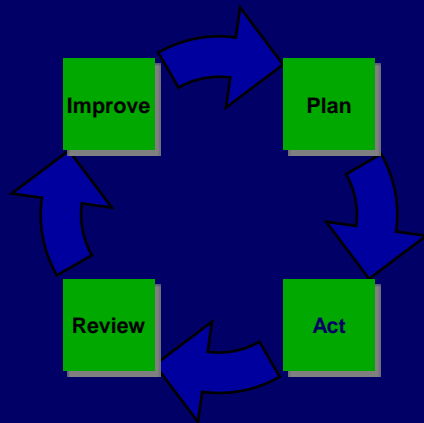




# Bridging the Gaps & Closing the Loops

By  
Dione Lee



*Implementing and  
Maintaining Effective  
Management Systems*



# What is a Management System?

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

**- Dione K. Lee**



# Why So Popular?

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



# Closed Loop



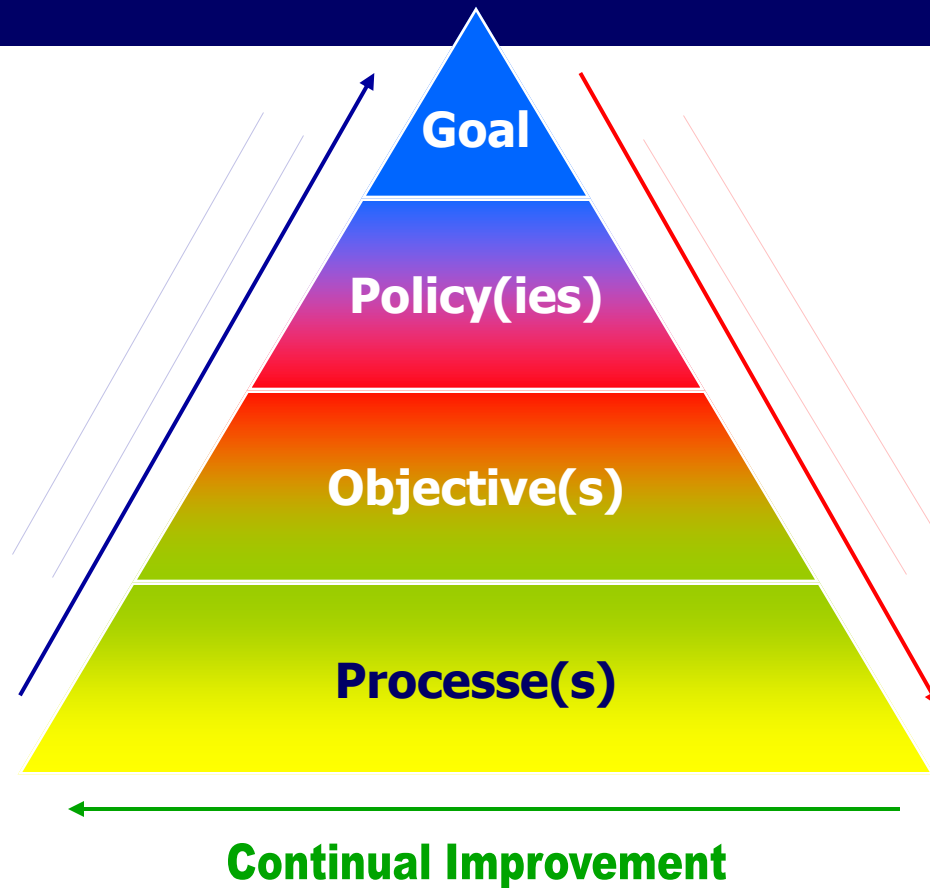


# Basic Elements

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



# System Pyramid





# 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

- **P**lan
  - Identify Aspects and Impacts
  - Assign Quantifiable Metrics (SIS)
  - Define Objectives (goal) and Targets (requirements)
  - Assign Work Instructions (sub-targets or tasks) with due dates
- **A**ct
  - Perform work Instructions
- **R**eview
  - Conduct Review Meetings and Audits
- **I**mprove
  - 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