

Business Management System Description

A description of the management system is necessary as a means of showing how all the processes are interconnected and how they collectively deliver the business outputs. It has several uses as :

- a means to communicate the vision, values, mission, policies and objectives
- of the organization
- a means of showing how the system has been designed
- a means of showing linkages between processes
- a means of showing who does what
- an aid to training new people
- a tool in the analysis of potential improvements
- a means of demonstrating compliance with external standards and regulations

It should never be structured around the elements of the standard. Such a document is not a manual but an exposition – a response to a requirement.

The content of the quality manual or Business Systems Manual as it should be called would include the following:

1. Introduction
 - a. Purpose (of the manual)
 - b. Scope (of the manual)
 - c. Applicability (of the manual)
 - d. Definitions (of terms used in the manual)
2. Business overview
 - a. Nature of the business/organization - its scope of activity, its products and services
 - b. Vision, and/or Mission
 - c. Stakeholder needs (customers, employees, regulators, shareholders, suppliers, owners etc), their needs and expectations and measures of success
 - d. Process identification – the processes that will deliver the measurable business outputs
3. Organization
 - a. Function descriptions
 - b. Organization chart
 - c. Locations with scope of activity
4. Business processes
 - a. The system model showing the key business processes and how they are interconnected
 - b. Business management process description
 - c. Resource management process description
 - i. Financial resource management process description

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- ii. Human resource management process description
 - iii. Physical resource management process description
 - d. Marketing process description
 - e. Order fulfilment process description
 - i. Sales process description
 - ii. New product design and development process description
 - iii. New service design and development process description
 - iv. Production process description
 - v. Service delivery process description
 - vi. Distribution process description
 - vii. Installation process description
 - viii. Servicing process description
- 5. Function matrix (Relationship of functions to processes)
- 6. Location matrix (Relationship of locations to processes)
- 7. Reference documents – standards, specifications, plans, procedures, instructions, records that are used in or generated by the defined processes
- 8. Requirement deployment matrices e.g.
 - a. ISO 9001 compliance matrix
 - b. ISO 14001 compliance matrix
 - c. ISO/TS 16949 compliance matrix
 - d. AS 9000 compliance matrix
 - e. Regulation compliance matrices (FDA, Environment, Health, Safety, CAA etc)
- 9. Approvals (List of current product, process and system approvals)

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