



## MANAGEMENT SYSTEMS FOR EFFECTIVENESS AND EFFICIENCY

Most “ISO projects” are driven mainly to achieve or retain certification. Your system development project can be driven to improve value and put more money on the bottom line.

We have been training and providing advice to quality, environmental and security professionals, and their leaders, for implementing effective management systems since 1986. Our approach is decidedly unique. Our clients focus on how they “Get Work>Do Work>Get Paid”™. Hence the people>processes>system approach to business management systems was created. Interestingly, ISO 9001 now reflects the same approach we have been using for over 20 years.

Every organization has a system comprising many interacting processes. The effectiveness of the entire system is determined by the effectiveness of each process and the *interactivity* of these processes within the system. By establishing financial, quality, environmental and other important process objectives, as well as measuring and auditing how effectively the processes fulfill those objectives, a company can determine the rate at which the processes add value. Using the Process Approach while designing and developing a business management system enables this to happen.

Driven by business objectives, a system using the process approach conforming to the relevant system standards is capable of delivering assurance (confidence) and continual improvement in:

- The System - the parts that work together
- Processes - work to convert inputs into outputs by adding value
- Products - services and tangible products that result from processes
- Quality - fulfilling requirements/objectives including yield and cycle time
- Loss prevention - removing unacceptable risks and avoidable costs
- Environment - preventing pollution and waste to improve the new bottom-line
- Safety – removing unacceptable risks for the people supporting the processes

The Process Approach focuses on how work adds value. This approach enables the core process to convert the needs of interested parties into cash in the bank and drives the system to deliver continual improvement. This applies to any enterprise that is relentless in its determination to develop, use and improve its system.

Companies that work systematically to meet requirements create loyal customers and survive to prosper in the upturn. The market and government can be assured that requirements will be met, and your company benefits by planning, using, auditing, reviewing and simplifying its system to improve efficiency by increasing the rate at which it can be used to add value.

For more information call **800 666 9001** or **800 97 14001** or visit  
[www.aworldofquality.com](http://www.aworldofquality.com)