete the Tasks on Time
• Listen, Learn and Improve
Thank You