

Management system

A **management system** is the framework of **policies, processes and procedures** used by an **organization** to ensure that it can fulfill all the tasks required to achieve its objectives.^[1] These objectives will be a mix covering many aspects of the organization's operations (including financial success, safe operation, product quality, client relationships, legislative and regulatory conformance, worker management, etc.). For instance, an environmental management system enables organizations to improve their environmental performance and an **occupational health and safety** management system (OHSMS) enables an organization to control its occupational health and safety risks, etc.

Many parts of the management system will be common to a range of objectives, but others may be specific to an individual objective. However, many organisations will require their management system to support a range of many different (and potentially conflicting) objectives.

A simplification of the main aspects of a management system is the 4-element "Plan, Do, Check, Act" approach. A complete management system can include up to 20 (twenty) 'elements', covering every aspect of the management system and focussed on supporting the performance of the management system to achieve the objectives. The management system should be able to improve its own performance by means of continuous improvement.

The management system elements may include:

01. Leadership Involvement & Responsibility
02. Identification & Compliance with Legislation & Industry Standards
03. Employee Selection, Placement & Competency Assurance
04. Workforce Involvement
05. Communication with Stakeholders (others peripherally impacted by operations)
06. Identification & Assessment of potential failures & other hazards
07. Documentation, Records & Knowledge Management
08. Documented Procedures
09. Project Monitoring, Status and Handover
10. Management of Interfaces
11. Standards & Practices
12. Management of Change & Project Management

13. Operational Readiness & Start-up
14. Emergency Preparedness
15. Inspection & Maintenance of facilities
16. Management of Critical systems
17. Work Control, Permit to Work & Task Risk Management
18. Contractor/Vendor Selection & Management
19. Incident Reporting & Investigation
20. Audit, Assurance and Management System review & Intervention

Examples of management system standards include:

- ISO 9000: standards for quality management systems (QMS)
- ISO 14000 standards for environmental management systems
- ILO-OSH: occupational safety & health management systems
- ISO/IEC 20000: standards for service management systems (SMS)
- FitSM: standards for lightweight IT service management
- ISO/IEC 27000: information security management systems (ISMS)
- ISO 55000: management of physical assets
- SA8000: social accountability.
- IAEA management system safety standards

1 See also

- Environmental management system (EMS)
- Lean Integration
- OHSAS 18001
- Total Quality Management (TQM)
- Welfare Management System (WMS)
- Quality Management System (QMS)
- Process Safety Management System (PSMS)

2 References

- [1] “FitSM Part 0: Overview and vocabulary”. Itemo. 2015-04-01. Retrieved 2015-07-24.

3 Further reading

- International Organization for Standardization (2001) Guidelines for the justification and development of management system standards. International Standard ISO Guide 72, Geneva, Switzerland.
- International Organization for Standardization (2004) Environmental Management Systems-Specifications with Guidance for Use. International Standard ISO 14001, Geneva, Switzerland.
- Commission for Environmental Cooperation (2000): “Improving Environmental Performance and Compliance: 10 Elements of Effective Environmental Management Systems.” Report.
- British Standards Institution (1999): Occupational health & safety management systems - Specification; BS OHSAS 18001:1999. 389 Chiswick High Road, London, W4 4AL, United Kingdom.
- International Organization for Standardization (2000) Quality Systems - Model for Quality Assurance in Design, Development, Production, Installation and Servicing. International Standard ISO 9001:2000(E), Geneva, Switzerland.
- United States Department of Labor, Occupational Health and Safety Administration (1989); “Safety and Health Program Management Guidelines.” Federal Register, January 26, 1989.
- United States Environmental Protection Agency (2001): “Integrated Environmental Management Systems: Implementation Guide.” Report written by Abt Associates for the USEPA’s Office of Pollution Prevention and Toxics, Design for the Environment Program; Economics, Exposure, and Technology Division. Washington, DC.

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4.1 Text

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