Integrated Management System Development Plan

PRAXIOM RESEARCH GROUP LIMITED

PLAIN ENGLISH INTEGRATED MANAGEMENT SYSTEM DEVELOPMENT PLAN

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INTRODUCTION TO INTEGRATED MANAGEMENT SYSTEMS

Almost all management standards expect organizations to establish management systems. These include at least the following:

- ▪ ISO 9001 Quality Management Standard
- ▪ ISO 14001 Environmental Management Standard
- ▪ ISO 45001 Occupational Health and Safety Standard
- ▪ ISO 22301 Business Continuity Management Standard
- ▪ ISO 27001 Information Security Management Standard
- ▪ ISO 13485 Quality Management Standard for Medical Devices
- ▪ IATF 16949 Quality Management Standard for Automotive Sector
- ▪ AS9100 Quality Management Standard for Aerospace and Defense

For more information, see
https://www.iso.org/home.html

As a result, organizations have been forced to implement multiple systems that usually overlap and often contradict one another. This has created much confusion and a lot of inefficiency. Because of this, industry participants have been trying to find a way to create a single system that would allow organizations to accommodate all current and future management system standards. Even ISO has recognized that this is an issue that should be addressed. That's why they developed *Annex SL*: *Harmonized approach for management system standards*. *Annex SL* establishes *"identical clause numbers with the same sequence, clause titles, text, common terms and core definitions"* for all management system standards.

See: Annex SL_Appendix 2.pdf
Annex SL is now called *Annex L*.

While Annex SL does make the problem a bit easier to solve, it doesn't go far enough. It doesn't tell us exactly what an *Integrated Management System* is and what it looks like and it certainly doesn't tell us how to establish one. That's where we come in. But before we introduce our approach, we need to clarify a few things.

For us, a *Management System (MS)* is a network of interrelated and interacting elements that organizations use to carry out activities and continuously improve. Management systems facilitate improvement because they are iterative: they repeat themselves. Improvement is possible because all aspects of the system are continuously measured, monitored, audited, analyzed, and reviewed. That's how organizations improve and that's why management systems are both popular and powerful.

This means that even if your first *Management System* is imperfect and incomplete, it will inevitably improve over time.

Management system *elements* include policies, procedures, programs, processes, practices, projects, plans, objectives, rules, roles, responsibilities, relationships, contracts, agreements, documents, records, methods, techniques, technologies, tools, equipment, as well as all the resources that support these elements.

When you look at the *elements* that make up a *Management System*, you'll notice many familiar items. That's because most mature organization's already have most of these elements. This should make developing your *Integrated Management System* a bit easier than you might have assumed.

Integrated Management Systems are generic *Management Systems* that accommodate all current and future management system standards and allow organizations to manage their activities in accordance with all of these standards.
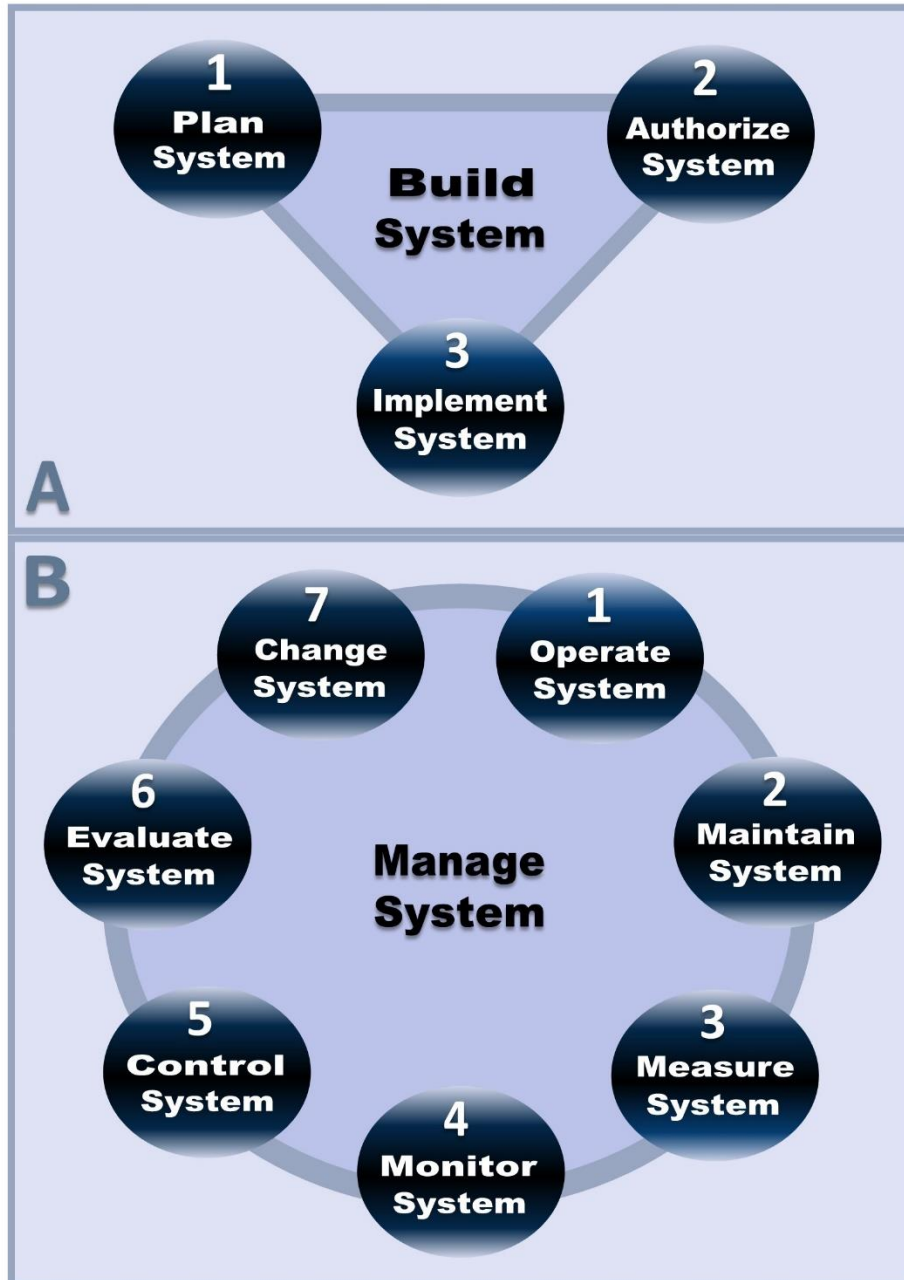
Overview of Integrated Management System Development Plan

Build System

1 Plan System

2 Authorize System

3 Implement System

A

B

Manage System

7 Change System

1 Operate System

6 Evaluate System

2 Maintain System

5 Control System

3 Measure System

4 Monitor System

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We identified the basic elements that make up an *Integrated Management System (IMS)* by looking for all of the activities and outcomes that are common to all management systems. That's how we created our *Integrated Management System Development Plan*.

However, it soon became obvious that such a *Plan* should have two different components: a temporary construction phase (Part A) and a permanent management phase (Part B). Once you've built the basic structure of your system the construction phase is done. You can then focus on managing it.

A. BUILD INTEGRATED MANAGEMENT SYSTEM

A1. PLAN SYSTEM	A1.1 Study the context of your system
	    A1.1.1 Consider system participants
	    A1.1.2 Consider system environment
	    A1.1.3 Consider system risks and threats
	A1.2 Clarify the purpose of your system
	    A1.2.1 Define system scope and boundaries
	    A1.2.2 Establish your system objectives
	A1.3 Consider your system requirements
	    A1.3.1 Clarify system output requirements
	    A1.3.2 Clarify system knowledge requirements
	    A1.3.3 Clarify system competence requirements
	    A1.3.4 Clarify system management requirements
	    A1.3.5 Clarify system communication requirements
	    A1.3.6 Clarify system infrastructure requirements
	    A1.3.7 Clarify system environment requirements
	    A1.3.8 Clarify system resource requirements
	A1.4 Define output and input requirements
	    A1.4.1 Define system's output requirements
	    A1.4.2 Define system's input requirements
	A1.5 Identify system documents and records
	    A1.5.1 Evaluate documentation requirements
	    A1.5.2 Establish system documents and records
	A1.6 Establish system roles and responsibilities
	    A1.6.1 Assign system responsibilities and authorities
	    A1.6.2 Document system responsibilities and authorities

A2. AUTHORIZE SYSTEM	A2.1 Confirm that system has what it needs
	    A2.1.1 Confirm that responsibilities have been assigned
	    A2.1.2 Confirm that documents have been provided
	    A2.1.3 Confirm that resources have been allocated
	A2.2 Verify that your system can do the job
	    A2.2.1 Verify that system can achieve objectives
	    A2.2.2 Verify that system can meet requirements
	A2.3 Approve the implementation of system
	    A2.3.1 Grant approval if system has what it needs
	    A2.3.2 Grant approval if system can do the job

A3. IMPLEMENT SYSTEM	A3.1 Provide resources needed to implement system A3.2 Create the environment that your system needs A3.3 Establish plans to achieve your system objectives A3.4 Explain system policies, procedures, and objectives A3.5 Communicate system management expectations A3.6 Expect all system managers to be accountable

B. MANAGE INTEGRATED MANAGEMENT SYSTEM

B1. OPERATE SYSTEM	B1.1 Provide resources to facilitate system operations
	B1.1.1 Provide the expertise needed to operate your system
	B1.1.2 Provide the technology needed to operate your system
	B1.1.3 Provide the infrastructure needed to operate your system
	B1.2 Ask system owners to manage system operations
	B1.2.1 Expect system managers to address risks and opportunities
	B1.2.2 Expect system managers to implement policies and procedures
	B1.2.3 Expect system managers to specify output requirements and capabilities
	B1.2.4 Expect system managers to communicate with their system customers
	B1.2.5 Expect system managers to evaluate and select their external providers
	B1.2.6 Expect system managers to supervise and control all system activities
	B1.2.7 Expect system managers to measure conformance and performance
	B1.2.8 Expect system managers to meet expectations and requirements
	B1.2.9 Expect system managers to be accountable for their system
	B1.3 Expect personnel to carry out system operations
	B1.3.1 Expect personnel to focus on system customers
	B1.3.2 Expect personnel to handle risks and opportunities
	B1.3.3 Expect personnel to implement policies and procedures
	B1.3.4 Expect personnel to comply with all relevant requirements
	B1.3.5 Expect personnel to take appropriate action when necessary
	B1.3.6 Expect personnel to control system documents and records
B2. MAINTAIN SYSTEM	B2.1 Provide the resources needed to maintain system
	B2.1.1 Provide the expertise needed to maintain your system
	B2.1.2 Provide the technology needed to maintain your system
	B2.2 Use authorized methods to maintain your system
	B2.2.1 Use authorized methods to maintain your documents
	B2.2.2 Use authorized methods to maintain your records
	B2.2.3 Use authorized methods to maintain your property
	B2.2.4 Use authorized methods to maintain your procedures
	B2.2.5 Use authorized methods to maintain your competence
	B2.2.6 Use authorized methods to maintain your technologies
	B2.2.7 Use authorized methods to maintain your infrastructure
	B2.2.8 Use authorized methods to maintain your communications

B3. MEASURE SYSTEM	B3.1 Plan how you're going to measure your system 　　B3.1.1 Figure out what needs to be measured 　　B3.1.2 Figure out how measurements will be done 　　B3.1.3 Figure out who will perform measurement tasks B3.2 Qualify the resources needed to measure system 　　B3.2.1 Make sure that resources can measure your system 　　B3.2.2 Make sure that resources are validated before use B3.3 Provide the resources needed to measure system 　　B3.3.1 Provide the expertise needed to measure your system 　　B3.3.2 Provide the technology needed to measure your system 　　B3.3.3 Provide the infrastructure needed to measure your system B3.4 Use authorized methods to measure your system 　　B3.4.1 Use authorized methods to measure system elements 　　B3.4.2 Use authorized methods to measure system participants B3.5 Control the resources needed to measure system 　　B3.5.1 Control the documents needed to measure your system 　　B3.5.2 Control the technology needed to measure your system 　　B3.5.3 Control the records needed to measure your system
B4. MONITOR SYSTEM	B4.1 Plan how you're going to monitor your system 　　B4.1.1 Figure out what needs to be monitored 　　B4.1.2 Figure out how monitoring will be done 　　B4.1.3 Figure out who will perform monitoring tasks B4.2 Qualify the resources needed to monitor system 　　B4.2.1 Make sure that resources can monitor your system 　　B4.2.2 Make sure that resources are validated before use B4.3 Provide the resources needed to monitor system 　　B4.3.1 Provide the expertise needed to monitor your system 　　B4.3.2 Provide the technology needed to monitor your system 　　B4.3.3 Provide the infrastructure needed to monitor your system B4.4 Use authorized methods to monitor your system 　　B4.4.1 Use authorized methods to monitor system activities 　　B4.4.2 Use authorized methods to monitor system outputs 　　B4.4.3 Use authorized methods to monitor system inputs 　　B4.4.4 Use authorized methods to monitor system documents 　　B4.4.5 Use authorized methods to monitor system records 　　B4.4.6 Use authorized methods to monitor system property 　　B4.4.7 Use authorized methods to monitor system participants 　　B4.4.8 Use authorized methods to monitor system technologies 　　B4.4.9 Use authorized methods to monitor system environment 　　B4.4.10 Use authorized methods to monitor system infrastructure B4.5 Control the resources needed to monitor system 　　B4.5.1 Control the technologies needed to monitor system 　　B4.5.2 Control the records needed to monitor system

B5. CONTROL SYSTEM	B5.1 Plan how you're going to control system
	B5.1.1 Consider how to control your system outputs
	B5.1.2 Consider how to control your system inputs
	B5.1.3 Consider how to control your system activities
	B5.1.4 Consider how to control your system providers
	B5.2 Develop ways of controlling your system
	B5.2.1 Develop ways of controlling system elements
	B5.2.2 Develop ways of controlling system providers
	B5.3 Provide resources needed to control system
	B5.3.1 Provide human resources needed to control system
	B5.3.2 Provide technical resources needed to control system
	B5.4 Use authorized methods to control system
	B5.4.1 Use authorized methods to control system inputs
	B5.4.2 Use authorized methods to control system outputs
	B5.4.3 Use authorized methods to control system activities
	B5.4.4 Use authorized methods to control system technology
	B5.4.5 Use authorized methods to control system performance
	B5.4.6 Use authorized methods to control system documentation
B6. EVALUATE SYSTEM	B6.1 Plan how you're going to evaluate system
	B6.1.1 Plan how you're going to audit your system
	B6.1.2 Plan how you're going to analyze your system
	B6.1.3 Plan how you're going to review your system
	B6.2 Provide resources needed to evaluate system
	B6.2.1 Provide the people that you need to evaluate your system
	B6.2.2 Provide the knowledge that you need to evaluate your system
	B6.2.3 Provide the technology that you need to evaluate your system
	B6.2.4 Provide the infrastructure that you need to evaluate your system
	B6.3 Use authorized methods to evaluate system
	B6.3.1 Use authorized methods to audit your system
	B6.3.2 Use authorized methods to analyze your system
	B6.3.3 Use authorized methods to review your system
	B6.4 Record the results of system evaluations
	B6.4.1 Record the results of management system audits
	B6.4.2 Record the results of management system analyses
	B6.4.3 Record the results of management system reviews

B7. CHANGE SYSTEM	B7.1 Establish change management methods
	B7.1.1 Establish methods for correcting system and outputs
	B7.1.2 Establish methods for improving system and outputs
	B7.2 Generate opportunities to change system
	B7.2.1 Discover opportunities to change system and outputs
	B7.2.2 Confirm that system and output changes are needed
	B7.2.3 Approve opportunities to change system and outputs
	B7.3 Plan changes to your management system
	B7.3.1 Plan how you're going to correct system and outputs
	B7.3.2 Plan how you're going to improve system and outputs
	B7.4 Use approved methods to change system
	B7.4.1 Use approved methods to correct system and outputs
	B7.4.2 Use approved methods to improve system and outputs
	B7.5 Review and evaluate changes to system
	B7.5.1 Review and evaluate system and output corrections
	B7.5.2 Review and evaluate system and output improvements

PLAIN ENGLISH INTEGRATED MANAGEMENT SYSTEM DEVELOPMENT PLAN

A1. PLAN INTEGRATED MANAGEMENT SYSTEM

A1.1 STUDY THE CONTEXT OF YOUR SYSTEM

A1.1.1 CONSIDER SYSTEM PARTICIPANTS

1	Identify the parties that have an interest in your system.	DO	DN	NA	
2	Identify the internal parties that have an interest in your system.	DO	DN	NA	
3	Identify the internal parties that could influence your system.	DO	DN	NA	
4	Clarify the needs and expectations of interested internal parties.	DO	DN	NA	
5	Clarify the issues and concerns that interested internal parties have.	DO	DN	NA	
6	Identify the external parties that have an interest in your system.	DO	DN	NA	
7	Identify the external parties that could influence your system.	DO	DN	NA	
8	Clarify the needs and expectations of interested external parties.	DO	DN	NA	
9	Clarify the issues and concerns that interested external parties have.	DO	DN	NA	

A1.1.2 CONSIDER SYSTEM ENVIRONMENT

10	Consider your internal system environment.	DO	DN	NA	
11	Consider the impact it could have on system performance.	DO	DN	NA	
12	Consider the impact your organization's culture could have.	DO	DN	NA	
13	Consider the impact your organization's expertise could have.	DO	DN	NA	
14	Consider the impact your organization's technology could have.	DO	DN	NA	
15	Consider the impact your organization's infrastructure could have.	DO	DN	NA	
16	Consider your external system environment.	DO	DN	NA	
17	Consider the impact it could have on system performance.	DO	DN	NA	
18	Consider the impact your legal environment could have.	DO	DN	NA	

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19	Identify statutory system output requirements.	DO	DN	NA	
20	Identify regulatory system output requirements.	DO	DN	NA	
21	Consider the impact your social environment could have.	DO	DN	NA	
22	Consider the impact your market environment could have.	DO	DN	NA	
23	Identify your customers' system output requirements.	DO	DN	NA	
24	Consider the impact your economic environment could have.	DO	DN	NA	
25	Consider the impact your competitive environment could have.	DO	DN	NA	
26	Consider the impact your technological environment could have.	DO	DN	NA	

A1.1.3 CONSIDER SYSTEM RISKS AND THREATS

27	Consider how your context could weaken system performance.	DO	DN	NA	
28	Consider how interested parties could threaten system performance or disrupt operations.	DO	DN	NA	
29	Consider how interested parties could weaken your ability to provide outputs that meet customer requirements.	DO	DN	NA	
30	Consider how interested parties could weaken your ability to provide outputs that meet legal requirements.	DO	DN	NA	
31	Consider how potential problems could threaten system performance or disrupt operations.	DO	DN	NA	
32	Consider how internal problems could weaken your ability to achieve system objectives.	DO	DN	NA	
33	Consider how your values could weaken your ability to achieve system objectives.	DO	DN	NA	
34	Consider how your culture could weaken your ability to achieve system objectives.	DO	DN	NA	
35	Consider how your knowledge could weaken your ability to achieve system objectives.	DO	DN	NA	
36	Consider how your infrastructure could weaken your ability to achieve system objectives.	DO	DN	NA	
37	Consider how your performance could weaken your ability to achieve system objectives.	DO	DN	NA	

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38		Consider how external problems could weaken your ability to achieve system objectives.	DO	DN	NA	
39		Consider how legal problems could weaken your ability to achieve objectives.	DO	DN	NA	
40		Consider how social problems could weaken your ability to achieve objectives.	DO	DN	NA	
41		Consider how cultural problems could weaken your ability to achieve objectives.	DO	DN	NA	
42		Consider how market problems could weaken your ability to achieve objectives.	DO	DN	NA	
43		Consider how economic problems could weaken your ability to achieve objectives.	DO	DN	NA	
44		Consider how competitive problems could weaken your ability to achieve objectives.	DO	DN	NA	
45		Consider how technological problems could weaken your ability to achieve objectives.	DO	DN	NA	
46	Consider how to address the risks that could weaken system performance.		DO	DN	NA	
47	Figure out what you need to do to ensure that your system achieves its objectives.		DO	DN	NA	
48	Figure out how to prevent or reduce undesired affects that your system could cause.		DO	DN	NA	

A1.2 CLARIFY THE PURPOSE OF YOUR SYSTEM

A1.2.1 DEFINE SYSTEM SCOPE AND BOUNDARIES

49	Clarify the scope and boundaries of your system.	DO	DN	NA	
50	Consider how your context could influence your system.	DO	DN	NA	
51	Consider how internal issues could influence your system.	DO	DN	NA	
52	Consider the impact your organization's values could have.	DO	DN	NA	
53	Consider the impact your organization's culture could have.	DO	DN	NA	
54	Consider the impact your organization's services could have.	DO	DN	NA	
55	Consider the impact your organization's products could have.	DO	DN	NA	
56	Consider the impact your organization's knowledge could have.	DO	DN	NA	
57	Consider the impact your organization's infrastructure could have.	DO	DN	NA	

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58		Consider the impact your organization's performance could have.	DO	DN	NA	
59		Consider how external issues could influence your system.	DO	DN	NA	
60		Consider the impact legal issues and factors could have.	DO	DN	NA	
61		Consider the impact social issues and factors could have.	DO	DN	NA	
62		Consider the impact cultural issues and factors could have.	DO	DN	NA	
63		Consider the impact market issues and factors could have.	DO	DN	NA	
64		Consider the impact economic issues and factors could have.	DO	DN	NA	
65		Consider the impact competitive issues and factors could have.	DO	DN	NA	
66		Consider the impact technological issues and factors could have.	DO	DN	NA	
67	Document the scope and boundaries of your system.		DO	DN	NA	
68	Retain the documents that describe the scope and boundaries of your system.		DO	DN	NA	
69	Control the documents that describe the scope and boundaries of your system.		DO	DN	NA	

A1.2.2 ESTABLISH YOUR SYSTEM OBJECTIVES

70	Establish business objectives for your system.	DO	DN	NA	
71	Establish technical objectives for your system.	DO	DN	NA	
72	Establish safety objectives for your system.	DO	DN	NA	
73	Establish privacy objectives for your system.	DO	DN	NA	
74	Establish quality objectives for your system.	DO	DN	NA	
75	Establish security objectives for your system.	DO	DN	NA	
76	Establish continuity objectives for your system.	DO	DN	NA	
77	Establish environmental objectives for your system.	DO	DN	NA	

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A1.3 CONSIDER YOUR SYSTEM REQUIREMENTS

A1.3.1 CLARIFY SYSTEM OUTPUT REQUIREMENTS

78	Consider the quality requirements that system outputs must meet.	DO	DN	NA	
79	Consider the safety requirements that system outputs must meet.	DO	DN	NA	
80	Consider the privacy requirements that system outputs must meet.	DO	DN	NA	
81	Consider the security requirements that system outputs must meet.	DO	DN	NA	
82	Consider the environmental requirements that system outputs must meet.	DO	DN	NA	
83	Consider the business continuity requirements that system outputs must meet.	DO	DN	NA	

A1.3.2 CLARIFY SYSTEM KNOWLEDGE REQUIREMENTS

84	Determine the knowledge that system personnel need to have.	DO	DN	NA	
85	Determine the knowledge that system personnel need in order to support system operations and achieve conformity of outputs.	DO	DN	NA	
86	Consider internal sources of system knowledge.	DO	DN	NA	
87	Consider the need to learn from failures and successes.	DO	DN	NA	
88	Consider the need to gather knowledge about processes.	DO	DN	NA	
89	Consider the need to capture undocumented knowledge.	DO	DN	NA	
90	Consider external sources of system knowledge.	DO	DN	NA	
91	Consider the knowledge that suppliers can provide.	DO	DN	NA	
92	Consider the knowledge that customers can share with you.	DO	DN	NA	
93	Consider the knowledge that can be gathered at conferences.	DO	DN	NA	
94	Consider the knowledge that can be acquired from academia.	DO	DN	NA	

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A1.3.3 CLARIFY SYSTEM COMPETENCE REQUIREMENTS

95	Identify the people who can influence the performance of your system.	DO	DN	NA	
96	Establish competence requirements for your system.	DO	DN	NA	
97	Make sure that system personnel have the appropriate training.	DO	DN	NA	
98	Make sure that system personnel have the appropriate education.	DO	DN	NA	
99	Make sure that system personnel have the appropriate experience.	DO	DN	NA	
100	Make sure that system personnel have the appropriate knowledge.	DO	DN	NA	
101	Implement competence requirements for your system.	DO	DN	NA	
102	Define the knowledge and skill required to verify this system.	DO	DN	NA	
103	Define the knowledge and skill required to implement this system.	DO	DN	NA	
104	Define the knowledge and skill required to operate this system.	DO	DN	NA	
105	Define the knowledge and skill required to maintain this system.	DO	DN	NA	
106	Define the knowledge and skill required to measure this system.	DO	DN	NA	
107	Define the knowledge and skill required to monitor this system.	DO	DN	NA	
108	Define the knowledge and skill required to control this system.	DO	DN	NA	
109	Define the knowledge and skill required to evaluate this system.	DO	DN	NA	
110	Define the knowledge and skill required to audit this system.	DO	DN	NA	
111	Define the knowledge and skill required to review this system.	DO	DN	NA	
112	Define the knowledge and skill required to change this system.	DO	DN	NA	
113	Define the knowledge and skill required to correct this system.	DO	DN	NA	
114	Define the knowledge and skill required to improve this system.	DO	DN	NA	

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A1.3.4 CLARIFY SYSTEM MANAGEMENT REQUIREMENTS

115	Specify legal management requirements for your system.	DO	DN	NA	
116	Specify legal management requirements for system outputs.	DO	DN	NA	
117	Specify statutory management requirements for system outputs.	DO	DN	NA	
118	Specify regulatory management requirements for system outputs.	DO	DN	NA	
119	Specify business management requirements for your system.	DO	DN	NA	
120	Specify technical management requirements for your system.	DO	DN	NA	
121	Specify quality management requirements for your system.	DO	DN	NA	
122	Derive quality requirements from your quality policy.	DO	DN	NA	
123	Derive quality requirements from customer expectations.	DO	DN	NA	
124	Specify safety management requirements for your system.	DO	DN	NA	
125	Specify safety management requirements for personnel.	DO	DN	NA	
126	Specify privacy management requirements for your system.	DO	DN	NA	
127	Specify personal data privacy management requirements.	DO	DN	NA	
128	Specify security management requirements for your system.	DO	DN	NA	
129	Specify information security management requirements.	DO	DN	NA	
130	Specify corporate cybersecurity management requirements.	DO	DN	NA	
131	Specify component security management requirements.	DO	DN	NA	
132	Specify environmental management requirements for your system.	DO	DN	NA	
133	Specify business continuity management requirements for your system.	DO	DN	NA	

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A1.3.5 CLARIFY SYSTEM COMMUNICATION REQUIREMENTS

134	Figure out how internal system communications will be handled.	DO	DN	NA	
135	Figure out what internal system communications need to say.	DO	DN	NA	
136	Figure out when internal system communications should be done.	DO	DN	NA	
137	Figure out who should carry out internal system communications.	DO	DN	NA	
138	Figure out who should receive internal system communications.	DO	DN	NA	
139	Figure out how external system communications will be handled.	DO	DN	NA	
140	Figure out what external system communications need to say.	DO	DN	NA	
141	Figure out when external system communications should be done.	DO	DN	NA	
142	Figure out who should carry out external system communications.	DO	DN	NA	

A1.3.6 CLARIFY SYSTEM INFRASTRUCTURE REQUIREMENTS

143	Identify the infrastructure that your system needs in order to support operations and achieve conformity of outputs.	DO	DN	NA	
144	Consider the buildings that your system needs.	DO	DN	NA	
145	Consider the utilities that your system needs.	DO	DN	NA	
146	Consider the equipment that your system needs.	DO	DN	NA	
147	Consider the hardware that your system needs.	DO	DN	NA	
148	Consider the software that your system needs.	DO	DN	NA	
149	Consider the technology that your system needs.	DO	DN	NA	
150	Consider your information technology needs.	DO	DN	NA	
151	Consider your communication technology needs.	DO	DN	NA	
152	Consider your transportation technology needs.	DO	DN	NA	

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A1.3.7 CLARIFY SYSTEM ENVIRONMENT REQUIREMENTS

153	Identify the environment that your system needs in order to achieve conformity of outputs.	DO	DN	NA	
154	Consider the social factors that could affect your system.	DO	DN	NA	
155	Consider whether privacy issues could affect your system.	DO	DN	NA	
156	Consider the cultural factors that could affect your system.	DO	DN	NA	
157	Consider the psychological factors that could affect your system.	DO	DN	NA	
158	Consider the ergonomic factors that could affect your system.	DO	DN	NA	
159	Consider the climatic factors that could affect your system.	DO	DN	NA	
160	Consider the physical factors that could affect your system.	DO	DN	NA	
161	Consider the sanitation factors that could affect your system.	DO	DN	NA	

A1.3.8 CLARIFY SYSTEM RESOURCE REQUIREMENTS

162	Consider internal capabilities and external sources.	DO	DN	NA	
163	Consider your internal capabilities and constraints.	DO	DN	NA	
164	Consider what needs to be obtained from external sources.	DO	DN	NA	
165	Determine the resources that your system needs.	DO	DN	NA	
166	Identify the resources needed to authorize your system.	DO	DN	NA	
167	Identify the resources needed to implement your system.	DO	DN	NA	
168	Identify the resources needed to operate your system.	DO	DN	NA	
169	Identify the resources needed to measure your system.	DO	DN	NA	
170	Identify the resources needed to monitor your system.	DO	DN	NA	
171	Identify the resources needed to control your system.	DO	DN	NA	

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172	Identify the resources needed to maintain your system.	DO	DN	NA	
173	Identify the resources needed to evaluate your system.	DO	DN	NA	
174	Identify the resources needed to audit your system.	DO	DN	NA	
175	Identify the resources needed to review your system.	DO	DN	NA	
176	Identify the resources needed to change your system.	DO	DN	NA	
177	Identify the resources needed to correct your system.	DO	DN	NA	
178	Identify the resources needed to improve your system.	DO	DN	NA	

A1.4 DEFINE OUTPUT AND INPUT REQUIREMENTS

A1.4.1 DEFINE SYSTEM'S OUTPUT REQUIREMENTS

179	Identify the outputs that system must generate.	DO	DN	NA	
180	Identify the tangible outputs that system must be able to generate.	DO	DN	NA	
181	Identify the products that your system must be able to generate.	DO	DN	NA	
182	Identify the materials that your system must be able to generate.	DO	DN	NA	
183	Identify the components that your system must be able to generate.	DO	DN	NA	
184	Identify the intangible outputs that system must be able to generate.	DO	DN	NA	
185	Identify the services that your system must be able to generate.	DO	DN	NA	
186	Identify the information that your system must be able to generate.	DO	DN	NA	
187	Develop criteria that system outputs must meet.	DO	DN	NA	
188	Establish acceptance criteria for system outputs.	DO	DN	NA	
189	Plan how system output requirements will be met.	DO	DN	NA	
190	Plan output design and development activities.	DO	DN	NA	

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191	Consider your output needs and complexities.	DO	DN	NA	
192	Consider your ability to meet output requirements.	DO	DN	NA	
193	Consider how to ensure that outputs meet safety requirements.	DO	DN	NA	
194	Consider how to ensure that outputs meet quality requirements.	DO	DN	NA	
195	Consider how to ensure that outputs meet privacy requirements.	DO	DN	NA	
196	Consider how to ensure that outputs meet security requirements.	DO	DN	NA	
197	Consider how to ensure that outputs meet control requirements.	DO	DN	NA	
198	Consider how to ensure that outputs meet testing requirements.	DO	DN	NA	
199	Consider how to ensure that outputs meet production requirements.	DO	DN	NA	
200	Consider how to ensure that outputs meet suitability requirements.	DO	DN	NA	
201	Consider how to ensure that outputs meet reliability requirements.	DO	DN	NA	
202	Consider how to ensure that outputs meet monitoring requirements.	DO	DN	NA	
203	Consider how to ensure that outputs meet measurement requirements.	DO	DN	NA	
204	Consider how to ensure that outputs meet environmental requirements.	DO	DN	NA	
205	Consider how to ensure that outputs meet preservation requirements.	DO	DN	NA	
206	Consider how to ensure that outputs meet maintenance requirements.	DO	DN	NA	
207	Consider how to ensure that outputs meet obsolescence requirements.	DO	DN	NA	
208	Consider how to ensure that outputs meet post-delivery requirements.	DO	DN	NA	
209	Consider how to ensure that outputs meet delivery requirements.	DO	DN	NA	
210	Consider output design and development complexities.	DO	DN	NA	
211	Consider your output design and development activities.	DO	DN	NA	
212	Consider output design and development requirements.	DO	DN	NA	

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			DO	DN	NA	
213		Consider your output evaluation requirements.	DO	DN	NA	
214		Consider output review requirements.	DO	DN	NA	
215		Consider output verification requirements.	DO	DN	NA	
216		Consider output validation requirements.	DO	DN	NA	
217		Consider design and development output requirements.	DO	DN	NA	
218		Consider output design and development expectations.	DO	DN	NA	
219		Consider your output control expectations.	DO	DN	NA	
220		Consider the level of control expected by your customers.	DO	DN	NA	
221		Consider the level of control expected by interested parties.	DO	DN	NA	
222		Consider output design and development relationships.	DO	DN	NA	
223		Consider the need to control interactions between people.	DO	DN	NA	
224		Consider the need to control interactions between groups.	DO	DN	NA	
225		Consider output design and development responsibilities.	DO	DN	NA	
226		Consider design and development authorities.	DO	DN	NA	
227		Consider output design and development documentation.	DO	DN	NA	
228		Consider the need to control and maintain documentation.	DO	DN	NA	
229		Consider the need to confirm that requirements are being met.	DO	DN	NA	
230		Consider output design and development resources.	DO	DN	NA	
231		Consider internal design and development resource needs.	DO	DN	NA	
232		Consider external design and development resource needs.	DO	DN	NA	
233		Figure out how system outputs will be controlled.	DO	DN	NA	
234		Define your configuration management requirements.	DO	DN	NA	

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235	Define how you intend to control nonconforming outputs.	DO	DN	NA	
236	Document your output nonconformity control methods.	DO	DN	NA	
237	Define responsibility and authority for handling nonconforming outputs.	DO	DN	NA	
238	Define responsibility and authority for review of nonconforming outputs.	DO	DN	NA	
239	Define responsibility and authority for disposition of nonconforming outputs.	DO	DN	NA	
240	Define how you plan to manage and control your nonconforming outputs.	DO	DN	NA	
241	Define how you're going to contain the impact of nonconformities.	DO	DN	NA	
242	Define how you intend to contain the effect on other processes.	DO	DN	NA	
243	Define how you intend to contain the effect on other outputs.	DO	DN	NA	
244	Define how you intend to contain the effect on other parties.	DO	DN	NA	
245	Define how you intend to contain the effect on customers.	DO	DN	NA	
246	Define how you intend to report your nonconforming outputs.	DO	DN	NA	
247	Define how nonconformities affecting products and services are reported.	DO	DN	NA	
248	Define how you intend to notify interested parties about nonconformities.	DO	DN	NA	
249	Define how internal parties will be notified about nonconformities.	DO	DN	NA	
250	Define how you plan to notify internal organizations about nonconformities.	DO	DN	NA	
251	Define how external parties will be notified about nonconformities.	DO	DN	NA	
252	Define how you plan to notify customers about nonconformities.	DO	DN	NA	
253	Define how you plan to notify distributors about nonconformities.	DO	DN	NA	
254	Define how you plan to notify regulators about nonconformities.	DO	DN	NA	
255	Define how you plan to notify suppliers about nonconformities.	DO	DN	NA	
256	Define how appropriate corrective actions will be implemented.	DO	DN	NA	

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A1.4.2 DEFINE SYSTEM'S INPUT REQUIREMENTS

257	Identify management system input requirements.	DO	DN	NA	
258	Identify the products that your system will need to have.	DO	DN	NA	
259	Identify the product providers that will be needed.	DO	DN	NA	
260	Identify the services that your system will need to have.	DO	DN	NA	
261	Identify the service providers that will be needed.	DO	DN	NA	
262	Identify the technologies that your system will need to have.	DO	DN	NA	
263	Identify the hardware that your system will need to have.	DO	DN	NA	
264	Identify the software that your system will need to have.	DO	DN	NA	
265	Identify the information that your system will need to have.	DO	DN	NA	
266	Identify the materials that your system will need to have.	DO	DN	NA	
267	Identify the supplies that your system will need to have.	DO	DN	NA	
268	Identify the parts that your system will need to have.	DO	DN	NA	
269	Document management system input requirements.	DO	DN	NA	

A1.5 IDENTIFY SYSTEM DOCUMENTS AND RECORDS

A1.5.1 EVALUATE DOCUMENTATION REQUIREMENTS

270	Figure out how extensive documented system information should be.	DO	DN	NA	
271	Consider system activities when you establish documents and records.	DO	DN	NA	
272	Consider your system outputs when you establish documents and records.	DO	DN	NA	
273	Consider system personnel when you establish documents and records.	DO	DN	NA	

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274	Consider the competence and expertise of your system personnel.	DO	DN	NA	
275	Consider your system obligations when you establish documents and records.	DO	DN	NA	
276	Consider system property and information provided by your customers.	DO	DN	NA	
277	Consider system property and information provided by external providers.	DO	DN	NA	
A1.5.2 ESTABLISH SYSTEM DOCUMENTS AND RECORDS					
278	Document integrated management system participants.	DO	DN	NA	
279	Document the parties that have an interest in your system.	DO	DN	NA	
280	Document the scope of your integrated management system.	DO	DN	NA	
281	Consider interested party requirements when you document the scope of your system.	DO	DN	NA	
282	Consider your system environment when you document the scope of your system.	DO	DN	NA	
283	Consider your system outputs when you document the scope of your system.	DO	DN	NA	
284	Document your integrated management system outputs.	DO	DN	NA	
285	Document characteristics of outputs you plan to produce.	DO	DN	NA	
286	Develop and document your output definition data.	DO	DN	NA	
287	Document your integrated management system activities.	DO	DN	NA	
288	Document characteristics of system activities to be performed.	DO	DN	NA	
289	Document performance criteria that your system should meet.	DO	DN	NA	
290	Document performance criteria that system outputs should meet.	DO	DN	NA	
291	Document the activities that should make up your system.	DO	DN	NA	
292	Document the activities needed to generate your outputs.	DO	DN	NA	
293	Document the activities needed to control your "critical items".	DO	DN	NA	

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294	Document the activities needed to prevent unintended deliveries.	DO	DN	NA
295	Document system verification and validation methods.	DO	DN	NA
296	Document the resources needed to support system.	DO	DN	NA
297	Document the resources needed to manage system.	DO	DN	NA
298	Document integrated management system inputs.	DO	DN	NA
299	Document the products that your system will need to have.	DO	DN	NA
300	Document the product providers that will be needed.	DO	DN	NA
301	Document the services that your system will need to have.	DO	DN	NA
302	Document the service providers that will be needed.	DO	DN	NA
303	Document the technologies that your system will need to have.	DO	DN	NA
304	Document the hardware that your system will need to have.	DO	DN	NA
305	Document the software that your system will need to have.	DO	DN	NA
306	Document the information that your system will need to have.	DO	DN	NA
307	Document the materials that your system will need to have.	DO	DN	NA
308	Document the supplies that your system will need to have.	DO	DN	NA
309	Document the parts that your system will need to have.	DO	DN	NA
310	Document integrated management system assignments.	DO	DN	NA
311	Document integrated management system authorities.	DO	DN	NA
312	Document integrated management system responsibilities.	DO	DN	NA
313	Document the objectives that your system must achieve.	DO	DN	NA
314	Document the policies that your system must implement.	DO	DN	NA
315	Document the procedures that your system must follow.	DO	DN	NA

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A1.6 ESTABLISH SYSTEM ROLES AND RESPONSIBILITIES

A1.6.1 ASSIGN SYSTEM RESPONSIBILITIES AND AUTHORITIES

316	Assign responsibility and authority for managing integrated management system.	DO	DN	NA	
317	Assign responsibility and authority for applying your quality policy and procedures.	DO	DN	NA	
318	Assign responsibility and authority for complying with regulations and standards.	DO	DN	NA	
319	Assign responsibility and authority for maintaining a focus on system customers.	DO	DN	NA	
320	Assign responsibility and authority for meeting customer requirements.	DO	DN	NA	
321	Assign responsibility and authority for enhancing customer satisfaction.	DO	DN	NA	
322	Assign responsibility and authority for interacting with your external parties.	DO	DN	NA	
323	Assign responsibility and authority for authorizing integrated management system.	DO	DN	NA	
324	Assign responsibility and authority for operating integrated management system.	DO	DN	NA	
325	Assign responsibility and authority for ensuring that system is efficient and effective.	DO	DN	NA	
326	Make managers accountable for ensuring that system produces intended outputs.	DO	DN	NA	
327	Assign responsibility and authority for maintaining integrated management system.	DO	DN	NA	
328	Assign responsibility and authority for measuring integrated management system.	DO	DN	NA	
329	Assign responsibility and authority for monitoring integrated management system.	DO	DN	NA	
330	Assign responsibility and authority for controlling integrated management system.	DO	DN	NA	
331	Assign responsibility and authority for controlling system modifications.	DO	DN	NA	
332	Make managers accountable for protecting system integrity when changes occur.	DO	DN	NA	
333	Assign responsibility and authority for evaluating integrated management system.	DO	DN	NA	
334	Assign responsibility and authority for auditing integrated management system.	DO	DN	NA	
335	Assign responsibility and authority for preparing internal audit reports.	DO	DN	NA	

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336	Assign responsibility and authority for reviewing integrated management system.	DO	DN	NA	
337	Assign responsibility and authority for preparing management review reports.	DO	DN	NA	
338	Assign responsibility and authority for submitting system performance reports.	DO	DN	NA	
339	Assign responsibility and authority for reporting system improvement opportunities.	DO	DN	NA	
340	Assign responsibility and authority for changing integrated management system.	DO	DN	NA	
341	Assign responsibility and authority for correcting integrated management system.	DO	DN	NA	
342	Assign responsibility and authority for improving integrated management system.	DO	DN	NA	
A1.6.2 DOCUMENT SYSTEM RESPONSIBILITIES AND AUTHORITIES					
343	Document responsibility and authority for managing integrated management system.	DO	DN	NA	
344	Document responsibility and authority for validating integrated management system.	DO	DN	NA	
345	Document responsibility and authority for approving integrated management system.	DO	DN	NA	
346	Document responsibility and authority for operating integrated management system.	DO	DN	NA	
347	Document responsibility and authority for maintaining integrated management system.	DO	DN	NA	
348	Document responsibility and authority for monitoring integrated management system.	DO	DN	NA	
349	Document responsibility and authority for measuring integrated management system.	DO	DN	NA	
350	Document responsibility and authority for controlling integrated management system.	DO	DN	NA	
351	Document responsibility and authority for evaluating integrated management system.	DO	DN	NA	
352	Document responsibility and authority for auditing integrated management system.	DO	DN	NA	
353	Document responsibility and authority for reviewing integrated management system.	DO	DN	NA	
354	Document responsibility and authority for changing integrated management system.	DO	DN	NA	
355	Document responsibility and authority for correcting integrated management system.	DO	DN	NA	
356	Document responsibility and authority for improving integrated management system.	DO	DN	NA	

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A2.1 CONFIRM THAT SYSTEM HAS WHAT IT NEEDS

A2.1.1 CONFIRM THAT RESPONSIBLITIES HAVE BEEN ASSIGNED

1	Confirm that responsibility and authority for managing system has been assigned.	DO	DN	NA	
2	Confirm that responsibility and authority for operating system has been assigned.	DO	DN	NA	
3	Confirm that responsibility and authority for measuring system has been assigned.	DO	DN	NA	
4	Confirm that responsibility and authority for authorizing system has been assigned.	DO	DN	NA	
5	Confirm that responsibility and authority for maintaining system has been assigned.	DO	DN	NA	
6	Confirm that responsibility and authority for monitoring system has been assigned.	DO	DN	NA	
7	Confirm that responsibility and authority for controlling system has been assigned.	DO	DN	NA	
8	Confirm that responsibility and authority for reviewing system has been assigned.	DO	DN	NA	
9	Confirm that responsibility and authority for changing system has been assigned.	DO	DN	NA	
10	Confirm that responsibility and authority for auditing system has been assigned.	DO	DN	NA	

A2.1.2 CONFIRM THAT DOCUMENTS HAVE BEEN PROVIDED

11	Confirm that integrated management system scope is documented.	DO	DN	NA	
12	Confirm that integrated management system plans are documented.	DO	DN	NA	
13	Confirm that integrated management system inputs are documented.	DO	DN	NA	
14	Confirm that integrated management system policies are documented.	DO	DN	NA	
15	Confirm that integrated management system outputs are documented.	DO	DN	NA	
16	Confirm that integrated management system objectives are documented.	DO	DN	NA	
17	Confirm that integrated management system procedures are documented.	DO	DN	NA	
18	Confirm that integrated management system participants are documented.	DO	DN	NA	
19	Confirm that integrated management system responsibilities are documented.	DO	DN	NA	

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A2.1.3 CONFIRM THAT RESOURCES HAVE BEEN ALLOCATED

20	Confirm that resources needed to design system have been allocated.	DO	DN	NA	
21	Confirm that resources needed to manage system have been allocated.	DO	DN	NA	
22	Confirm that resources needed to authorize system have been allocated.	DO	DN	NA	
23	Confirm that resources needed to implement system have been allocated.	DO	DN	NA	
24	Confirm that resources needed to maintain system have been allocated.	DO	DN	NA	
25	Confirm that resources needed to measure system have been allocated.	DO	DN	NA	
26	Confirm that resources needed to monitor system have been allocated.	DO	DN	NA	
27	Confirm that resources needed to operate system have been allocated.	DO	DN	NA	
28	Confirm that resources needed to control system have been allocated.	DO	DN	NA	
29	Confirm that resources needed to change system have been allocated.	DO	DN	NA	
30	Confirm that resources needed to review system have been allocated.	DO	DN	NA	
31	Confirm that resources needed to audit system have been allocated.	DO	DN	NA	

A2.2 VERIFY THAT YOUR SYSTEM CAN DO THE JOB

A2.2.1 VERIFY THAT SYSTEM CAN ACHIEVE OBJECTIVES

32	Verify that management system can achieve business objectives.	DO	DN	NA	
33	Verify that management system can achieve quality objectives.	DO	DN	NA	
34	Verify that management system can achieve safety objectives.	DO	DN	NA	
35	Verify that management system can achieve privacy objectives.	DO	DN	NA	
36	Verify that management system can achieve security objectives.	DO	DN	NA	
37	Verify that management system can achieve technical objectives.	DO	DN	NA	

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38	Verify that management system can achieve continuity objectives.	DO	DN	NA	
39	Verify that management system can achieve environmental objectives.	DO	DN	NA	
A2.2.2 VERIFY THAT SYSTEM CAN MEET REQUIREMENTS					
40	Verify that your management system can meet communication requirements.	DO	DN	NA	
41	Verify that management system can meet internal communication requirements.	DO	DN	NA	
42	Verify that management system can meet external communication requirements.	DO	DN	NA	
43	Verify that your management system can meet infrastructure requirements.	DO	DN	NA	
44	Verify that management system will have access to all the necessary facilities.	DO	DN	NA	
45	Verify that management system will have access to all the necessary equipment.	DO	DN	NA	
46	Verify that management system will have access to all the necessary technology.	DO	DN	NA	
47	Verify that management system will have access to all the necessary hardware.	DO	DN	NA	
48	Verify that management system will have access to all the necessary software.	DO	DN	NA	
49	Verify that management system will have access to all the necessary utilities.	DO	DN	NA	
50	Verify that management system will have access to all the necessary tools.	DO	DN	NA	
51	Verify that your management system can meet competence requirements.	DO	DN	NA	
52	Verify that management system personnel know how to implement the system.	DO	DN	NA	
53	Verify that management system personnel know how to operate the system.	DO	DN	NA	
54	Verify that management system personnel know how to maintain the system.	DO	DN	NA	
55	Verify that management system personnel know how to measure the system.	DO	DN	NA	
56	Verify that management system personnel know how to monitor the system.	DO	DN	NA	
57	Verify that management system personnel know how to control the system.	DO	DN	NA	

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58	Verify that management system personnel know how to audit the system.	DO	DN	NA	
59	Verify that management system personnel know how to review the system.	DO	DN	NA	
60	Verify that management system personnel know how to analyze the system.	DO	DN	NA	
61	Verify that management system personnel know how to correct the system.	DO	DN	NA	
62	Verify that management system personnel know how to improve the system.	DO	DN	NA	
63	Verify that your management system can meet output requirements.	DO	DN	NA	
64	Verify that management system outputs can meet legal requirements.	DO	DN	NA	
65	Verify that management system outputs can meet safety requirements.	DO	DN	NA	
66	Verify that management system outputs can meet quality requirements.	DO	DN	NA	
67	Verify that management system outputs can meet privacy requirements.	DO	DN	NA	
68	Verify that management system outputs can meet security requirements.	DO	DN	NA	
69	Verify that management system outputs can meet technical requirements.	DO	DN	NA	
70	Verify that management system outputs can meet environmental requirements.	DO	DN	NA	
71	Verify that management system outputs can meet business continuity requirements.	DO	DN	NA	

A2.3 APPROVE THE IMPLEMENTATION OF SYSTEM

A2.3.1 GRANT APPROVAL IF SYSTEM HAS WHAT IT NEEDS

72	Approve implementation if system responsibilities have been assigned.	DO	DN	NA	
73	Approve implementation if suitable management responsibilities have been assigned.	DO	DN	NA	
74	Approve implementation if suitable measurement responsibilities have been assigned.	DO	DN	NA	
75	Approve implementation if suitable maintenance responsibilities have been assigned.	DO	DN	NA	

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#				
76	Approve implementation if suitable operational responsibilities have been assigned.	DO	DN	NA
77	Approve implementation if suitable monitoring responsibilities have been assigned.	DO	DN	NA
78	Approve implementation if suitable control responsibilities have been assigned.	DO	DN	NA
79	Approve implementation if suitable review responsibilities have been assigned.	DO	DN	NA
80	Approve implementation if suitable audit responsibilities have been assigned.	DO	DN	NA
81	Approve implementation if system documents have been established.	DO	DN	NA
82	Approve implementation if management system scope has been documented.	DO	DN	NA
83	Approve implementation if management system plans have been documented.	DO	DN	NA
84	Approve implementation if management system inputs have been documented.	DO	DN	NA
85	Approve implementation if management system policies have been documented.	DO	DN	NA
86	Approve implementation if management system outputs have been documented.	DO	DN	NA
87	Approve implementation if management system activities have been documented.	DO	DN	NA
88	Approve implementation if management system objectives have been documented.	DO	DN	NA
89	Approve implementation if management system procedures have been documented.	DO	DN	NA
90	Approve implementation if management system participants have been documented.	DO	DN	NA
91	Approve implementation if management system responsibilities have been documented.	DO	DN	NA
92	Approve implementation if system resources have been allocated.	DO	DN	NA
93	Approve implementation if resources needed to design system have been allocated.	DO	DN	NA
94	Approve implementation if resources needed to manage system have been allocated.	DO	DN	NA
95	Approve implementation if resources needed to authorize system have been allocated.	DO	DN	NA

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96	Approve implementation if resources needed to implement system have been allocated.	DO	DN	NA	
97	Approve implementation if resources needed to maintain system have been allocated.	DO	DN	NA	
98	Approve implementation if resources needed to measure system have been allocated.	DO	DN	NA	
99	Approve implementation if resources needed to monitor system have been allocated.	DO	DN	NA	
100	Approve implementation if resources needed to operate system have been allocated.	DO	DN	NA	
101	Approve implementation if resources needed to control system have been allocated.	DO	DN	NA	
102	Approve implementation if resources needed to change system have been allocated.	DO	DN	NA	
103	Approve implementation if resources needed to review system have been allocated.	DO	DN	NA	
104	Approve implementation if resources needed to audit system have been allocated.	DO	DN	NA	

A2.3.2 GRANT APPROVAL IF SYSTEM CAN DO THE JOB

105	Approve implementation if proposed system can achieve objectives.	DO	DN	NA	
106	Approve implementation if proposed system can achieve technical objectives.	DO	DN	NA	
107	Approve implementation if proposed system can achieve business objectives.	DO	DN	NA	
108	Approve implementation if proposed system can achieve quality objectives.	DO	DN	NA	
109	Approve implementation if proposed system can achieve safety objectives.	DO	DN	NA	
110	Approve implementation if proposed system can achieve privacy objectives.	DO	DN	NA	
111	Approve implementation if proposed system can achieve security objectives.	DO	DN	NA	
112	Approve implementation if proposed system can achieve continuity objectives.	DO	DN	NA	
113	Approve implementation if proposed system can achieve environmental objectives.	DO	DN	NA	
114	Approve implementation if proposed system can meet requirements.	DO	DN	NA	

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			DO	DN	NA	
115	Approve implementation if proposed system meets output requirements.		DO	DN	NA	
116	Approve implementation if system outputs meet legal requirements.		DO	DN	NA	
117	Approve implementation if system outputs meet safety requirements.		DO	DN	NA	
118	Approve implementation if system outputs meet quality requirements.		DO	DN	NA	
119	Approve implementation if system outputs meet privacy requirements.		DO	DN	NA	
120	Approve implementation if system outputs meet security requirements.		DO	DN	NA	
121	Approve implementation if system outputs meet technical requirements.		DO	DN	NA	
122	Approve implementation if system outputs meet environmental requirements.		DO	DN	NA	
123	Approve implementation if system outputs meet business continuity requirements.		DO	DN	NA	
124	Approve implementation if proposed system meets competence requirements.		DO	DN	NA	
125	Approve implementation if personnel know how to implement system.		DO	DN	NA	
126	Approve implementation if personnel know how to maintain system.		DO	DN	NA	
127	Approve implementation if personnel know how to measure system.		DO	DN	NA	
128	Approve implementation if personnel know how to monitor system.		DO	DN	NA	
129	Approve implementation if personnel know how to operate system.		DO	DN	NA	
130	Approve implementation if personnel know how to control system.		DO	DN	NA	
131	Approve implementation if personnel know how to audit system.		DO	DN	NA	
132	Approve implementation if personnel know how to review system.		DO	DN	NA	
133	Approve implementation if personnel know how to change system.		DO	DN	NA	
134	Approve implementation if personnel know how to analyze system.		DO	DN	NA	
135	Approve implementation if proposed system meets infrastructure requirements.		DO	DN	NA	

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136		Approve implementation if proposed system has all the necessary technology.	DO	DN	NA	
137		Approve implementation if proposed system has all the necessary hardware.	DO	DN	NA	
138		Approve implementation if proposed system has all the necessary software.	DO	DN	NA	
139		Approve implementation if proposed system has all the necessary facilities.	DO	DN	NA	
140		Approve implementation if proposed system has all the necessary tools.	DO	DN	NA	
141		Approve implementation if proposed system has all the necessary utilities.	DO	DN	NA	
142		Approve implementation if proposed system has all the necessary equipment.	DO	DN	NA	
143		Approve implementation if proposed system meets communication requirements.	DO	DN	NA	
144		Approve implementation if system meets internal communication requirements.	DO	DN	NA	
145		Approve implementation if system meets external communication requirements.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN.
If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

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A3.1 PROVIDE RESOURCES NEEDED TO IMPLEMENT SYSTEM

1	Provide the expertise needed to implement your system.	DO	DN	NA	
2	Acquire the knowledge needed to implement your system.	DO	DN	NA	
3	Consider internal sources of knowledge about system implementation.	DO	DN	NA	
4	Consider external sources of knowledge about system implementation.	DO	DN	NA	
5	Share the knowledge needed to implement your system.	DO	DN	NA	
6	Share implementation knowledge with managers.	DO	DN	NA	
7	Teach managers how to implement your system.	DO	DN	NA	
8	Share implementation knowledge with personnel.	DO	DN	NA	
9	Teach personnel how to implement your system.	DO	DN	NA	
10	Provide the technology needed to implement your system.	DO	DN	NA	
11	Provide the software needed to implement your system.	DO	DN	NA	
12	Provide the hardware needed to implement your system.	DO	DN	NA	
13	Provide the tools needed to implement your system.	DO	DN	NA	
14	Provide the equipment needed to implement your system.	DO	DN	NA	
15	Provide the infrastructure needed to implement your system.	DO	DN	NA	

A3.2 CREATE THE ENVIRONMENT THAT YOUR SYSTEM NEEDS

16	Establish the environment that your system needs in order to achieve conformity of outputs.	DO	DN	NA	
17	Create the culture that your system needs in order to achieve conformity of outputs.	DO	DN	NA	
18	Get the technology that your system needs in order to achieve conformity of outputs.	DO	DN	NA	
19	Acquire the knowledge that your system needs in order to achieve conformity of outputs.	DO	DN	NA	

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20	Acquire the knowledge that system managers need to achieve conformity of outputs.	DO	DN	NA	
21	Acquire the knowledge that system personnel need to achieve conformity of outputs.	DO	DN	NA	
22	Develop the expertise that your system needs in order to achieve conformity of outputs.	DO	DN	NA	
23	Develop the management expertise that your system will need.	DO	DN	NA	
24	Deliver training and awareness programmes to managers.	DO	DN	NA	
25	Teach system managers how to operate your system.	DO	DN	NA	
26	Teach system managers how to maintain your system.	DO	DN	NA	
27	Teach system managers how to measure your system.	DO	DN	NA	
28	Teach system managers how to monitor your system.	DO	DN	NA	
29	Teach system managers how to control your system.	DO	DN	NA	
30	Develop the system expertise that system personnel will need.	DO	DN	NA	
31	Deliver training and awareness programmes to personnel.	DO	DN	NA	
32	Teach system personnel how to operate your system.	DO	DN	NA	
33	Teach system personnel how to maintain your system.	DO	DN	NA	
34	Teach system personnel how to measure your system.	DO	DN	NA	
35	Teach system personnel how to monitor your system.	DO	DN	NA	
36	Teach system personnel how to control your system.	DO	DN	NA	

A3.3 ESTABLISH PLANS TO ACHIEVE YOUR SYSTEM OBJECTIVES

37	Figure out what must be done to achieve system objectives.	DO	DN	NA	
38	Figure out what must be done to achieve business objectives.	DO	DN	NA	
39	Figure out what must be done to achieve technical objectives.	DO	DN	NA	

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40	Figure out what must be done to achieve quality objectives.	DO	DN	NA	
41	Figure out what must be done to achieve safety objectives.	DO	DN	NA	
42	Figure out what must be done to achieve privacy objectives.	DO	DN	NA	
43	Figure out what must be done to achieve security objectives.	DO	DN	NA	
44	Figure out what must be done to achieve continuity objectives.	DO	DN	NA	
45	Figure out what must be done to achieve environmental objectives.	DO	DN	NA	
46	Figure out who will be responsible for achieving system objectives.	DO	DN	NA	
47	Figure out who will be responsible for achieving business objectives.	DO	DN	NA	
48	Figure out who will be responsible for achieving technical objectives.	DO	DN	NA	
49	Figure out who will be responsible for achieving quality objectives.	DO	DN	NA	
50	Figure out who will be responsible for achieving safety objectives.	DO	DN	NA	
51	Figure out who will be responsible for achieving privacy objectives.	DO	DN	NA	
52	Figure out who will be responsible for achieving security objectives.	DO	DN	NA	
53	Figure out who will be responsible for achieving continuity objectives.	DO	DN	NA	
54	Figure out who will be responsible for achieving environmental objectives.	DO	DN	NA	
55	Figure out what resources will be needed to achieve system objectives.	DO	DN	NA	
56	Figure out what resources will be needed to achieve business objectives.	DO	DN	NA	
57	Figure out what resources will be needed to achieve technical objectives.	DO	DN	NA	
58	Figure out what resources will be needed to achieve quality objectives.	DO	DN	NA	
59	Figure out what resources will be needed to achieve safety objectives.	DO	DN	NA	

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60	Figure out what resources will be needed to achieve privacy objectives.	DO	DN	NA
61	Figure out what resources will be needed to achieve security objectives.	DO	DN	NA
62	Figure out what resources will be needed to achieve continuity objectives.	DO	DN	NA
63	Figure out what resources will be needed to achieve environmental objectives.	DO	DN	NA

A3.4 EXPLAIN SYSTEM POLICIES, PROCEDURES, AND OBJECTIVES

64	Ensure that managers understand policies, procedures, and objectives.	DO	DN	NA
65	Make sure that system managers understand your system policies.	DO	DN	NA
66	Make sure that system managers know how to apply system policies.	DO	DN	NA
67	Make sure that system managers understand your system procedures.	DO	DN	NA
68	Make sure that system managers know how to follow system procedures.	DO	DN	NA
69	Make sure that system managers understand their system objectives.	DO	DN	NA
70	Make sure that system managers know how to achieve system objectives.	DO	DN	NA
71	Make sure that managers know who is responsible for achieving objectives.	DO	DN	NA
72	Ensure that personnel understand policies, procedures, and objectives.	DO	DN	NA
73	Make sure that system personnel understand your system policies.	DO	DN	NA
74	Make sure that system personnel know how to apply system policies.	DO	DN	NA
75	Make sure that system personnel understand your system procedures.	DO	DN	NA
76	Make sure that system personnel know how to follow system procedures.	DO	DN	NA
77	Make sure that system personnel understand their system objectives.	DO	DN	NA
78	Make sure that system personnel know how to achieve system objectives.	DO	DN	NA
79	Make sure that personnel know who is responsible for achieving objectives.	DO	DN	NA

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A3.5 COMMUNICATE SYSTEM MANAGEMENT EXPECTATIONS

80	Explain why system policies must be applied.	DO	DN	NA	
81	Explain why system procedures must be followed.	DO	DN	NA	
82	Explain why system objectives must be achieved.	DO	DN	NA	
83	Explain why system requirements must be met.	DO	DN	NA	
84	Explain why output requirements must be met.	DO	DN	NA	
85	Explain why system methods must be used.	DO	DN	NA	
86	Explain why the systems approach is important.	DO	DN	NA	
87	Explain why safety management is important.	DO	DN	NA	
88	Explain why safety plans must be carried out.	DO	DN	NA	
89	Explain why safety policies must be implemented.	DO	DN	NA	
90	Explain why safety procedures must be followed.	DO	DN	NA	
91	Explain why safety objectives must be achieved.	DO	DN	NA	
92	Explain why safety requirements must be met.	DO	DN	NA	
93	Explain why quality management is important.	DO	DN	NA	
94	Explain why quality plans must be carried out.	DO	DN	NA	
95	Explain why quality policies must be implemented.	DO	DN	NA	
96	Explain why quality procedures must be followed.	DO	DN	NA	
97	Explain why quality objectives must be achieved.	DO	DN	NA	
98	Explain why quality requirements must be met.	DO	DN	NA	
99	Explain why environmental management is important.	DO	DN	NA	
100	Explain why environmental plans must be carried out.	DO	DN	NA	

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			DO	DN	NA	
101		Explain why environmental policies must be implemented.	DO	DN	NA	
102		Explain why environmental procedures must be followed.	DO	DN	NA	
103		Explain why environmental objectives must be achieved.	DO	DN	NA	
104		Explain why environmental requirements must be met.	DO	DN	NA	
105	Explain why continuity management is important.		DO	DN	NA	
106		Explain why business continuity plans must be carried out.	DO	DN	NA	
107		Explain why business continuity policies must be implemented.	DO	DN	NA	
108		Explain why business continuity procedures must be followed.	DO	DN	NA	
109		Explain why business continuity objectives must be achieved.	DO	DN	NA	
110		Explain why business continuity requirements must be met.	DO	DN	NA	
111	Explain why data privacy management is important.		DO	DN	NA	
112		Explain why personal privacy management is important.	DO	DN	NA	
113		Explain why personal privacy plans must be carried out.	DO	DN	NA	
114		Explain why personal privacy policies must be implemented.	DO	DN	NA	
115		Explain why personal privacy procedures must be followed.	DO	DN	NA	
116		Explain why personal privacy objectives must be achieved.	DO	DN	NA	
117		Explain why personal privacy requirements must be met.	DO	DN	NA	
118	Explain why corporate security management is important.		DO	DN	NA	
119		Explain why information security management is important.	DO	DN	NA	
120		Explain why information security plans must be carried out.	DO	DN	NA	
121		Explain why information security policies must be implemented.	DO	DN	NA	
122		Explain why information security procedures must be followed.	DO	DN	NA	

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123	Explain why information security objectives must be achieved.	DO	DN	NA	
124	Explain why information security requirements must be met.	DO	DN	NA	
125	Explain why cybersecurity management is important.	DO	DN	NA	
126	Explain why cybersecurity plans must be carried out.	DO	DN	NA	
127	Explain why cybersecurity policies must be implemented.	DO	DN	NA	
128	Explain why cybersecurity procedures must be followed.	DO	DN	NA	
129	Explain why cybersecurity objectives must be achieved.	DO	DN	NA	
130	Explain why cybersecurity requirements must be met.	DO	DN	NA	
131	Explain why component security management is important.	DO	DN	NA	
132	Explain why component security plans must be carried out.	DO	DN	NA	
133	Explain why component security policies must be implemented.	DO	DN	NA	
134	Explain why component security procedures must be followed.	DO	DN	NA	
135	Explain why component security objectives must be achieved.	DO	DN	NA	
136	Explain why component security requirements must be met.	DO	DN	NA	

A3.6 EXPECT ALL SYSTEM MANAGERS TO BE ACCOUNTABLE

137	Ask managers to accept responsibility for integrated management system.	DO	DN	NA	
138	Ask managers to be accountable for ensuring that the system is effective.	DO	DN	NA	
139	Ask them to be accountable for ensuring that system produces intended outputs.	DO	DN	NA	
140	Ask managers to be accountable for ensuring that system meets requirements.	DO	DN	NA	
141	Ask them to be accountable for ensuring that system meets customer requirements.	DO	DN	NA	
142	Ask them to be accountable for ensuring that system meets technical requirements.	DO	DN	NA	
143	Ask them to be accountable for ensuring that system meets business requirements.	DO	DN	NA	

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144	Ask them to be accountable for ensuring that system meets security requirements.	DO	DN	NA	
145	Ask them to be accountable for ensuring that system meets quality requirements.	DO	DN	NA	
146	Ask them to be accountable for ensuring that system meets privacy requirements.	DO	DN	NA	
147	Ask them to be accountable for ensuring that system meets safety requirements.	DO	DN	NA	
148	Ask them to be accountable for ensuring that system meets legal requirements.	DO	DN	NA	
149	Ask them to be accountable for ensuring that system meets environmental requirements.	DO	DN	NA	
150	Ask managers to be accountable for ensuring that system complies with standards.	DO	DN	NA	
151	Ask them to be accountable for ensuring that system complies with audit standards.	DO	DN	NA	
152	Ask them to be accountable for ensuring that system complies with safety standards.	DO	DN	NA	
153	Ask them to be accountable for ensuring that system complies with privacy standards.	DO	DN	NA	
154	Ask them to be accountable for ensuring that system complies with quality standards.	DO	DN	NA	
155	Ask them to be accountable for ensuring that system complies with service standards.	DO	DN	NA	
156	Ask them to be accountable for ensuring that system complies with product standards.	DO	DN	NA	
157	Ask them to be accountable for ensuring that system complies with security standards.	DO	DN	NA	
158	Ask them to be accountable for ensuring that system complies with environmental standards.	DO	DN	NA	
159	Ask managers to be accountable for ensuring that system implements policies.	DO	DN	NA	
160	Ask them to be accountable for ensuring that system implements audit policies.	DO	DN	NA	
161	Ask them to be accountable for ensuring that system implements safety policies.	DO	DN	NA	
162	Ask them to be accountable for ensuring that system implements privacy policies.	DO	DN	NA	
163	Ask them to be accountable for ensuring that system implements quality policies.	DO	DN	NA	
164	Ask them to be accountable for ensuring that system implements service policies.	DO	DN	NA	
165	Ask them to be accountable for ensuring that system implements product policies.	DO	DN	NA	

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166	Ask them to be accountable for ensuring that system implements security policies.	DO	DN	NA	
167	Ask them to be accountable for ensuring that system implements environmental policies.	DO	DN	NA	
168	Ask managers to be accountable for ensuring that system follows procedures.	DO	DN	NA	
169	Ask them to be accountable for ensuring that system follows safety procedures.	DO	DN	NA	
170	Ask them to be accountable for ensuring that system follows privacy procedures.	DO	DN	NA	
171	Ask them to be accountable for ensuring that system follows quality procedures.	DO	DN	NA	
172	Ask them to be accountable for ensuring that system follows service procedures.	DO	DN	NA	
173	Ask them to be accountable for ensuring that system follows product procedures.	DO	DN	NA	
174	Ask them to be accountable for ensuring that system follows security procedures.	DO	DN	NA	
175	Ask them to be accountable for ensuring that system follows environmental procedures.	DO	DN	NA	
176	Ask managers to be accountable for ensuring that system carries out plans.	DO	DN	NA	
177	Ask them to be accountable for ensuring that system carries out safety plans.	DO	DN	NA	
178	Ask them to be accountable for ensuring that system carries out privacy plans.	DO	DN	NA	
179	Ask them to be accountable for ensuring that system carries out quality plans.	DO	DN	NA	
180	Ask them to be accountable for ensuring that system carries out service plans.	DO	DN	NA	
181	Ask them to be accountable for ensuring that system carries out product plans.	DO	DN	NA	
182	Ask them to be accountable for ensuring that system carries out security plans.	DO	DN	NA	
183	Ask them to be accountable for ensuring that system carries out environmental plans.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

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B1.1 PROVIDE RESOURCES TO FACILITATE SYSTEM OPERATIONS

B1.1.1 PROVIDE THE EXPERTISE NEEDED TO OPERATE YOUR SYSTEM

#			
1	Provide the personnel needed to manage system operations.	DO DN NA	
2	Acquire the knowledge that managers need to manage system operations and achieve conformity of outputs.	DO DN NA	
3	Consider internal sources of knowledge about managing systems.	DO DN NA	
4	Consider external sources of knowledge about managing systems.	DO DN NA	
5	Share the knowledge that managers need to manage system operations and achieve conformity of outputs.	DO DN NA	
6	Deliver suitable system management training and awareness programmes to system managers.	DO DN NA	
7	Provide the personnel needed to operate your system.	DO DN NA	
8	Acquire the knowledge that personnel need to operate your system and achieve conformity of outputs.	DO DN NA	
9	Consider internal sources of knowledge about system operations.	DO DN NA	
10	Consider external sources of knowledge about system operations.	DO DN NA	
11	Share the knowledge that personnel need to operate your system and achieve conformity of outputs.	DO DN NA	
12	Deliver suitable system training and awareness programmes to support system operations.	DO DN NA	

B1.1.2 PROVIDE THE TECHNOLOGY NEEDED TO OPERATE YOUR SYSTEM

#			
13	Provide the software needed to operate your integrated management system.	DO DN NA	
14	Provide software needed to support operations and achieve conformity of outputs.	DO DN NA	
15	Provide the hardware needed to operate your integrated management system.	DO DN NA	
16	Provide hardware needed to support operations and achieve conformity of outputs.	DO DN NA	

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B1.1.3 PROVIDE THE INFRASTRUCTURE NEEDED TO OPERATE YOUR SYSTEM

17	Provide the infrastructure needed to support system operations and achieve conformity of outputs.	DO	DN	NA
18	Provide the physical infrastructure needed to support system operations and achieve conformity of outputs.	DO	DN	NA
19	Provide the electrical infrastructure needed to support system operations and achieve conformity of outputs.	DO	DN	NA
20	Provide the transportation infrastructure needed to support system operations and achieve conformity of outputs.	DO	DN	NA
21	Provide the communications infrastructure needed to support system operations and achieve conformity of outputs.	DO	DN	NA

B1.2 ASK SYSTEM OWNERS TO MANAGE SYSTEM OPERATIONS

B1.2.1 EXPECT SYSTEM MANAGERS TO ADDRESS RISKS AND OPPORTUNITIES

22	Expect system managers to identify risks and opportunities.	DO	DN	NA
23	Expect managers to identify the operational risks that could affect their ability to meet requirements.	DO	DN	NA
24	Expect managers to identify the operational opportunities that could improve their ability to meet requirements.	DO	DN	NA
25	Expect system managers to address risks and opportunities.	DO	DN	NA
26	Expect system managers to manage and control risks.	DO	DN	NA
27	Expect them to consider all of their risk treatment options.	DO	DN	NA
28	Expect them to consider avoiding or reducing their risk.	DO	DN	NA
29	Expect them to consider eliminating the source of their risk.	DO	DN	NA
30	Expect them to consider retaining the risk or sharing it with others.	DO	DN	NA
31	Expect them to consider modifying the probabilities or consequences.	DO	DN	NA

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32	Expect system managers to define actions to address risks and opportunities.	DO	DN	NA	
33	Expect them to define actions that they can take to address the risks that could weaken the performance of their system or disrupt or damage operations.	DO	DN	NA	
34	Expect them to consider the potential impact on outputs when they define the actions they plan to take to address system risks.	DO	DN	NA	
35	Expect them to figure out how they're going to implement these actions and how they're going to make them part of their system.	DO	DN	NA	
36	Expect them to figure out how they're going to evaluate the effectiveness of the actions they take to address system risks.	DO	DN	NA	
37	Expect system managers to exploit system improvement opportunities.	DO	DN	NA	
38	Expect managers to define actions to exploit system improvement opportunities.	DO	DN	NA	

B1.2.2 EXPECT SYSTEM MANAGERS TO IMPLEMENT POLICIES AND PROCEDURES

39	Expect system managers to implement system policies.	DO	DN	NA	
40	Expect managers to implement business policies.	DO	DN	NA	
41	Expect managers to implement quality policies.	DO	DN	NA	
42	Expect managers to implement safety policies.	DO	DN	NA	
43	Expect managers to implement privacy policies.	DO	DN	NA	
44	Expect managers to implement security policies.	DO	DN	NA	
45	Expect managers to implement continuity policies.	DO	DN	NA	
46	Expect managers to implement environmental policies.	DO	DN	NA	
47	Expect system managers to implement system procedures.	DO	DN	NA	
48	Expect managers to implement business procedures.	DO	DN	NA	
49	Expect managers to implement quality procedures.	DO	DN	NA	

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50	Expect managers to implement safety procedures.	DO	DN	NA	
51	Expect managers to implement privacy procedures.	DO	DN	NA	
52	Expect managers to implement security procedures.	DO	DN	NA	
53	Expect managers to implement continuity procedures.	DO	DN	NA	
54	Expect managers to implement environmental procedures.	DO	DN	NA	
55	Expect system managers to implement system plans.	DO	DN	NA	
56	Expect managers to implement business plans.	DO	DN	NA	
57	Expect managers to implement quality plans.	DO	DN	NA	
58	Expect managers to implement safety plans.	DO	DN	NA	
59	Expect managers to implement privacy plans.	DO	DN	NA	
60	Expect managers to implement security plans.	DO	DN	NA	
61	Expect managers to implement continuity plans.	DO	DN	NA	
62	Expect managers to implement environmental plans.	DO	DN	NA	

B1.2.3 EXPECT SYSTEM MANAGERS TO SPECIFY OUTPUT REQUIREMENTS AND CAPABILITIES

63	Expect system managers to determine requirements for outputs offered to customers.	DO	DN	NA	
64	Expect managers to determine statutory and regulatory requirements for outputs.	DO	DN	NA	
65	Expect managers to determine your organization's own requirements for outputs.	DO	DN	NA	
66	Expect managers to determine any additional "special requirements" for outputs.	DO	DN	NA	
67	Expect system managers to review output requirements before accepting orders.	DO	DN	NA	
68	Expect them to review requirements before agreeing to supply outputs to customers.	DO	DN	NA	
69	Expect managers to coordinate reviews with other functions within your organization.	DO	DN	NA	

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70	Expect them to review all documented requirements before accepting an order.	DO	DN	NA
71	Expect them to review output requirements specified by your system's customers.	DO	DN	NA
72	Expect them to review delivery and post-delivery requirements before proceeding.	DO	DN	NA
73	Expect them to review output requirements specified by regulatory bodies.	DO	DN	NA
74	Expect them to review output requirements specified by interested parties.	DO	DN	NA
75	Expect them to review output requirements specified by your organization.	DO	DN	NA
76	Expect them to review all undocumented requirements before accepting an order.	DO	DN	NA
77	Expect system managers to clarify differences between original proposals and final orders.	DO	DN	NA
78	Expect managers to review orders and contractual requirements that were modified.	DO	DN	NA
79	Expect them to resolve all differences between original proposals and final orders.	DO	DN	NA
80	Expect system managers to confirm that they can meet output requirements.	DO	DN	NA
81	Expect system managers to confirm that they can meet undocumented customer requirements before making a commitment to supply outputs.	DO	DN	NA
82	Expect system managers to document the review of output requirements.	DO	DN	NA
83	Expect system managers to document the results of output requirement reviews.	DO	DN	NA
84	Expect system managers to retain documents that record results of their reviews.	DO	DN	NA
85	Expect system managers to control documents that record results of their reviews.	DO	DN	NA
86	Expect system managers to document any new or changed output requirements.	DO	DN	NA
87	Expect system managers to retain documents that record new or changed requirements.	DO	DN	NA
88	Expect system managers to control documents that record new or changed requirements.	DO	DN	NA
89	Expect system managers to amend documents when output requirements change.	DO	DN	NA
90	Expect managers to control documents that record changes in output requirements.	DO	DN	NA

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B1.2.4 EXPECT SYSTEM MANAGERS TO COMMUNICATE WITH THEIR SYSTEM CUSTOMERS

91	Expect integrated management system managers to provide information to customers.	DO	DN	NA	
92	Expect integrated management system managers to share information about outputs.	DO	DN	NA	
93	Expect integrated management system managers to obtain information from customers.	DO	DN	NA	
94	Expect system managers to obtain information about customer orders and contracts.	DO	DN	NA	
95	Expect system managers to receive information about changes to orders and contracts.	DO	DN	NA	
96	Expect integrated system managers to obtain information about system outputs.	DO	DN	NA	
97	Expect system managers to gather customer feedback about system outputs.	DO	DN	NA	
98	Expect integrated system managers to gather complaints about system outputs.	DO	DN	NA	
99	Expect system managers to obtain information about property supplied by customers.	DO	DN	NA	
100	Expect system managers to manage and control property supplied by customers.	DO	DN	NA	

B1.2.5 EXPECT SYSTEM MANAGERS TO EVALUATE AND SELECT THEIR EXTERNAL PROVIDERS

101	Expect system managers to accept responsibility for externally provided processes, products, and services.	DO	DN	NA	
102	Expect them to accept responsibility for conformity of external processes, products, and services.	DO	DN	NA	
103	Expect system managers to identify risks related to the external provision of processes, products, and services.	DO	DN	NA	
104	Expect them to identify risks related to the selection and use of external providers and external sources.	DO	DN	NA	
105	Expect system managers to define data and criteria to manage external process, product, and service providers.	DO	DN	NA	
106	Expect them to use data and criteria to evaluate external process, product, and service providers.	DO	DN	NA	

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107	Expect them to use data and criteria to select external process, product, and service providers.	DO	DN	NA	
108	Expect system managers to specify what they expect from external process, product, and service providers.	DO	DN	NA	
109	Expect system managers to identify external process requirements.	DO	DN	NA	
110	Expect them to identify external process approval requirements.	DO	DN	NA	
111	Expect system managers to identify product requirements.	DO	DN	NA	
112	Expect them to identify external product acceptance requirements.	DO	DN	NA	
113	Expect them to identify external product approval requirements.	DO	DN	NA	
114	Expect them to identify external product release requirements.	DO	DN	NA	
115	Expect system managers to identify service requirements.	DO	DN	NA	
116	Expect them to identify external service acceptance requirements.	DO	DN	NA	
117	Expect them to identify external service approval requirements.	DO	DN	NA	
118	Expect them to identify external service release requirements.	DO	DN	NA	
119	Expect system managers to identify equipment requirements.	DO	DN	NA	
120	Expect them to identify external equipment approval requirements.	DO	DN	NA	
121	Expect system managers to identify "special requirements".	DO	DN	NA	
122	Expect them to identify "critical items" and "key characteristics".	DO	DN	NA	
123	Expect system managers to identify information requirements.	DO	DN	NA	
124	Expect them to identify technical data and information requirements.	DO	DN	NA	
125	Expect system managers to identify procedural requirements.	DO	DN	NA	
126	Expect them to identify any work practices that providers need to follow.	DO	DN	NA	

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127	Expect them to identify any work instructions that providers need to follow.	DO	DN	NA	
128	Expect system managers to identify methodological requirements.	DO	DN	NA	
129	Expect them to identify how external methods are approved.	DO	DN	NA	
130	Expect system managers to identify interaction requirements.	DO	DN	NA	
131	Expect them to identify how external providers interact with your system.	DO	DN	NA	
132	Expect system managers to identify notification requirements.	DO	DN	NA	
133	Expect them to specify supply chain notification requirements.	DO	DN	NA	
134	Expect them to ask external providers to notify them when changes are planned.	DO	DN	NA	
135	Expect them to get approval whenever important changes are being considered.	DO	DN	NA	
136	Expect them to specify nonconformance notification requirements.	DO	DN	NA	
137	Expect them to specify nonconformance approval and disposition requirements.	DO	DN	NA	
138	Expect system managers to identify design and development requirements.	DO	DN	NA	
139	Expect them to specify design and development control requirements.	DO	DN	NA	
140	Expect system managers to identify verification and validation requirements.	DO	DN	NA	
141	Expect them to identify verification and validation activities to be done externally.	DO	DN	NA	
142	Expect system managers to identify production requirements.	DO	DN	NA	
143	Expect them to specify production system verification requirements.	DO	DN	NA	
144	Expect system managers to identify test and inspection requirements.	DO	DN	NA	
145	Expect system managers to identify part and component requirements.	DO	DN	NA	
146	Expect system managers to identify outsourcing requirements.	DO	DN	NA	
147	Expect system managers to identify supply chain requirements.	DO	DN	NA	

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148	Expect system managers to identify external staff awareness requirements.	DO	DN	NA	
149	Expect system managers to identify external competence requirements.	DO	DN	NA	
150	Expect system managers to identify monitoring and control requirements.	DO	DN	NA	
151	Expect system managers to identify quality management requirements.	DO	DN	NA	
152	Expect system managers to identify documentation requirements.	DO	DN	NA	

B1.2.6 EXPECT SYSTEM MANAGERS TO SUPERVISE AND CONTROL ALL SYSTEM ACTIVITIES

153	Expect system managers to verify that resources can produce required results.	DO	DN	NA	
154	Expect system managers to validate resources that will be used to operate system.	DO	DN	NA	
155	Expect system managers to validate tools before they are used to operate system.	DO	DN	NA	
156	Expect system managers to validate equipment before it is used to operate system.	DO	DN	NA	
157	Expect system managers to validate software before it is used to operate system.	DO	DN	NA	
158	Expect system managers to validate resources that will be used to automate system.	DO	DN	NA	
159	Expect system managers to validate tools before they are used to automate system.	DO	DN	NA	
160	Expect system managers to validate equipment before it is used to automate system.	DO	DN	NA	
161	Expect system managers to validate software before it is used to automate system.	DO	DN	NA	
162	Expect system managers to validate resources that will be used to control system.	DO	DN	NA	
163	Expect system managers to validate tools before they are used to control system.	DO	DN	NA	
164	Expect system managers to validate equipment before it is used to control system.	DO	DN	NA	
165	Expect system managers to validate software before it is used to control system.	DO	DN	NA	
166	Expect system managers to validate resources that will be used to monitor system.	DO	DN	NA	
167	Expect system managers to validate tools before they are used to monitor system.	DO	DN	NA	

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168	Expect system managers to validate equipment before it is used to monitor system.	DO	DN	NA	
169	Expect system managers to validate software before it is used to monitor system.	DO	DN	NA	
170	Expect system managers to validate resources that will be used to measure system.	DO	DN	NA	
171	Expect system managers to validate tools before they are used to measure system.	DO	DN	NA	
172	Expect system managers to validate equipment before it is used to measure system.	DO	DN	NA	
173	Expect system managers to validate software before it is used to measure system.	DO	DN	NA	
174	Expect system managers to supervise and control all integrated system personnel.	DO	DN	NA	
175	Expect system managers to plan and control all relevant work transfer activities.	DO	DN	NA	
176	Expect them to ensure that risks are managed and requirements continue to be met.	DO	DN	NA	
177	Expect them to plan how they're going to manage and control the transfer of work.	DO	DN	NA	
178	Expect system managers to control system documents and record keeping.	DO	DN	NA	
179	Expect them to ensure that documents and records are properly reviewed and approved.	DO	DN	NA	

B1.2.7 EXPECT SYSTEM MANAGERS TO MEASURE CONFORMANCE AND PERFORMANCE

180	Expect system managers to measure system performance and conformance.	DO	DN	NA	
181	Expect system managers to measure output performance and conformance.	DO	DN	NA	
182	Expect system managers to measure output delivery performance and conformance.	DO	DN	NA	
183	Expect system managers to measure post-delivery performance and conformance.	DO	DN	NA	

B1.2.8 EXPECT SYSTEM MANAGERS TO MEET EXPECTATIONS AND REQUIREMENTS

184	Expect system managers to ensure that legal expectations and requirements are being met.	DO	DN	NA	
185	Expect system managers to ensure that safety expectations and requirements are being met.	DO	DN	NA	
186	Expect system managers to ensure that privacy expectations and requirements are being met.	DO	DN	NA	
187	Expect system managers to ensure that quality expectations and requirements are being met.	DO	DN	NA	

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188	Expect system managers to ensure that security expectations and requirements are being met.	DO	DN	NA	
189	Expect system managers to ensure that business expectations and requirements are being met.	DO	DN	NA	
190	Expect system managers to ensure that customer expectations and requirements are being met.	DO	DN	NA	

B1.2.9 EXPECT SYSTEM MANAGERS TO BE ACCOUNTABLE FOR THEIR SYSTEM

191	Expect managers to ensure that system produces intended outputs.	DO	DN	NA	
192	Expect managers to preserve outputs during system operations.	DO	DN	NA	
193	Expect them to figure out how to preserve outputs during system operations.	DO	DN	NA	
194	Expect them to consider using suitable identification methods to preserve outputs.	DO	DN	NA	
195	Expect them to consider using suitable packaging methods to preserve outputs.	DO	DN	NA	
196	Expect them to consider using suitable handling methods to preserve outputs.	DO	DN	NA	
197	Expect them to consider using suitable storage methods to preserve outputs.	DO	DN	NA	
198	Expect them to consider using suitable transmission methods to preserve outputs.	DO	DN	NA	
199	Expect them to consider using suitable transportation methods to preserve outputs.	DO	DN	NA	
200	Expect them to preserve outputs in accordance with official requirements.	DO	DN	NA	
201	Expect them to preserve outputs by establishing cleaning and sanitization practices.	DO	DN	NA	
202	Expect them to preserve outputs by establishing arrangements to control foreign objects.	DO	DN	NA	
203	Expect them to preserve outputs by establishing handling methods and storage facilities.	DO	DN	NA	
204	Expect them to preserve outputs by establishing marking methods and labeling practices.	DO	DN	NA	
205	Expect them to preserve outputs by establishing shelf life controls and by rotating stock.	DO	DN	NA	
206	Expect managers to establish controlled conditions for output delivery.	DO	DN	NA	
207	Expect them to use documented information to control output delivery activities.	DO	DN	NA	
208	Expect them to use suitable monitoring and measurement resources to control delivery.	DO	DN	NA	

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209	Expect them to use a suitable system environment to control output delivery system.	DO	DN	NA
210	Expect them to use competent qualified personnel to control output delivery activities.	DO	DN	NA
211	Expect managers to address post-delivery requirements for outputs.	DO	DN	NA
212	Expect managers to develop controlled conditions for post-delivery.	DO	DN	NA
213	Expect them to consider post-delivery requirements and commitments.	DO	DN	NA
214	Expect them to consider the need to provide, update, and control output documents.	DO	DN	NA
215	Expect them to consider the external work that must be done to support outputs.	DO	DN	NA
216	Expect them to consider the actions that must be taken after outputs are delivered.	DO	DN	NA
217	Expect managers to implement controlled conditions for post-delivery of outputs.	DO	DN	NA
218	Expect them to implement controlled conditions for post-delivery of system outputs.	DO	DN	NA
219	Expect them to use suitable monitoring and measurement resources to control post-delivery.	DO	DN	NA
220	Expect them to use a suitable system environment to control post-delivery activities.	DO	DN	NA
221	Expect them to use competent qualified personnel to control post-delivery activities.	DO	DN	NA
222	Expect managers to identify and control all nonconforming outputs.	DO	DN	NA
223	Expect integrated management system managers to evaluate nonconforming outputs.	DO	DN	NA
224	Expect them to consider the nature of nonconforming outputs and to evaluate their effects.	DO	DN	NA
225	Expect integrated system managers to take action to control nonconforming outputs.	DO	DN	NA
226	Expect them to prevent the unintended use or delivery of nonconforming outputs.	DO	DN	NA
227	Expect integrated system managers to document nonconforming system outputs.	DO	DN	NA
228	Expect system managers to document the actions and decisions taken to prevent the unintended use or delivery of nonconforming outputs.	DO	DN	NA
229	Expect managers to submit system performance reports.	DO	DN	NA

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B1.3 EXPECT PERSONNEL TO CARRY OUT SYSTEM OPERATIONS

B1.3.1 EXPECT PERSONNEL TO FOCUS ON SYSTEM CUSTOMERS

230	Expect system personnel to identify customer needs and expectations.	DO	DN	NA	
231	Expect system personnel to identify customer assumptions and perceptions.	DO	DN	NA	
232	Expect system personnel to understand customer needs and expectations.	DO	DN	NA	
233	Expect system personnel to understand customer assumptions and perceptions.	DO	DN	NA	
234	Expect system personnel to meet relevant customer needs and expectations.	DO	DN	NA	
235	Expect system personnel to focus on enhancing customer satisfaction.	DO	DN	NA	

B1.3.2 EXPECT PERSONNEL TO HANDLE RISKS AND OPPORTUNITIES

236	Expect integrated system personnel to identify their risks and opportunities.	DO	DN	NA	
237	Expect personnel to identify risks and opportunities related to outputs.	DO	DN	NA	
238	Expect them to identify the risks that could negatively influence their ability to provide compliant outputs to system customers.	DO	DN	NA	
239	Expect them to identify the opportunities that could possibly enhance their ability to provide compliant outputs to system customers.	DO	DN	NA	
240	Expect personnel to identify risks and opportunities related to customer satisfaction.	DO	DN	NA	
241	Expect them to identify risks that could influence their ability to satisfy customers.	DO	DN	NA	
242	Expect them to identify opportunities that could enhance their ability to satisfy customers.	DO	DN	NA	
243	Expect integrated system personnel to address their risks and opportunities.	DO	DN	NA	
244	Expect personnel to address risks and opportunities related to outputs.	DO	DN	NA	
245	Expect them to address the risks that could negatively influence their ability to provide compliant outputs to system customers.	DO	DN	NA	
246	Expect them to address the opportunities that could enhance their ability to provide compliant outputs to system customers.	DO	DN	NA	

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247	Expect personnel to address risks and opportunities related to customer satisfaction.	DO	DN	NA	
248	Expect them to address risks that could influence their ability to satisfy customers.	DO	DN	NA	
249	Expect them to address opportunities that could enhance their ability to satisfy customers.	DO	DN	NA	

B1.3.3 EXPECT PERSONNEL TO IMPLEMENT POLICIES AND PROCEDURES

250	Expect integrated system personnel to follow system policies.	DO	DN	NA	
251	Expect them to implement and follow safety policies.	DO	DN	NA	
252	Expect them to implement and follow quality policies.	DO	DN	NA	
253	Expect them to implement and follow security policies.	DO	DN	NA	
254	Expect them to implement and follow privacy policies.	DO	DN	NA	
255	Expect them to implement and follow business policies.	DO	DN	NA	
256	Expect them to implement and follow continuity policies.	DO	DN	NA	
257	Expect them to implement and follow environmental policies.	DO	DN	NA	
258	Expect integrated system personnel to follow system procedures.	DO	DN	NA	
259	Expect them to implement and follow safety procedures.	DO	DN	NA	
260	Expect them to implement and follow quality procedures.	DO	DN	NA	
261	Expect them to implement and follow privacy procedures.	DO	DN	NA	
262	Expect them to implement and follow security procedures.	DO	DN	NA	
263	Expect them to implement and follow business procedures.	DO	DN	NA	
264	Expect them to implement and follow continuity procedures.	DO	DN	NA	
265	Expect them to implement and follow environmental procedures.	DO	DN	NA	

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B1.3.4 EXPECT PERSONNEL TO COMPLY WITH ALL RELEVANT REQUIREMENTS

266	Expect system personnel to determine relevant requirements.	DO	DN	NA	
267	Expect them to identify customer requirements.	DO	DN	NA	
268	Expect them to identify legal requirements.	DO	DN	NA	
269	Expect system personnel to meet all relevant requirements.	DO	DN	NA	
270	Expect them to meet all relevant customer requirements.	DO	DN	NA	
271	Expect them to provide products that meet customer requirements.	DO	DN	NA	
272	Expect them to deliver services that meet customer requirements.	DO	DN	NA	
273	Expect them to meet all relevant legal requirements.	DO	DN	NA	
274	Expect them to provide products that meet legal requirements.	DO	DN	NA	
275	Expect them to deliver services that meet legal requirements.	DO	DN	NA	

B1.3.5 EXPECT PERSONNEL TO TAKE APPROPRIATE ACTION WHEN NECESSARY

276	Expect system personnel to take action when planned results aren't being achieved.	DO	DN	NA	
277	Expect system personnel to take action when planned results won't be achieved.	DO	DN	NA	
278	Expect system personnel to take action when planned results can't be achieved.	DO	DN	NA	

B1.3.6 EXPECT PERSONNEL TO CONTROL SYSTEM DOCUMENTS AND RECORDS

279	Expect system personnel to retain and control system documents.	DO	DN	NA	
280	Expect system personnel to maintain and control system records.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN.
If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

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B2.1 PROVIDE THE RESOURCES NEEDED TO MAINTAIN SYSTEM

B2.1.1 PROVIDE THE EXPERTISE NEEDED TO MAINTAIN YOUR SYSTEM

#				
1	Provide the managers needed to maintain your integrated system.	DO	DN	NA
2	Acquire the knowledge that managers need in order to support system maintenance and achieve conformity of outputs.	DO	DN	NA
3	Share the knowledge that managers need so that they can support system maintenance and achieve conformity of outputs.	DO	DN	NA
4	Deliver suitable awareness programmes to the people who manage system maintenance activities.	DO	DN	NA
5	Deliver suitable training programmes to the people who manage system maintenance activities.	DO	DN	NA
6	Provide people needed to maintain your integrated system.	DO	DN	NA
7	Acquire the knowledge that your personnel need in order to maintain system and achieve conformity of outputs.	DO	DN	NA
8	Share the knowledge that personnel need in order to maintain system and achieve conformity of outputs.	DO	DN	NA
9	Deliver suitable awareness programmes for your system maintenance personnel.	DO	DN	NA
10	Deliver suitable training programmes for your system maintenance personnel.	DO	DN	NA

B2.1.2 PROVIDE THE TECHNOLOGY NEEDED TO MAINTAIN YOUR SYSTEM

#				
11	Provide the software needed to maintain integrated system.	DO	DN	NA
12	Provide the software needed to support system maintenance and achieve conformity of outputs.	DO	DN	NA
13	Provide the hardware needed to maintain integrated system.	DO	DN	NA
14	Provide the hardware needed to support system maintenance and achieve conformity of outputs.	DO	DN	NA

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B2.2 USE AUTHORIZED METHODS TO MAINTAIN YOUR SYSTEM

B2.2.1 USE AUTHORIZED METHODS TO MAINTAIN YOUR DOCUMENTS

15	Maintain documents that describe how work should be carried out.	DO	DN	NA	
16	Maintain documents that describe how system operations should be carried out.	DO	DN	NA	
17	Maintain documents that describe how system maintenance should be carried out.	DO	DN	NA	
18	Maintain documents that describe how system monitoring should be carried out.	DO	DN	NA	
19	Maintain documents that describe how system measurement should be carried out.	DO	DN	NA	
20	Maintain documents that describe how system control should be carried out.	DO	DN	NA	
21	Maintain documents that describe how system evaluation should be carried out.	DO	DN	NA	
22	Maintain documents that describe how system audits should be carried out.	DO	DN	NA	
23	Maintain documents that describe how system reviews should be carried out.	DO	DN	NA	
24	Maintain documents that describe how system changes should be carried out.	DO	DN	NA	
25	Maintain documents that describe how system correction should be carried out.	DO	DN	NA	
26	Maintain documents that describe how system improvements should be carried out.	DO	DN	NA	

B2.2.2 USE AUTHORIZED METHODS TO MAINTAIN YOUR RECORDS

27	Maintain records that describe the scope of your integrated management system.	DO	DN	NA	
28	Maintain records of integrated management system responsibilities and authorities.	DO	DN	NA	
29	Maintain records of integrated management system performance and competence.	DO	DN	NA	
30	Retain your documentation and use it as evidence to show that your integrated management system personnel are in fact competent.	DO	DN	NA	
31	Maintain records showing that integrated management system is performing as planned.	DO	DN	NA	

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32	Maintain records that show that system operations are being carried out as planned.	DO	DN	NA	
33	Maintain records that show that system maintenance is being carried out as planned.	DO	DN	NA	
34	Maintain records that show that system monitoring is being carried out as planned.	DO	DN	NA	
35	Maintain records that show that system measurement is being carried out as planned.	DO	DN	NA	
36	Maintain records that show that system control is being carried out as planned.	DO	DN	NA	
37	Maintain records that show that system evaluation is being carried out as planned.	DO	DN	NA	
38	Maintain records that show that system audits are being carried out as planned.	DO	DN	NA	
39	Maintain records that show that system reviews are being carried out as planned.	DO	DN	NA	
40	Maintain records that show that system changes are being carried out as planned.	DO	DN	NA	
41	Maintain records that show that system corrections are being carried out as planned.	DO	DN	NA	
42	Maintain records that show that system improvements are being carried out as planned.	DO	DN	NA	

B2.2.3 USE AUTHORIZED METHODS TO MAINTAIN YOUR PROPERTY

43	Maintain system property owned by your customers and suppliers that is needed to achieve conformity of outputs.	DO	DN	NA	
44	Identify property belonging to customers and external providers.	DO	DN	NA	
45	Verify property belonging to customers and external providers.	DO	DN	NA	
46	Protect property belonging to customers and external providers.	DO	DN	NA	
47	Report property belonging to your customers and external providers.	DO	DN	NA	
48	Report lost or damaged property to customers and external providers.	DO	DN	NA	
49	Report unsuitable property to customers and external providers.	DO	DN	NA	

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50	Document property belonging to your customers and external providers.	DO	DN	NA	
51	Maintain property owned by your integrated management system that is needed to achieve conformity of system outputs.	DO	DN	NA	
52	Maintain equipment that your system needs in order to achieve conformity of outputs.	DO	DN	NA	
53	Maintain software that your system needs in order to achieve conformity of outputs.	DO	DN	NA	
54	Maintain tools that your system needs in order to achieve conformity of outputs.	DO	DN	NA	

B2.2.4 USE AUTHORIZED METHODS TO MAINTAIN YOUR PROCEDURES

55	Use authorized methods to maintain system management procedures.	DO	DN	NA	
56	Use authorized methods to maintain system control procedures.	DO	DN	NA	
57	Use authorized methods to maintain system operational procedures.	DO	DN	NA	
58	Use authorized methods to maintain system maintenance procedures.	DO	DN	NA	
59	Use authorized methods to maintain system monitoring procedures.	DO	DN	NA	
60	Use authorized methods to maintain system feedback procedures.	DO	DN	NA	
61	Use authorized methods to maintain system measurement procedures.	DO	DN	NA	
62	Use authorized methods to maintain equipment calibration procedures.	DO	DN	NA	
63	Use authorized methods to maintain system evaluation procedures.	DO	DN	NA	
64	Use authorized methods to maintain system audit procedures.	DO	DN	NA	
65	Use authorized methods to maintain system review procedures.	DO	DN	NA	
66	Use authorized methods to maintain system change procedures.	DO	DN	NA	
67	Use authorized methods to maintain system correction procedures.	DO	DN	NA	
68	Use authorized methods to maintain system improvement procedures.	DO	DN	NA	

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	B2.2.5 USE AUTHORIZED METHODS TO MAINTAIN YOUR COMPETENCE				
69	Share information and knowledge with management system personnel.	DO	DN	NA	
70	Make sure that they are aware of management system plans.	DO	DN	NA	
71	Make sure that they are aware of management system policies.	DO	DN	NA	
72	Make sure that they are aware of management system objectives.	DO	DN	NA	
73	Make sure that they are aware of management system procedures.	DO	DN	NA	
74	Make sure that they are aware of management system documents and records.	DO	DN	NA	
75	Make sure that personnel stay abreast of changes in knowledge and information.	DO	DN	NA	
76	Make sure that they are aware of the important contribution they make.	DO	DN	NA	
77	Make sure that they understand how they affect system performance.	DO	DN	NA	
78	Make sure that they understand how they influence system outputs.	DO	DN	NA	
79	Make sure that they are aware of all relevant requirements.	DO	DN	NA	
80	Explain why compliance is important to your system.	DO	DN	NA	
81	Make sure that they are aware of how they can help.	DO	DN	NA	
82	Explain how they can help enhance system effectiveness.	DO	DN	NA	
83	Acquire competence whenever shortcomings are discovered.	DO	DN	NA	
84	Acquire the necessary competence whenever system personnel fail to meet system competence requirements.	DO	DN	NA	
85	Consider helping your personnel to improve.	DO	DN	NA	
86	Consider providing suitable training.	DO	DN	NA	
87	Consider offering mentoring services.	DO	DN	NA	

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88	Consider hiring competent people.	DO	DN	NA	
89	Consider hiring competent employees.	DO	DN	NA	
90	Consider hiring competent contractors.	DO	DN	NA	
91	Consider reassigning unsuitable personnel.	DO	DN	NA	
92	Maintain the system knowledge that has been acquired.	DO	DN	NA	
93	Consider the need to protect and preserve lessons learned.	DO	DN	NA	
94	Consider the need to protect and preserve intellectual property.	DO	DN	NA	
B2.2.6 USE AUTHORIZED METHODS TO MAINTAIN YOUR TECHNOLOGIES					
95	Maintain technology used to perform management system operations.	DO	DN	NA	
96	Maintain tools used to perform management system operations.	DO	DN	NA	
97	Define storage requirements for tools used for system operations.	DO	DN	NA	
98	Define how and when to check the status of tools used for system operations.	DO	DN	NA	
99	Maintain equipment used to perform management system operations.	DO	DN	NA	
100	Define storage requirements for equipment used for system operations.	DO	DN	NA	
101	Define how and when to check the status of equipment used for system operations.	DO	DN	NA	
102	Maintain software used to perform management system operations.	DO	DN	NA	
103	Define how and when to check the status of software used for system operations.	DO	DN	NA	
104	Maintain technology used to automate management system operations.	DO	DN	NA	
105	Maintain tools used to automate management system operations.	DO	DN	NA	
106	Define storage requirements for tools used to automate system operations.	DO	DN	NA	

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107	Maintain equipment used to automate management system operations.	DO	DN	NA	
108	Define storage requirements for equipment used to automate system operations.	DO	DN	NA	
109	Maintain software used to automate management system operations.	DO	DN	NA	
110	Define how and when to check the status of software used for automation.	DO	DN	NA	
111	Maintain technology used to control management system operations.	DO	DN	NA	
112	Maintain tools used to control management system operations.	DO	DN	NA	
113	Maintain equipment used to control management system operations.	DO	DN	NA	
114	Maintain software used to control management system operations.	DO	DN	NA	
115	Maintain technology used to monitor management system operations.	DO	DN	NA	
116	Maintain tools used to monitor management system operations.	DO	DN	NA	
117	Maintain equipment used to monitor management system operations.	DO	DN	NA	
118	Maintain software used to monitor management system operations.	DO	DN	NA	
119	Maintain technology used to measure management system operations.	DO	DN	NA	
120	Maintain software used to measure management system operations.	DO	DN	NA	
121	Maintain tools used to measure management system operations.	DO	DN	NA	
122	Maintain equipment used to measure management system operations.	DO	DN	NA	
123	Define storage requirements for equipment used to measure operations.	DO	DN	NA	
124	Establish an identification system for measurement equipment.	DO	DN	NA	
125	Verify or calibrate your system measurement equipment.	DO	DN	NA	
126	Safeguard your system measurement equipment.	DO	DN	NA	

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B2.2.7 USE AUTHORIZED METHODS TO MAINTAIN YOUR INFRASTRUCTURE

127	Maintain the infrastructure that your system needs in order to achieve conformity of outputs.	DO	DN	NA
128	Maintain the facilities that your system needs in order to achieve conformity of outputs.	DO	DN	NA
129	Maintain the utilities that your system needs in order to achieve conformity of outputs.	DO	DN	NA
130	Maintain the services that your system needs in order to achieve conformity of outputs.	DO	DN	NA
131	Maintain the technologies that your system needs in order to achieve conformity of outputs.	DO	DN	NA
132	Maintain the hardware that your system needs in order to achieve conformity of outputs.	DO	DN	NA
133	Maintain the software that your system needs in order to achieve conformity of outputs.	DO	DN	NA

B2.2.8 USE AUTHORIZED METHODS TO MAINTAIN YOUR COMMUNICATIONS

134	Maintain the internal communications that system needs to achieve conformity of outputs.	DO	DN	NA
135	Maintain the external communications that system needs to achieve conformity of outputs.	DO	DN	NA

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

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B3.1 PLAN HOW YOU'RE GOING TO MEASURE YOUR SYSTEM

B3.1.1 FIGURE OUT WHAT NEEDS TO BE MEASURED

1	Figure out what kind of system activities need to be measured.	DO	DN	NA
2	Figure out what kind of system characteristics need to be measured.	DO	DN	NA
3	Figure out what kind of inputs and outputs need to be measured.	DO	DN	NA
4	Figure out what kind of output characteristics need to be measured.	DO	DN	NA
5	Figure out what kind of input characteristics need to be measured.	DO	DN	NA

B3.1.2 FIGURE OUT HOW MEASUREMENTS WILL BE DONE

6	Plan how you're going to measure system elements.	DO	DN	NA
7	Plan how you're going to measure your system outputs.	DO	DN	NA
8	Plan how you're going to measure your outputs against expectations.	DO	DN	NA
9	Plan how you're going to measure how well outputs implement plans.	DO	DN	NA
10	Plan how you're going to measure how well outputs achieve objectives.	DO	DN	NA
11	Plan how you're going to measure how well outputs meet requirements.	DO	DN	NA
12	Plan how you're going to measure how well outputs comply with policies.	DO	DN	NA
13	Plan how you're going to measure your system inputs.	DO	DN	NA
14	Plan how you're going to measure your inputs against expectations.	DO	DN	NA
15	Plan how you're going to measure how well inputs implement plans.	DO	DN	NA
16	Plan how you're going to measure how well inputs achieve objectives.	DO	DN	NA
17	Plan how you're going to measure how well inputs meet requirements.	DO	DN	NA
18	Plan how you're going to measure how well inputs comply with policies.	DO	DN	NA

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#	Item				
19	Plan how you're going to measure your system activities.	DO	DN	NA	
20	Plan how you're going to measure system management activities.	DO	DN	NA	
21	Plan how to measure how well system management activities meet expectations.	DO	DN	NA	
22	Plan how to measure how well system management activities apply policies.	DO	DN	NA	
23	Plan how to measure how well system management activities implement plans.	DO	DN	NA	
24	Plan how to measure how well system management activities follow procedures.	DO	DN	NA	
25	Plan how to measure how well system management activities achieve objectives.	DO	DN	NA	
26	Plan how to measure how well system management activities comply with requirements.	DO	DN	NA	
27	Plan how you're going to measure system operating activities.	DO	DN	NA	
28	Plan how to measure how well system operating activities meet expectations.	DO	DN	NA	
29	Plan how to measure how well system operating activities apply policies.	DO	DN	NA	
30	Plan how to measure how well system operating activities implement plans.	DO	DN	NA	
31	Plan how to measure how well system operating activities follow procedures.	DO	DN	NA	
32	Plan how to measure how well system operating activities achieve objectives.	DO	DN	NA	
33	Plan how to measure how well system operating activities comply with requirements.	DO	DN	NA	
34	Plan how you're going to measure system maintenance activities.	DO	DN	NA	
35	Plan how to measure how well system maintenance activities meet expectations.	DO	DN	NA	
36	Plan how to measure how well system maintenance activities apply policies.	DO	DN	NA	
37	Plan how to measure how well system maintenance activities implement plans.	DO	DN	NA	
38	Plan how to measure how well system maintenance activities follow procedures.	DO	DN	NA	
39	Plan how to measure how well system maintenance activities achieve objectives.	DO	DN	NA	

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40		Plan how to measure how well system maintenance activities comply with requirements.	DO	DN	NA	
41	Plan how you're going to measure system monitoring activities.		DO	DN	NA	
42		Plan how to measure how well system monitoring activities meet expectations.	DO	DN	NA	
43		Plan how to measure how well system monitoring activities apply policies.	DO	DN	NA	
44		Plan how to measure how well system monitoring activities implement plans.	DO	DN	NA	
45		Plan how to measure how well system monitoring activities follow procedures.	DO	DN	NA	
46		Plan how to measure how well system monitoring activities achieve objectives.	DO	DN	NA	
47		Plan how to measure how well system monitoring activities comply with requirements.	DO	DN	NA	
48	Plan how you're going to measure system measurement activities.		DO	DN	NA	
49		Plan how to measure how well system measurement activities meet expectations.	DO	DN	NA	
50		Plan how to measure how well system measurement activities apply policies.	DO	DN	NA	
51		Plan how to measure how well system measurement activities implement plans.	DO	DN	NA	
52		Plan how to measure how well system measurement activities follow procedures.	DO	DN	NA	
53		Plan how to measure how well system measurement activities achieve objectives.	DO	DN	NA	
54		Plan how to measure how well system measurement activities comply with requirements.	DO	DN	NA	
55	Plan how you're going to measure system control activities.		DO	DN	NA	
56		Plan how to measure how well system control activities meet expectations.	DO	DN	NA	
57		Plan how to measure how well system control activities apply policies.	DO	DN	NA	
58		Plan how to measure how well system control activities implement plans.	DO	DN	NA	
59		Plan how to measure how well system control activities follow procedures.	DO	DN	NA	
60		Plan how to measure how well system control activities achieve objectives.	DO	DN	NA	

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61	Plan how to measure how well system control activities comply with requirements.	DO	DN	NA	
62	Plan how you're going to measure system evaluation activities.	DO	DN	NA	
63	Plan how you're going to measure system audit activities.	DO	DN	NA	
64	Plan how to measure how well system audit activities meet expectations.	DO	DN	NA	
65	Plan how to measure how well system audit activities apply policies.	DO	DN	NA	
66	Plan how to measure how well system audit activities implement plans.	DO	DN	NA	
67	Plan how to measure how well system audit activities follow procedures.	DO	DN	NA	
68	Plan how to measure how well system audit activities achieve objectives.	DO	DN	NA	
69	Plan how to measure how well system audit activities comply with requirements.	DO	DN	NA	
70	Plan how you're going to measure system review activities.	DO	DN	NA	
71	Plan how to measure how well system review activities meet expectations.	DO	DN	NA	
72	Plan how to measure how well system review activities apply policies.	DO	DN	NA	
73	Plan how to measure how well system review activities implement plans.	DO	DN	NA	
74	Plan how to measure how well system review activities follow procedures.	DO	DN	NA	
75	Plan how to measure how well system review activities achieve objectives.	DO	DN	NA	
76	Plan how to measure how well system review activities comply with requirements.	DO	DN	NA	
77	Plan how you're going to measure system change activities.	DO	DN	NA	
78	Plan how you're going to measure system correction activities.	DO	DN	NA	
79	Plan how to measure how well system correction activities meet expectations.	DO	DN	NA	
80	Plan how to measure how well system correction activities apply policies.	DO	DN	NA	
81	Plan how to measure how well system correction activities implement plans.	DO	DN	NA	

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82		Plan how to measure how well system correction activities follow procedures.	DO	DN	NA
83		Plan how to measure how well system correction activities achieve objectives.	DO	DN	NA
84		Plan how to measure how well system correction activities comply with requirements.	DO	DN	NA
85		Plan how you're going to measure system improvement activities.	DO	DN	NA
86		Plan how to measure how well system improvement activities meet expectations.	DO	DN	NA
87		Plan how to measure how well system improvement activities apply policies.	DO	DN	NA
88		Plan how to measure how well system improvement activities implement plans.	DO	DN	NA
89		Plan how to measure how well system improvement activities follow procedures.	DO	DN	NA
90		Plan how to measure how well system improvement activities achieve objectives.	DO	DN	NA
91		Plan how to measure how well system improvement activities comply with requirements.	DO	DN	NA
92	Plan how you're going to measure customer satisfaction.		DO	DN	NA
93		Learn how management system customers feel about your outputs.	DO	DN	NA
94		Figure out how to gather information about customer satisfaction.	DO	DN	NA
95		Figure out how to learn about customer satisfaction by doing customer surveys.	DO	DN	NA
96		Figure out how to learn about customer satisfaction by using face-to-face meetings.	DO	DN	NA
97		Figure out how to learn about customer satisfaction by studying customer feedback.	DO	DN	NA
98		Figure out how to use information to evaluate customer satisfaction.	DO	DN	NA
99		Figure out how to use output information to evaluate customer satisfaction.	DO	DN	NA
100		Figure out how to use delivery information to evaluate customer satisfaction.	DO	DN	NA
101		Figure out how to use post-delivery information to evaluate customer satisfaction.	DO	DN	NA
102		Figure out how to use corrective action information to evaluate customer satisfaction.	DO	DN	NA

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B3.1.3 FIGURE OUT WHO WILL PERFORM MEASUREMENT TASKS

103	Allocate responsibility and authority for measuring customer satisfaction.	DO	DN	NA	
104	Allocate responsibility and authority for carrying out customer surveys.	DO	DN	NA	
105	Allocate responsibility and authority for meeting with system customers.	DO	DN	NA	
106	Allocate responsibility and authority for studying feedback from customers.	DO	DN	NA	
107	Allocate responsibility and authority for measuring system elements.	DO	DN	NA	
108	Allocate responsibility and authority for measuring system outputs.	DO	DN	NA	
109	Allocate responsibility and authority for measuring system inputs.	DO	DN	NA	
110	Allocate responsibility and authority for measuring system activities.	DO	DN	NA	
111	Allocate responsibility and authority for measuring system control activities and results.	DO	DN	NA	
112	Allocate responsibility and authority for measuring system operating activities and results.	DO	DN	NA	
113	Allocate responsibility and authority for measuring system maintenance activities and results.	DO	DN	NA	
114	Allocate responsibility and authority for measuring system measurement activities and results.	DO	DN	NA	
115	Allocate responsibility and authority for measuring system monitoring activities and results.	DO	DN	NA	
116	Allocate responsibility and authority for measuring system evaluation activities and results.	DO	DN	NA	
117	Allocate responsibility and authority for measuring system audit activities and results.	DO	DN	NA	
118	Allocate responsibility and authority for measuring system review activities and results.	DO	DN	NA	
119	Allocate responsibility and authority for measuring system change activities and results.	DO	DN	NA	
120	Allocate responsibility and authority for measuring system correction activities and results.	DO	DN	NA	
121	Allocate responsibility and authority for measuring system improvement activities and results.	DO	DN	NA	

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B3.2 QUALIFY THE RESOURCES NEEDED TO MEASURE SYSTEM

B3.2.1 MAKE SURE THAT RESOURCES CAN MEASURE YOUR SYSTEM

122	Select measurement resources that are fit for purpose.	DO	DN	NA	
123	Select measurement resources that will yield valid and reliable results.	DO	DN	NA	
124	Select measurement resources that can handle your unique circumstances.	DO	DN	NA	
125	Select measurement resources that will ensure that outputs meet requirements.	DO	DN	NA	
126	Select measurement resources that are capable of providing the information you need.	DO	DN	NA	

B3.2.2 MAKE SURE THAT RESOURCES ARE VALIDATED BEFORE USE

127	Validate measurement resources before you use them.	DO	DN	NA	
128	Validate resources that are used to measure management system.	DO	DN	NA	
129	Validate software before it is used to measure management system.	DO	DN	NA	
130	Validate tools before they are used to measure management system.	DO	DN	NA	
131	Validate equipment before it is used to measure management system.	DO	DN	NA	

B3.3 PROVIDE THE RESOURCES NEEDED TO MEASURE SYSTEM

B3.3.1 PROVIDE THE EXPERTISE NEEDED TO MEASURE YOUR SYSTEM

132	Provide the expertise needed to ensure that measuring methods will yield valid and reliable results.	DO	DN	NA	
133	Provide the managers needed to measure your system.	DO	DN	NA	
134	Acquire the knowledge that system managers need to support system measurement activities.	DO	DN	NA	

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135	Ensure that system managers get the knowledge they need to support measurement activities.	DO	DN	NA
136	Deliver suitable training and awareness programmes for managers of system measurement activities.	DO	DN	NA
137	Provide the personnel needed to measure your system.	DO	DN	NA
138	Acquire the knowledge that personnel need to measure your system.	DO	DN	NA
139	Consider internal sources of knowledge about system measurement.	DO	DN	NA
140	Consider external sources of knowledge about system measurement.	DO	DN	NA
141	Ensure that personnel get the knowledge they need to measure your system.	DO	DN	NA
142	Deliver suitable training and awareness programmes for system measuring personnel.	DO	DN	NA

B3.3.2 PROVIDE THE TECHNOLOGY NEEDED TO MEASURE YOUR SYSTEM

143	Provide the technology needed to ensure that measurement methods yield valid and reliable results.	DO	DN	NA
144	Provide the software needed to measure your system.	DO	DN	NA
145	Provide the software needed to support system measurement activities.	DO	DN	NA
146	Provide the hardware needed to measure your system.	DO	DN	NA
147	Provide the hardware needed to support system measurement activities.	DO	DN	NA
148	Provide the tools and equipment needed to measure your system.	DO	DN	NA

B3.3.3 PROVIDE THE INFRASTRUCTURE NEEDED TO MEASURE YOUR SYSTEM

149	Provide the infrastructure needed to ensure that measurement methods yield valid and reliable results.	DO	DN	NA
150	Provide the infrastructure needed to support system measurement and achieve conformity of outputs.	DO	DN	NA

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B3.4 USE AUTHORIZED METHODS TO MEASURE YOUR SYSTEM

B3.4.1 USE AUTHORIZED METHODS TO MEASURE SYSTEM ELEMENTS

151	Use authorized methods to measure system outputs.	DO	DN	NA	
152	Measure your outputs against expectations.	DO	DN	NA	
153	Measure how well outputs meet requirements.	DO	DN	NA	
154	Measure how well outputs achieve objectives.	DO	DN	NA	
155	Measure how well outputs implement plans.	DO	DN	NA	
156	Use authorized methods to measure system inputs.	DO	DN	NA	
157	Measure your inputs against expectations.	DO	DN	NA	
158	Measure how well inputs meet requirements.	DO	DN	NA	
159	Measure how well inputs achieve objectives.	DO	DN	NA	
160	Measure how well inputs implement plans.	DO	DN	NA	
161	Use authorized methods to measure system activities.	DO	DN	NA	
162	Use authorized methods to measure system operating activities.	DO	DN	NA	
163	Measure how well system operating activities meet expectations.	DO	DN	NA	
164	Measure how well system operating activities apply policies.	DO	DN	NA	
165	Measure how well system operating activities implement plans.	DO	DN	NA	
166	Measure how well system operating activities follow procedures.	DO	DN	NA	
167	Measure how well system operating activities achieve objectives.	DO	DN	NA	
168	Measure how well system operating activities comply with requirements.	DO	DN	NA	
169	Use authorized methods to measure system maintenance activities.	DO	DN	NA	

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			DO	DN	NA	
170		Measure how well system maintenance activities meet expectations.	DO	DN	NA	
171		Measure how well system maintenance activities apply policies.	DO	DN	NA	
172		Measure how well system maintenance activities implement plans.	DO	DN	NA	
173		Measure how well system maintenance activities follow procedures.	DO	DN	NA	
174		Measure how well system maintenance activities achieve objectives.	DO	DN	NA	
175		Measure how well system maintenance activities comply with requirements.	DO	DN	NA	
176		Use authorized methods to measure system measurement activities.	DO	DN	NA	
177		Measure how well system measurement activities meet expectations.	DO	DN	NA	
178		Measure how well system measurement activities apply policies.	DO	DN	NA	
179		Measure how well system measurement activities implement plans.	DO	DN	NA	
180		Measure how well system measurement activities follow procedures.	DO	DN	NA	
181		Measure how well system measurement activities achieve objectives.	DO	DN	NA	
182		Measure how well system measurement activities comply with requirements.	DO	DN	NA	
183		Use authorized methods to measure system monitoring activities.	DO	DN	NA	
184		Measure how well system monitoring activities meet expectations.	DO	DN	NA	
185		Measure how well system monitoring activities apply policies.	DO	DN	NA	
186		Measure how well system monitoring activities implement plans.	DO	DN	NA	
187		Measure how well system monitoring activities follow procedures.	DO	DN	NA	
188		Measure how well system monitoring activities achieve objectives.	DO	DN	NA	
189		Measure how well system monitoring activities comply with requirements.	DO	DN	NA	
190		Use authorized methods to measure system control activities.	DO	DN	NA	

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191	Measure how well system control activities meet expectations.	DO	DN	NA	
192	Measure how well system control activities apply policies.	DO	DN	NA	
193	Measure how well system control activities implement plans.	DO	DN	NA	
194	Measure how well system control activities follow procedures.	DO	DN	NA	
195	Measure how well system control activities achieve objectives.	DO	DN	NA	
196	Measure how well system control activities comply with requirements.	DO	DN	NA	
197	Use authorized methods to measure system evaluation activities.	DO	DN	NA	
198	Use authorized methods to measure system audit activities.	DO	DN	NA	
199	Measure how well system audit activities meet expectations.	DO	DN	NA	
200	Measure how well system audit activities apply policies.	DO	DN	NA	
201	Measure how well system audit activities implement plans.	DO	DN	NA	
202	Measure how well system audit activities follow procedures.	DO	DN	NA	
203	Measure how well system audit activities achieve objectives.	DO	DN	NA	
204	Measure how well system audit activities comply with requirements.	DO	DN	NA	
205	Use authorized methods to measure system review activities.	DO	DN	NA	
206	Measure how well system review activities meet expectations.	DO	DN	NA	
207	Measure how well system review activities apply policies.	DO	DN	NA	
208	Measure how well system review activities implement plans.	DO	DN	NA	
209	Measure how well system review activities follow procedures.	DO	DN	NA	
210	Measure how well system review activities achieve objectives.	DO	DN	NA	
211	Measure how well system review activities comply with requirements.	DO	DN	NA	
212	Use authorized methods to measure system change activities.	DO	DN	NA	

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213	Use authorized methods to measure system correction activities.	DO	DN	NA	
214	Measure how well system correction activities meet expectations.	DO	DN	NA	
215	Measure how well system correction activities apply policies.	DO	DN	NA	
216	Measure how well system correction activities implement plans.	DO	DN	NA	
217	Measure how well system correction activities follow procedures.	DO	DN	NA	
218	Measure how well system correction activities achieve objectives.	DO	DN	NA	
219	Measure how well system correction activities comply with requirements.	DO	DN	NA	
220	Use authorized methods to measure system improvement activities.	DO	DN	NA	
221	Measure how well system improvement activities meet expectations.	DO	DN	NA	
222	Measure how well system improvement activities apply policies.	DO	DN	NA	
223	Measure how well system improvement activities implement plans.	DO	DN	NA	
224	Measure how well system improvement activities follow procedures.	DO	DN	NA	
225	Measure how well system improvement activities achieve objectives.	DO	DN	NA	
226	Measure how well system improvement activities comply with requirements.	DO	DN	NA	

B3.4.2 USE AUTHORIZED METHODS TO MEASURE SYSTEM PARTICIPANTS

227	Use authorized methods to measure the performance of system personnel.	DO	DN	NA	
228	Measure the competence and effectiveness of your system personnel.	DO	DN	NA	
229	Measure the system knowledge and skill that has been acquired.	DO	DN	NA	
230	Measure how well system personnel meet system expectations.	DO	DN	NA	
231	Measure how well system personnel apply system policies.	DO	DN	NA	
232	Measure how well system personnel implement system plans.	DO	DN	NA	

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233	Measure how well system personnel follow system procedures.	DO	DN	NA	
234	Measure how well system personnel meet system requirements.	DO	DN	NA	
235	Measure how well system personnel achieve system objectives.	DO	DN	NA	
236	Measure how well system personnel achieve safety objectives.	DO	DN	NA	
237	Measure how well system personnel achieve quality objectives.	DO	DN	NA	
238	Measure how well system personnel achieve privacy objectives.	DO	DN	NA	
239	Measure how well system personnel achieve security objectives.	DO	DN	NA	
240	Measure how well system personnel achieve business objectives.	DO	DN	NA	
241	Measure how well system personnel achieve technical objectives.	DO	DN	NA	
242	Measure how well system personnel achieve continuity objectives.	DO	DN	NA	
243	Measure how well system personnel achieve environmental objectives.	DO	DN	NA	
244	Use authorized methods to measure the performance of system management.	DO	DN	NA	
245	Use authorized methods to measure system management activities.	DO	DN	NA	
246	Measure how well system management activities meet expectations.	DO	DN	NA	
247	Measure how well system management activities apply policies.	DO	DN	NA	
248	Measure how well system management activities implement plans.	DO	DN	NA	
249	Measure how well system management activities follow procedures.	DO	DN	NA	
250	Measure how well system management activities meet requirements.	DO	DN	NA	
251	Measure how well system management activities achieve objectives.	DO	DN	NA	
252	Measure how well system managers achieve safety objectives.	DO	DN	NA	
253	Measure how well system managers achieve quality objectives.	DO	DN	NA	

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254	Measure how well system managers achieve privacy objectives.	DO	DN	NA	
255	Measure how well system managers achieve security objectives.	DO	DN	NA	
256	Measure how well system managers achieve business objectives.	DO	DN	NA	
257	Measure how well system managers achieve technical objectives.	DO	DN	NA	
258	Measure how well system managers achieve continuity objectives.	DO	DN	NA	
259	Measure how well system managers achieve environmental objectives.	DO	DN	NA	
260	Use authorized methods to measure external product and service providers.	DO	DN	NA	
261	Use authorized criteria to measure the performance of external providers.	DO	DN	NA	
262	Measure the performance of external system, product, and service providers.	DO	DN	NA	
263	Use data and criteria to measure the performance of your external providers.	DO	DN	NA	
264	Document performance measuring activities and retain these documents.	DO	DN	NA	
265	Control documents that describe your performance measuring activities.	DO	DN	NA	
266	Measure external system, product, and service verification activities.	DO	DN	NA	
267	Measure verifications whenever they are delegated to external providers.	DO	DN	NA	
268	Use authorized methods to measure internal product and service providers.	DO	DN	NA	
269	Use authorized criteria to measure the performance of internal providers.	DO	DN	NA	

B3.5 CONTROL THE RESOURCES NEEDED TO MEASURE SYSTEM

B3.5.1 CONTROL THE DOCUMENTS NEEDED TO MEASURE YOUR SYSTEM

270	Control the procedures needed to measure your system and its outputs.	DO	DN	NA	
271	Control the instructions needed to measure your system and its outputs.	DO	DN	NA	
272	Control the manuals needed to measure your system and its outputs.	DO	DN	NA	

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B3.5.2 CONTROL THE TECHNOLOGY NEEDED TO MEASURE YOUR SYSTEM

273	Control the software needed to measure your system and its outputs.	DO	DN	NA	
274	Control the hardware needed to measure your system and its outputs.	DO	DN	NA	
275	Control the tools needed to measure your system and its outputs.	DO	DN	NA	
276	Control the equipment needed to measure your system and its outputs.	DO	DN	NA	

B3.5.3 CONTROL THE RECORDS NEEDED TO MEASURE YOUR SYSTEM

277	Control the records needed to measure system activities and resources.	DO	DN	NA	
278	Use records to control your system measuring activities and resources.	DO	DN	NA	
279	Establish a register of system measurement activities and resources.	DO	DN	NA	
280	Use this register to record the identity of measurement resources.	DO	DN	NA	
281	Use your register to describe the type or kind of resources being used.	DO	DN	NA	
282	Use your register to specify a unique identifier for each piece of equipment.	DO	DN	NA	
283	Use register to specify the location of your measurement tools and equipment.	DO	DN	NA	
284	Use register to control the calibration of your measurement tools and equipment.	DO	DN	NA	
285	Maintain a register of your system measurement activities and resources.	DO	DN	NA	
286	Use records to keep track of measurement activities and resources.	DO	DN	NA	
287	Establish suitable measurement traceability methods.	DO	DN	NA	
288	Maintain suitable measurement traceability resources.	DO	DN	NA	
289	Establish recall methods for your measurement equipment.	DO	DN	NA	
290	Implement recall methods for your measurement equipment.	DO	DN	NA	
291	Recall measurement equipment that must be verified or calibrated.	DO	DN	NA	
292	Maintain recall records for your system measurement equipment.	DO	DN	NA	

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B4. MONITOR INTEGRATED MANAGEMENT SYSTEM

B4.1 PLAN HOW YOU'RE GOING TO MONITOR YOUR SYSTEM

B4.1.1 FIGURE OUT WHAT NEEDS TO BE MONITORED

1	Figure out what kind of policies and plans need to be monitored.	DO	DN	NA	
2	Figure out what kind of practices and procedures need to be monitored.	DO	DN	NA	
3	Figure out what kind of issues, factors, and concerns need to be monitored.	DO	DN	NA	
4	Figure out what kind of internal issues and factors need to be monitored.	DO	DN	NA	
5	Figure out what kind of external issues and factors need to be monitored.	DO	DN	NA	
6	Figure out what kind of participants and providers need to be monitored.	DO	DN	NA	
7	Figure out what kind of system participants need to be monitored.	DO	DN	NA	
8	Figure out what kind of system managers need to be monitored.	DO	DN	NA	
9	Figure out what kind of system personnel need to be monitored.	DO	DN	NA	
10	Figure out what kind of system providers need to be monitored.	DO	DN	NA	
11	Figure out what kind of internal system providers need to be monitored.	DO	DN	NA	
12	Figure out what kind of external system providers need to be monitored.	DO	DN	NA	
13	Figure out what kind of system inputs and outputs need to be monitored.	DO	DN	NA	
14	Figure out what kind of output characteristics need to be monitored.	DO	DN	NA	
15	Figure out what kind of input characteristics need to be monitored.	DO	DN	NA	
16	Figure out what kind of internal system resources need to be monitored.	DO	DN	NA	
17	Figure out what kind of data and information needs to be monitored.	DO	DN	NA	
18	Figure out what kind of documents and records need to be monitored.	DO	DN	NA	
19	Figure out what kind of hardware and software needs to be monitored.	DO	DN	NA	

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20	Figure out what kind of parts and components need to be monitored.	DO	DN	NA	
21	Figure out what kind of products and services need to be monitored.	DO	DN	NA	
22	Figure out what kind of property and supplies need to be monitored.	DO	DN	NA	
B4.1.2 FIGURE OUT HOW MONITORING WILL BE DONE					
23	Plan how you're going to monitor customer satisfaction.	DO	DN	NA	
24	Plan how to monitor customer feelings about system outputs.	DO	DN	NA	
25	Plan how to monitor information about customer satisfaction.	DO	DN	NA	
26	Plan how you're going to monitor system performance.	DO	DN	NA	
27	Plan how you're going to monitor system outputs.	DO	DN	NA	
28	Plan how you're going to monitor output deliveries.	DO	DN	NA	
29	Plan how to monitor post-delivery performance.	DO	DN	NA	
30	Plan how you're going to monitor output characteristics.	DO	DN	NA	
31	Plan how you're going to monitor system activities.	DO	DN	NA	
32	Plan how you're going to monitor system management activities.	DO	DN	NA	
33	Plan how to monitor how well system management activities meet expectations.	DO	DN	NA	
34	Plan how to monitor how well system management activities apply policies.	DO	DN	NA	
35	Plan how to monitor how well system management activities implement plans.	DO	DN	NA	
36	Plan how to monitor how well system management activities follow procedures.	DO	DN	NA	
37	Plan how to monitor how well system management activities achieve objectives.	DO	DN	NA	
38	Plan how to monitor how well system management activities comply with requirements.	DO	DN	NA	
39	Plan how you're going to monitor system operating activities.	DO	DN	NA	

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40		Plan how to monitor how well system operating activities meet expectations.	DO	DN	NA
41		Plan how to monitor how well system operating activities apply policies.	DO	DN	NA
42		Plan how to monitor how well system operating activities implement plans.	DO	DN	NA
43		Plan how to monitor how well system operating activities follow procedures.	DO	DN	NA
44		Plan how to monitor how well system operating activities achieve objectives.	DO	DN	NA
45		Plan how to monitor how well system operating activities comply with requirements.	DO	DN	NA
46		Plan how you're going to monitor system maintenance activities.	DO	DN	NA
47		Plan how to monitor how well system maintenance activities meet expectations.	DO	DN	NA
48		Plan how to monitor how well system maintenance activities apply policies.	DO	DN	NA
49		Plan how to monitor how well system maintenance activities implement plans.	DO	DN	NA
50		Plan how to monitor how well system maintenance activities follow procedures.	DO	DN	NA
51		Plan how to monitor how well system maintenance activities achieve objectives.	DO	DN	NA
52		Plan how to monitor how well system maintenance activities comply with requirements.	DO	DN	NA
53		Plan how you're going to monitor system monitoring activities.	DO	DN	NA
54		Plan how to monitor how well system monitoring activities meet expectations.	DO	DN	NA
55		Plan how to monitor how well system monitoring activities apply policies.	DO	DN	NA
56		Plan how to monitor how well system monitoring activities implement plans.	DO	DN	NA
57		Plan how to monitor how well system monitoring activities follow procedures.	DO	DN	NA
58		Plan how to monitor how well system monitoring activities achieve objectives.	DO	DN	NA
59		Plan how to monitor how well system monitoring activities comply with requirements.	DO	DN	NA
60		Plan how you're going to monitor system measurement activities.	DO	DN	NA

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61		Plan how to monitor how well system measurement activities meet expectations.	DO	DN	NA	
62		Plan how to monitor how well system measurement activities apply policies.	DO	DN	NA	
63		Plan how to monitor how well system measurement activities implement plans.	DO	DN	NA	
64		Plan how to monitor how well system measurement activities follow procedures.	DO	DN	NA	
65		Plan how to monitor how well system measurement activities achieve objectives.	DO	DN	NA	
66		Plan how to monitor how well system measurement activities comply with requirements.	DO	DN	NA	
67	Plan how you're going to monitor system control activities.		DO	DN	NA	
68		Plan how to monitor how well system control activities meet expectations.	DO	DN	NA	
69		Plan how to monitor how well system control activities apply policies.	DO	DN	NA	
70		Plan how to monitor how well system control activities implement plans.	DO	DN	NA	
71		Plan how to monitor how well system control activities follow procedures.	DO	DN	NA	
72		Plan how to monitor how well system control activities achieve objectives.	DO	DN	NA	
73		Plan how to monitor how well system control activities comply with requirements.	DO	DN	NA	
74	Plan how you're going to monitor system evaluation activities.		DO	DN	NA	
75		Plan how you're going to monitor system audit activities.	DO	DN	NA	
76		Plan how to monitor how well system audit activities meet expectations.	DO	DN	NA	
77		Plan how to monitor how well system audit activities apply policies.	DO	DN	NA	
78		Plan how to monitor how well system audit activities implement plans.	DO	DN	NA	
79		Plan how to monitor how well system audit activities follow procedures.	DO	DN	NA	
80		Plan how to monitor how well system audit activities achieve objectives.	DO	DN	NA	
81		Plan how to monitor how well system audit activities comply with requirements.	DO	DN	NA	

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82	Plan how you're going to monitor system review activities.	DO	DN	NA	
83	Plan how to monitor how well system review activities meet expectations.	DO	DN	NA	
84	Plan how to monitor how well system review activities apply policies.	DO	DN	NA	
85	Plan how to monitor how well system review activities implement plans.	DO	DN	NA	
86	Plan how to monitor how well system review activities follow procedures.	DO	DN	NA	
87	Plan how to monitor how well system review activities achieve objectives.	DO	DN	NA	
88	Plan how to monitor how well system review activities comply with requirements.	DO	DN	NA	
89	Plan how you're going to monitor system change activities.	DO	DN	NA	
90	Plan how you're going to monitor system correction activities.	DO	DN	NA	
91	Plan how to monitor how well system correction activities meet expectations.	DO	DN	NA	
92	Plan how to monitor how well system correction activities apply policies.	DO	DN	NA	
93	Plan how to monitor how well system correction activities implement plans.	DO	DN	NA	
94	Plan how to monitor how well system correction activities follow procedures.	DO	DN	NA	
95	Plan how to monitor how well system correction activities achieve objectives.	DO	DN	NA	
96	Plan how to monitor how well system correction activities comply with requirements.	DO	DN	NA	
97	Plan how you're going to monitor system improvement activities.	DO	DN	NA	
98	Plan how to monitor how well system improvement activities meet expectations.	DO	DN	NA	
99	Plan how to monitor how well system improvement activities apply policies.	DO	DN	NA	
100	Plan how to monitor how well system improvement activities implement plans.	DO	DN	NA	
101	Plan how to monitor how well system improvement activities follow procedures.	DO	DN	NA	
102	Plan how to monitor how well system improvement activities achieve objectives.	DO	DN	NA	
103	Plan how to monitor how well system improvement activities comply with requirements.	DO	DN	NA	

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No.	Task	DO	DN	NA	
104	Plan how you're going to monitor system resources.	DO	DN	NA	
105	Plan how you're going to monitor system parts.	DO	DN	NA	
106	Plan how you're going to monitor system plans.	DO	DN	NA	
107	Plan how you're going to monitor system policies.	DO	DN	NA	
108	Plan how you're going to monitor system supplies.	DO	DN	NA	
109	Plan how you're going to monitor system hardware.	DO	DN	NA	
110	Plan how you're going to monitor system software.	DO	DN	NA	
111	Plan how you're going to monitor system services.	DO	DN	NA	
112	Plan how you're going to monitor system products.	DO	DN	NA	
113	Plan how you're going to monitor system property.	DO	DN	NA	
114	Plan how you're going to monitor system providers.	DO	DN	NA	
115	Plan how you're going to monitor system documents.	DO	DN	NA	
116	Plan how you're going to monitor system components.	DO	DN	NA	
117	Plan how you're going to monitor system infrastructure.	DO	DN	NA	
118	Plan how you're going to monitor system participants.	DO	DN	NA	
119	Plan how you're going to monitor system procedures.	DO	DN	NA	
120	Plan how you're going to monitor system practices.	DO	DN	NA	
121	Plan how you're going to monitor system records.	DO	DN	NA	
122	Plan how you're going to monitor system inputs.	DO	DN	NA	
123	Plan how you're going to monitor internal system inputs.	DO	DN	NA	

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124	Plan how you're going to monitor external system inputs.	DO	DN	NA
125	Plan how you're going to monitor system technologies.	DO	DN	NA
126	Plan how you're going to monitor system tools and equipment.	DO	DN	NA
127	Plan how you're going to monitor system monitoring devices.	DO	DN	NA
128	Plan how you're going to recall monitoring tools and equipment that must be recalibrated or reverified.	DO	DN	NA
129	Plan how you're going to monitor system measurement devices.	DO	DN	NA
130	Plan how you're going to recall measurement tools and equipment that must be recalibrated or reverified.	DO	DN	NA
131	Plan how you're going to monitor system environment.	DO	DN	NA
132	Plan how you're going to monitor your system's external context.	DO	DN	NA
133	Figure out how you're going to monitor the external issues and factors that could affect your system.	DO	DN	NA
134	Figure out how you're going to monitor the external interested parties that could affect your system.	DO	DN	NA
135	Plan how you're going to monitor your system's internal context.	DO	DN	NA
136	Figure out how you're going to monitor the internal issues and factors that could affect your system.	DO	DN	NA
137	Figure out how you're going to monitor the internal interested parties that could affect your system.	DO	DN	NA

B4.1.3 FIGURE OUT WHO WILL PERFORM MONITORING TASKS

138	Allocate responsibility and authority for monitoring system plans.	DO	DN	NA
139	Allocate responsibility and authority for monitoring system policies.	DO	DN	NA
140	Allocate responsibility and authority for monitoring system outputs.	DO	DN	NA
141	Allocate responsibility and authority for monitoring system supplies.	DO	DN	NA

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142	Allocate responsibility and authority for monitoring system materials.	DO	DN	NA	
143	Allocate responsibility and authority for monitoring system hardware.	DO	DN	NA	
144	Allocate responsibility and authority for monitoring system software.	DO	DN	NA	
145	Allocate responsibility and authority for monitoring system services.	DO	DN	NA	
146	Allocate responsibility and authority for monitoring system products.	DO	DN	NA	
147	Allocate responsibility and authority for monitoring system property.	DO	DN	NA	
148	Allocate responsibility and authority for monitoring system providers.	DO	DN	NA	
149	Allocate responsibility and authority for monitoring system objectives.	DO	DN	NA	
150	Allocate responsibility and authority for monitoring system documents.	DO	DN	NA	
151	Allocate responsibility and authority for monitoring system participants.	DO	DN	NA	
152	Allocate responsibility and authority for monitoring system components.	DO	DN	NA	
153	Allocate responsibility and authority for monitoring system technologies.	DO	DN	NA	
154	Allocate responsibility and authority for monitoring system characteristics.	DO	DN	NA	
155	Allocate responsibility and authority for monitoring system requirements.	DO	DN	NA	
156	Allocate responsibility and authority for monitoring system infrastructure.	DO	DN	NA	
157	Allocate responsibility and authority for monitoring system environment.	DO	DN	NA	
158	Allocate responsibility and authority for monitoring system procedures.	DO	DN	NA	
159	Allocate responsibility and authority for monitoring system practices.	DO	DN	NA	
160	Allocate responsibility and authority for monitoring system records.	DO	DN	NA	
161	Allocate responsibility and authority for monitoring system parties.	DO	DN	NA	
162	Allocate responsibility and authority for monitoring system inputs.	DO	DN	NA	

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B4.2 QUALIFY THE RESOURCES NEEDED TO MONITOR SYSTEM

B4.2.1 MAKE SURE THAT RESOURCES CAN MONITOR YOUR SYSTEM

163	Select monitoring resources that are fit for purpose.	DO	DN	NA	
164	Select monitoring resources that will yield valid and reliable results.	DO	DN	NA	
165	Select monitoring resources that can handle your unique circumstances.	DO	DN	NA	
166	Select monitoring resources that will ensure that outputs meet requirements.	DO	DN	NA	
167	Select monitoring resources that are capable of providing the information you need.	DO	DN	NA	

B4.2.2 MAKE SURE THAT RESOURCES ARE VALIDATED BEFORE USE

168	Validate monitoring resources before you use them.	DO	DN	NA	
169	Validate tools before they are used to monitor management system.	DO	DN	NA	
170	Validate equipment before it is used to monitor management system.	DO	DN	NA	
171	Validate software before it is used to monitor management system.	DO	DN	NA	

B4.3 PROVIDE THE RESOURCES NEEDED TO MONITOR SYSTEM

B4.3.1 PROVIDE THE EXPERTISE NEEDED TO MONITOR YOUR SYSTEM

172	Provide the expertise needed to ensure that monitoring methods will consistently yield valid and reliable results.	DO	DN	NA	
173	Provide the managers needed to monitor your system.	DO	DN	NA	
174	Acquire the knowledge that managers need to support system monitoring and achieve conformity of outputs.	DO	DN	NA	
175	Share the knowledge that managers need so that they can support system monitoring and achieve conformity of outputs.	DO	DN	NA	

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176	Deliver suitable training and awareness programmes for managers of system monitoring activities.	DO	DN	NA	
177	Provide the personnel needed to monitor your system.	DO	DN	NA	
178	Acquire the knowledge that personnel need to monitor your system and achieve conformity of outputs.	DO	DN	NA	
179	Consider internal sources of knowledge about system monitoring.	DO	DN	NA	
180	Consider external sources of knowledge about system monitoring.	DO	DN	NA	
181	Share the knowledge that personnel need to monitor your system and achieve conformity of outputs.	DO	DN	NA	
182	Deliver suitable training and awareness programmes for your system monitoring personnel.	DO	DN	NA	

B4.3.2 PROVIDE THE TECHNOLOGY NEEDED TO MONITOR YOUR SYSTEM

183	Provide the technology needed to ensure that your monitoring methods will yield valid and reliable results.	DO	DN	NA	
184	Provide the software needed to monitor your system.	DO	DN	NA	
185	Provide the software needed to support system monitoring and achieve conformity of outputs.	DO	DN	NA	
186	Provide the hardware needed to monitor your system.	DO	DN	NA	
187	Provide the hardware needed to support system monitoring and achieve conformity of outputs.	DO	DN	NA	

B4.3.3 PROVIDE THE INFRASTRUCTURE NEEDED TO MONITOR YOUR SYSTEM

188	Provide the infrastructure needed to ensure that your monitoring methods will yield valid and reliable results.	DO	DN	NA	
189	Provide the infrastructure needed to support your system monitoring and achieve conformity of outputs.	DO	DN	NA	

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B4.4 USE AUTHORIZED METHODS TO MONITOR YOUR SYSTEM

B4.4.1 USE AUTHORIZED METHODS TO MONITOR SYSTEM ACTIVITIES

190	Use authorized methods to monitor system management activities.	DO	DN	NA	
191	Monitor how well system management activities meet expectations.	DO	DN	NA	
192	Monitor how well system management activities apply policies.	DO	DN	NA	
193	Monitor how well system management activities implement plans.	DO	DN	NA	
194	Monitor how well system management activities follow procedures.	DO	DN	NA	
195	Monitor how well system management activities achieve objectives.	DO	DN	NA	
196	Monitor how well system management activities comply with requirements.	DO	DN	NA	
197	Use authorized methods to monitor system operating activities.	DO	DN	NA	
198	Monitor how well system operating activities meet expectations.	DO	DN	NA	
199	Monitor how well system operating activities apply policies.	DO	DN	NA	
200	Monitor how well system operating activities implement plans.	DO	DN	NA	
201	Monitor how well system operating activities follow procedures.	DO	DN	NA	
202	Monitor how well system operating activities achieve objectives.	DO	DN	NA	
203	Monitor how well system operating activities comply with requirements.	DO	DN	NA	
204	Use authorized methods to monitor system maintenance activities.	DO	DN	NA	
205	Monitor how well system maintenance activities meet expectations.	DO	DN	NA	
206	Monitor how well system maintenance activities apply policies.	DO	DN	NA	
207	Monitor how well system maintenance activities implement plans.	DO	DN	NA	
208	Monitor how well system maintenance activities follow procedures.	DO	DN	NA	

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209	Monitor how well system maintenance activities achieve objectives.	DO	DN	NA
210	Monitor how well system maintenance activities comply with requirements.	DO	DN	NA
211	Use authorized methods to monitor system measurement activities.	DO	DN	NA
212	Monitor how well system measurement activities meet expectations.	DO	DN	NA
213	Monitor how well system measurement activities apply policies.	DO	DN	NA
214	Monitor how well system measurement activities implement plans.	DO	DN	NA
215	Monitor how well system measurement activities follow procedures.	DO	DN	NA
216	Monitor how well system measurement activities achieve objectives.	DO	DN	NA
217	Monitor how well system measurement activities comply with requirements.	DO	DN	NA
218	Use authorized methods to monitor system monitoring activities.	DO	DN	NA
219	Monitor how well system monitoring activities meet expectations.	DO	DN	NA
220	Monitor how well system monitoring activities apply policies.	DO	DN	NA
221	Monitor how well system monitoring activities implement plans.	DO	DN	NA
222	Monitor how well system monitoring activities follow procedures.	DO	DN	NA
223	Monitor how well system monitoring activities achieve objectives.	DO	DN	NA
224	Monitor how well system monitoring activities comply with requirements.	DO	DN	NA
225	Use authorized methods to monitor system control activities.	DO	DN	NA
226	Monitor how well system control activities meet expectations.	DO	DN	NA
227	Monitor how well system control activities apply policies.	DO	DN	NA
228	Monitor how well system control activities implement plans.	DO	DN	NA
229	Monitor how well system control activities follow procedures.	DO	DN	NA

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230	Monitor how well system control activities achieve objectives.	DO	DN	NA	
231	Monitor how well system control activities comply with requirements.	DO	DN	NA	
232	Use authorized methods to monitor system evaluation activities.	DO	DN	NA	
233	Use authorized methods to monitor system audit activities.	DO	DN	NA	
234	Monitor how well system audit activities meet expectations.	DO	DN	NA	
235	Monitor how well system audit activities apply policies.	DO	DN	NA	
236	Monitor how well system audit activities implement plans.	DO	DN	NA	
237	Monitor how well system audit activities follow procedures.	DO	DN	NA	
238	Monitor how well system audit activities achieve objectives.	DO	DN	NA	
239	Monitor how well system audit activities comply with requirements.	DO	DN	NA	
240	Use authorized methods to monitor system review activities.	DO	DN	NA	
241	Monitor how well system review activities meet expectations.	DO	DN	NA	
242	Monitor how well system review activities apply policies.	DO	DN	NA	
243	Monitor how well system review activities implement plans.	DO	DN	NA	
244	Monitor how well system review activities follow procedures.	DO	DN	NA	
245	Monitor how well system review activities achieve objectives.	DO	DN	NA	
246	Monitor how well system review activities comply with requirements.	DO	DN	NA	
247	Use authorized methods to monitor system change activities.	DO	DN	NA	
248	Use authorized methods to monitor system correction activities.	DO	DN	NA	
249	Monitor how well system correction activities meet expectations.	DO	DN	NA	
250	Monitor how well system correction activities apply policies.	DO	DN	NA	

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251	Monitor how well system correction activities implement plans.	DO	DN	NA	
252	Monitor how well system correction activities follow procedures.	DO	DN	NA	
253	Monitor how well system correction activities achieve objectives.	DO	DN	NA	
254	Monitor how well system correction activities comply with requirements.	DO	DN	NA	
255	Use authorized methods to monitor system improvement activities.	DO	DN	NA	
256	Monitor how well system improvement activities meet expectations.	DO	DN	NA	
257	Monitor how well system improvement activities apply policies.	DO	DN	NA	
258	Monitor how well system improvement activities implement plans.	DO	DN	NA	
259	Monitor how well system improvement activities follow procedures.	DO	DN	NA	
260	Monitor how well system improvement activities achieve objectives.	DO	DN	NA	
261	Monitor how well system improvement activities comply with requirements.	DO	DN	NA	
B4.4.2 USE AUTHORIZED METHODS TO MONITOR SYSTEM OUTPUTS					
262	Use authorized methods to monitor how well system outputs meet expectations.	DO	DN	NA	
263	Use authorized methods to monitor how well system outputs apply policies.	DO	DN	NA	
264	Use authorized methods to monitor how well system outputs implement plans.	DO	DN	NA	
265	Use authorized methods to monitor how well system outputs follow procedures.	DO	DN	NA	
266	Use authorized methods to monitor how well system outputs achieve objectives.	DO	DN	NA	
267	Use authorized methods to monitor how well system outputs comply with requirements.	DO	DN	NA	
268	Use authorized methods to monitor how well outputs meet customer requirements.	DO	DN	NA	
269	Use authorized methods to monitor how well outputs meet regulatory requirements.	DO	DN	NA	
270	Use authorized methods to monitor how well outputs meet corporate requirements.	DO	DN	NA	

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B4.4.3 USE AUTHORIZED METHODS TO MONITOR SYSTEM INPUTS

271	Use authorized methods to monitor supplies that have a major impact on outputs.	DO	DN	NA
272	Use authorized methods to monitor services that have a major impact on outputs.	DO	DN	NA
273	Use authorized methods to monitor materials that have a major impact on outputs.	DO	DN	NA
274	Use authorized methods to monitor products that have a major impact on outputs.	DO	DN	NA
275	Use authorized methods to monitor components that have a major impact on outputs.	DO	DN	NA
276	Use authorized methods to monitor your "critical items" and "key characteristics".	DO	DN	NA

B4.4.4 USE AUTHORIZED METHODS TO MONITOR SYSTEM DOCUMENTS

277	Use authorized methods to monitor documents that specify how system is operated.	DO	DN	NA
278	Use authorized methods to monitor documents that specify how system is maintained.	DO	DN	NA
279	Use authorized methods to monitor documents that specify how system is monitored.	DO	DN	NA
280	Use authorized methods to monitor documents that specify how system is measured.	DO	DN	NA
281	Use authorized methods to monitor documents that specify how system is controlled.	DO	DN	NA
282	Use authorized methods to monitor documents that specify how system is audited.	DO	DN	NA
283	Use authorized methods to monitor documents that specify how system is reviewed.	DO	DN	NA
284	Use authorized methods to monitor documents that specify how system is corrected.	DO	DN	NA
285	Use authorized methods to monitor documents that specify how system is improved.	DO	DN	NA

B4.4.5 USE AUTHORIZED METHODS TO MONITOR SYSTEM RECORDS

286	Use authorized methods to monitor records of personnel performance and competence.	DO	DN	NA
287	Retain and maintain records of personnel performance and competence.	DO	DN	NA
288	Use records to show that personnel know how to perform system tasks.	DO	DN	NA

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		DO	DN	NA	
289	Use authorized methods to monitor records that track the performance of your system.	DO	DN	NA	
290	Use authorized methods to monitor records that keep track of system operations.	DO	DN	NA	
291	Use authorized methods to monitor records that keep track of system outputs.	DO	DN	NA	
292	Use authorized methods to monitor records that keep track of system activities.	DO	DN	NA	
293	Use authorized methods to monitor records that keep track of system inputs.	DO	DN	NA	
294	Use authorized methods to monitor records that keep track of system maintenance.	DO	DN	NA	
295	Use authorized methods to monitor records that keep track of system measurement.	DO	DN	NA	
296	Use authorized methods to monitor records that keep track of system monitoring.	DO	DN	NA	
297	Use authorized methods to monitor records that keep track of system control.	DO	DN	NA	
298	Use authorized methods to monitor records that keep track of system audits.	DO	DN	NA	
299	Use authorized methods to monitor records that keep track of system reviews.	DO	DN	NA	
300	Use authorized methods to monitor records that keep track of system corrections.	DO	DN	NA	
301	Use authorized methods to monitor records that keep track of system improvements.	DO	DN	NA	

B4.4.6 USE AUTHORIZED METHODS TO MONITOR SYSTEM PROPERTY

		DO	DN	NA	
302	Use authorized methods to monitor system property owned by your customers and suppliers that is needed to achieve conformity of outputs.	DO	DN	NA	
303	Report problematic property to your customers and external providers.	DO	DN	NA	
304	Report unsuitable property to customers and external providers.	DO	DN	NA	
305	Report lost or damaged property to customers and external providers.	DO	DN	NA	
306	Use authorized methods to monitor system property owned by your organization that is needed to achieve conformity of outputs.	DO	DN	NA	

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B4.4.7 USE AUTHORIZED METHODS TO MONITOR SYSTEM PARTICIPANTS

307	Use authorized methods to monitor system personnel.	DO	DN	NA	
308	Use authorized methods to monitor objectives that system personnel must achieve.	DO	DN	NA	
309	Use authorized methods to monitor safety objectives that personnel must achieve.	DO	DN	NA	
310	Use authorized methods to monitor quality objectives that personnel must achieve.	DO	DN	NA	
311	Use authorized methods to monitor privacy objectives that personnel must achieve.	DO	DN	NA	
312	Use authorized methods to monitor security objectives that personnel must achieve.	DO	DN	NA	
313	Use authorized methods to monitor business objectives that personnel must achieve.	DO	DN	NA	
314	Use authorized methods to monitor technical objectives that personnel must achieve.	DO	DN	NA	
315	Use authorized methods to monitor continuity objectives that personnel must achieve.	DO	DN	NA	
316	Use authorized methods to monitor environmental objectives that personnel must achieve.	DO	DN	NA	
317	Use authorized methods to monitor competence and performance of system personnel.	DO	DN	NA	
318	Use authorized methods to monitor system knowledge and skill that has been acquired.	DO	DN	NA	
319	Consider the need to protect and preserve system lessons learned.	DO	DN	NA	
320	Consider the need to protect and preserve your intellectual property.	DO	DN	NA	
321	Use authorized methods to monitor changes and trends in knowledge and information.	DO	DN	NA	
322	Use authorized methods to monitor system management.	DO	DN	NA	
323	Use authorized methods to monitor system management personnel.	DO	DN	NA	
324	Use authorized methods to monitor external providers.	DO	DN	NA	
325	Use authorized criteria to monitor the performance of external providers.	DO	DN	NA	
326	Use authorized criteria to monitor verification activities delegated to external providers.	DO	DN	NA	

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327	Use authorized methods to monitor interested parties.	DO	DN	NA	
328	Use authorized methods to monitor external parties that could influence system.	DO	DN	NA	
329	Monitor the performance of external system, product, and service providers.	DO	DN	NA	
330	Expect system managers to use data and criteria to monitor the performance of their external providers.	DO	DN	NA	
331	Expect system managers to document performance monitoring activities and retain these documents.	DO	DN	NA	
332	Expect system managers to control documents that describe their performance monitoring activities.	DO	DN	NA	
333	Monitor external system, product, and service verification activities.	DO	DN	NA	
334	Monitor verifications whenever they are delegated to external providers.	DO	DN	NA	
335	Use authorized methods to monitor internal parties that could influence system.	DO	DN	NA	
B4.4.8 USE AUTHORIZED METHODS TO MONITOR SYSTEM TECHNOLOGIES					
336	Use authorized methods to monitor technology used to perform system operations.	DO	DN	NA	
337	Use authorized methods to monitor software used to perform system operations.	DO	DN	NA	
338	Use authorized methods to monitor hardware used to perform system operations.	DO	DN	NA	
339	Use authorized methods to monitor technology used to automate system operations.	DO	DN	NA	
340	Use authorized methods to monitor software used to automate system operations.	DO	DN	NA	
341	Use authorized methods to monitor hardware used to automate system operations.	DO	DN	NA	
342	Use authorized methods to monitor technology used to maintain system operations.	DO	DN	NA	
343	Use authorized methods to monitor software used to maintain system operations.	DO	DN	NA	

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344	Use authorized methods to monitor hardware used to maintain system operations.	DO	DN	NA	
345	Use authorized methods to monitor technology used to monitor system operations.	DO	DN	NA	
346	Use authorized methods to monitor software used to monitor system operations.	DO	DN	NA	
347	Use authorized methods to monitor hardware used to monitor system operations.	DO	DN	NA	
348	Use authorized methods to monitor technology used to measure system operations.	DO	DN	NA	
349	Use authorized methods to monitor software used to measure system operations.	DO	DN	NA	
350	Use authorized methods to monitor hardware used to measure system operations.	DO	DN	NA	
351	Use authorized methods to monitor technology used to control system operations.	DO	DN	NA	
352	Use authorized methods to monitor software used to control system operations.	DO	DN	NA	
353	Use authorized methods to monitor hardware used to control system operations.	DO	DN	NA	
B4.4.9 USE AUTHORIZED METHODS TO MONITOR SYSTEM ENVIRONMENT					
354	Use authorized methods to monitor your system's external environment.	DO	DN	NA	
355	Use authorized methods to monitor external interested parties and their requirements.	DO	DN	NA	
356	Use authorized methods to monitor your system's internal environment.	DO	DN	NA	
357	Use authorized methods to monitor internal interested parties and their requirements.	DO	DN	NA	
B4.4.10 USE AUTHORIZED METHODS TO MONITOR SYSTEM INFRASTRUCTURE					
358	Use authorized methods to monitor system networks and communications.	DO	DN	NA	
359	Use authorized methods to monitor internal system networks and communications.	DO	DN	NA	
360	Use authorized methods to monitor external system networks and communications.	DO	DN	NA	
361	Use authorized methods to monitor system utilities and support services.	DO	DN	NA	

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B4.5 CONTROL THE RESOURCES NEEDED TO MONITOR SYSTEM

B4.5.1 CONTROL THE TECHNOLOGIES NEEDED TO MONITOR SYSTEM

362	Control the technology needed to monitor your system.	DO	DN	NA	
363	Control the tools needed to monitor your system.	DO	DN	NA	
364	Control the software needed to monitor your system.	DO	DN	NA	
365	Control the equipment needed to monitor your system.	DO	DN	NA	

B4.5.2 CONTROL THE RECORDS NEEDED TO MONITOR SYSTEM

366	Control the records needed to monitor your system.	DO	DN	NA	
367	Establish a register of your system monitoring resources.	DO	DN	NA	
368	Ensure that your monitoring resources continue to be fit for purpose.	DO	DN	NA	
369	Ensure that register describes the type of monitoring tools and equipment in use.	DO	DN	NA	
370	Ensure that register specifies the location of your monitoring tools and equipment.	DO	DN	NA	
371	Ensure that register tracks the calibration of your monitoring tools and equipment.	DO	DN	NA	
372	Ensure that your register records equipment calibration or verification methods.	DO	DN	NA	
373	Ensure that your register records calibration or verification acceptance criteria.	DO	DN	NA	
374	Ensure that register specifies equipment calibration or verification frequency.	DO	DN	NA	
375	Maintain a register of your system monitoring resources.	DO	DN	NA	
376	Maintain records that show that monitoring resources are still fit for purpose.	DO	DN	NA	
377	Control records that show that monitoring resources are still fit for purpose.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

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B5.1 PLAN HOW YOU'RE GOING TO CONTROL SYSTEM

B5.1.1 CONSIDER HOW TO CONTROL YOUR SYSTEM OUTPUTS

1	Figure out how you're going to control your system outputs.	DO	DN	NA	
2	Consider output requirements as you develop output controls.	DO	DN	NA	
3	Consider privacy requirements as you develop output controls.	DO	DN	NA	
4	Consider safety requirements as you develop output controls.	DO	DN	NA	
5	Consider personnel safety requirements as you develop output controls.	DO	DN	NA	
6	Consider quality requirements as you develop output controls.	DO	DN	NA	
7	Consider reliability requirements as you develop output controls.	DO	DN	NA	
8	Consider purity requirements as you develop output controls.	DO	DN	NA	
9	Consider the need to control undesirable foreign objects.	DO	DN	NA	
10	Consider the need to detect undesirable foreign objects.	DO	DN	NA	
11	Consider the need to remove undesirable foreign objects.	DO	DN	NA	
12	Consider the need to prevent undesirable foreign objects.	DO	DN	NA	
13	Consider suitability requirements as you develop output controls.	DO	DN	NA	
14	Consider suitability requirements for parts and materials to be used in outputs.	DO	DN	NA	
15	Consider suitability requirements for software to be embedded in outputs.	DO	DN	NA	
16	Consider suitability requirements for software that you plan to purchase.	DO	DN	NA	
17	Consider suitability requirements for software that you plan to develop.	DO	DN	NA	
18	Consider maintenance requirements as you develop output controls.	DO	DN	NA	
19	Consider maintainability requirements as you develop output controls.	DO	DN	NA	

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20		Consider security requirements as you develop output controls.	DO	DN	NA	
21		Consider handling requirements as you develop output controls.	DO	DN	NA	
22		Consider packaging requirements as you develop output controls.	DO	DN	NA	
23		Consider availability requirements as you develop output controls.	DO	DN	NA	
24		Consider preservation requirements as you develop output controls.	DO	DN	NA	
25		Consider obsolescence requirements as you develop output controls.	DO	DN	NA	
26		Consider recycling requirements as you develop output controls.	DO	DN	NA	
27		Consider disposal requirements as you develop output controls.	DO	DN	NA	
28		Consider final disposal requirements as you develop output controls.	DO	DN	NA	
29		Consider production requirements as you develop output controls.	DO	DN	NA	
30		Consider producibility requirements as you develop output controls.	DO	DN	NA	
31		Consider measurement requirements as you develop output controls.	DO	DN	NA	
32		Consider monitoring requirements as you develop output controls.	DO	DN	NA	
33		Consider inspectability requirements as you develop output controls.	DO	DN	NA	

B5.1.2 CONSIDER HOW TO CONTROL YOUR SYSTEM INPUTS

34		Figure out how you're going to control your system inputs.	DO	DN	NA	
35		Consider system input requirements as you develop input controls.	DO	DN	NA	
36		Consider input privacy requirements as you develop input controls.	DO	DN	NA	
37		Consider input safety requirements as you develop input controls.	DO	DN	NA	
38		Consider input security requirements as you develop input controls.	DO	DN	NA	
39		Consider input quality requirements as you develop input controls.	DO	DN	NA	

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40		Consider input reliability requirements as you develop input controls.	DO	DN	NA	
41		Consider input purity requirements as you develop input controls.	DO	DN	NA	
42		Consider the need to control foreign objects that could compromise inputs.	DO	DN	NA	
43		Consider the need to detect foreign objects that could compromise inputs.	DO	DN	NA	
44		Consider the need to remove foreign objects that could compromise inputs.	DO	DN	NA	
45		Consider the need to prevent foreign objects that could compromise inputs.	DO	DN	NA	
46		Consider input availability requirements as you develop input controls.	DO	DN	NA	
47		Consider input suitability requirements as you develop input controls.	DO	DN	NA	
48		Consider suitability requirements for parts and materials to be used by system.	DO	DN	NA	
49		Consider suitability requirements for software programmes to be used by system.	DO	DN	NA	
50		Consider input storage requirements as you develop input controls.	DO	DN	NA	
51		Consider input handling requirements as you develop input controls.	DO	DN	NA	
52		Consider input monitoring requirements as you develop input controls.	DO	DN	NA	
53		Consider input maintenance requirements as you develop input controls.	DO	DN	NA	
54		Consider input measurement requirements as you develop input controls.	DO	DN	NA	
55		Consider input preservation requirements as you develop input controls.	DO	DN	NA	

B5.1.3 CONSIDER HOW TO CONTROL YOUR SYSTEM ACTIVITIES

56		Figure out how you're going to control your system activities.	DO	DN	NA	
57		Consider system safety requirements as you develop system controls.	DO	DN	NA	
58		Consider system privacy requirements as you develop system controls.	DO	DN	NA	
59		Consider system quality requirements as you develop system controls.	DO	DN	NA	

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60	Consider system security requirements as you develop system controls.	DO	DN	NA	
61	Consider system reliability requirements as you develop system controls.	DO	DN	NA	
62	Consider system monitoring requirements as you develop system controls.	DO	DN	NA	
63	Consider system measurement requirements as you develop system controls.	DO	DN	NA	
64	Consider system improvement requirements as you develop system controls.	DO	DN	NA	
65	Consider system maintenance requirements as you develop system controls.	DO	DN	NA	
66	Consider system evaluation requirements as you develop system controls.	DO	DN	NA	
67	Consider system correction requirements as you develop system controls.	DO	DN	NA	
68	Consider system reporting requirements as you develop system controls.	DO	DN	NA	
69	Consider system review requirements as you develop system controls.	DO	DN	NA	
70	Consider system audit requirements as you develop system controls.	DO	DN	NA	

B5.1.4 CONSIDER HOW TO CONTROL YOUR SYSTEM PROVIDERS

71	Figure out how you're going to control your external providers.	DO	DN	NA	
72	Consider the requirements that external process providers must meet.	DO	DN	NA	
73	Consider the requirements that external product providers must meet.	DO	DN	NA	
74	Consider the requirements that external service providers must meet.	DO	DN	NA	
75	Figure out how you're going to control your internal providers.	DO	DN	NA	
76	Consider the requirements that internal process providers must meet.	DO	DN	NA	
77	Consider the requirements that internal product providers must meet.	DO	DN	NA	
78	Consider the requirements that internal service providers must meet.	DO	DN	NA	

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B5.2 DEVELOP WAYS OF CONTROLLING YOUR SYSTEM

B5.2.1 DEVELOP WAYS OF CONTROLLING SYSTEM ELEMENTS

#		DO	DN	NA	
79	Develop controlled conditions for system outputs.	DO	DN	NA	
80	Develop ways of controlling your system outputs.	DO	DN	NA	
81	Develop ways of controlling the quality of system outputs.	DO	DN	NA	
82	Develop ways of controlling the reliability of system outputs.	DO	DN	NA	
83	Develop ways of controlling the suitability of system outputs.	DO	DN	NA	
84	Develop ways of controlling the suitability of parts and materials to be used in outputs.	DO	DN	NA	
85	Develop ways of controlling the suitability of software to be embedded into outputs.	DO	DN	NA	
86	Develop ways of controlling the suitability of software that you plan to purchase.	DO	DN	NA	
87	Develop ways of controlling the suitability of software that you plan to develop.	DO	DN	NA	
88	Develop ways of controlling the purity of system outputs.	DO	DN	NA	
89	Develop ways of controlling foreign objects that could affect your outputs.	DO	DN	NA	
90	Develop ways of detecting foreign objects that could compromise quality of outputs.	DO	DN	NA	
91	Develop ways of removing foreign objects that could compromise quality of outputs.	DO	DN	NA	
92	Develop ways of preventing foreign objects that could compromise quality of outputs.	DO	DN	NA	
93	Develop ways of controlling the safety of outputs.	DO	DN	NA	
94	Develop ways of ensuring that outputs can be safely produced.	DO	DN	NA	
95	Develop ways of ensuring that outputs can be safely packaged.	DO	DN	NA	
96	Develop ways of ensuring that outputs can be safely delivered.	DO	DN	NA	
97	Develop ways of ensuring that outputs can be safely handled.	DO	DN	NA	
98	Develop ways of ensuring that outputs can be safely stored.	DO	DN	NA	

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99	Develop ways of ensuring that outputs can be safely used.	DO	DN	NA	
100	Develop ways of ensuring that outputs can be safely repaired.	DO	DN	NA	
101	Develop ways of ensuring that outputs can be safely maintained.	DO	DN	NA	
102	Develop ways of ensuring that outputs can be safely preserved.	DO	DN	NA	
103	Develop ways of ensuring that outputs can be safely destroyed.	DO	DN	NA	
104	Develop ways of ensuring that outputs can be safely recycled.	DO	DN	NA	
105	Develop ways of controlling the security of outputs.	DO	DN	NA	
106	Develop ways of ensuring that outputs can be securely produced.	DO	DN	NA	
107	Develop ways of ensuring that outputs can be securely packaged.	DO	DN	NA	
108	Develop ways of ensuring that outputs can be securely delivered.	DO	DN	NA	
109	Develop ways of ensuring that outputs can be securely handled.	DO	DN	NA	
110	Develop ways of ensuring that outputs can be securely stored.	DO	DN	NA	
111	Develop ways of ensuring that outputs can be securely used.	DO	DN	NA	
112	Develop ways of ensuring that outputs can be securely repaired.	DO	DN	NA	
113	Develop ways of ensuring that outputs can be securely maintained.	DO	DN	NA	
114	Develop ways of ensuring that outputs can be securely preserved.	DO	DN	NA	
115	Develop ways of ensuring that outputs can be securely destroyed.	DO	DN	NA	
116	Develop controlled conditions for system inputs.	DO	DN	NA	
117	Develop ways of controlling your system inputs.	DO	DN	NA	
118	Develop ways of controlling the quality of system inputs.	DO	DN	NA	
119	Develop ways of controlling the purity of system inputs.	DO	DN	NA	
120	Develop ways of controlling foreign objects that compromise the quality of inputs.	DO	DN	NA	

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121	Develop ways of detecting foreign objects that compromise the quality of inputs.	DO	DN	NA	
122	Develop ways of removing foreign objects that compromise the quality of inputs.	DO	DN	NA	
123	Develop ways of preventing foreign objects that compromise the quality of inputs.	DO	DN	NA	
124	Develop ways of controlling the suitability of system inputs.	DO	DN	NA	
125	Develop ways of controlling the suitability of parts and materials to be used as inputs.	DO	DN	NA	
126	Develop ways of controlling the suitability of software that is embedded in inputs.	DO	DN	NA	
127	Develop ways of controlling the acceptability of system inputs.	DO	DN	NA	
128	Develop acceptance criteria for your system inputs.	DO	DN	NA	
129	Develop methods and procedures for testing system inputs.	DO	DN	NA	
130	Develop methods and procedures for inspecting system inputs.	DO	DN	NA	
131	Develop methods and procedures for monitoring system inputs.	DO	DN	NA	
132	Develop methods and procedures for measuring system inputs.	DO	DN	NA	
133	Develop methods and procedures for evaluating system inputs.	DO	DN	NA	
134	Develop ways of controlling the security of system inputs.	DO	DN	NA	
135	Develop ways of controlling the safety of system inputs.	DO	DN	NA	
136	Develop ways of controlling the privacy of system inputs.	DO	DN	NA	
137	Develop controlled conditions for system activities.	DO	DN	NA	
138	Develop ways of controlling your system activities.	DO	DN	NA	
139	Develop ways of controlling system testing activities.	DO	DN	NA	
140	Develop ways of controlling system control activities.	DO	DN	NA	
141	Develop ways of controlling system inspection activities.	DO	DN	NA	
142	Develop ways of controlling system management activities.	DO	DN	NA	

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143	Develop ways of controlling system measurement activities.	DO	DN	NA	
144	Develop ways of controlling system maintenance activities.	DO	DN	NA	
145	Develop ways of controlling system production activities.	DO	DN	NA	
146	Develop ways of controlling system monitoring activities.	DO	DN	NA	
147	Develop ways of controlling system evaluation activities.	DO	DN	NA	
148	Develop ways of controlling system audit activities.	DO	DN	NA	
149	Develop ways of controlling system review activities.	DO	DN	NA	
150	Develop ways of controlling system change activities.	DO	DN	NA	
151	Develop ways of controlling system correction activities.	DO	DN	NA	
152	Develop ways of controlling system improvement activities.	DO	DN	NA	

B5.2.2 DEVELOP WAYS OF CONTROLLING SYSTEM PROVIDERS

153	Develop ways of controlling external providers.	DO	DN	NA	
154	Plan how to control external processes, products, and services.	DO	DN	NA	
155	Consider the potential impact that externally provided processes, products, and services could have on your ability to consistently meet external requirements.	DO	DN	NA	
156	Consider the potential impact on your ability to meet customer requirements.	DO	DN	NA	
157	Consider the potential impact on statutory and regulatory requirements.	DO	DN	NA	
158	Create controls for external processes, products, and services.	DO	DN	NA	
159	Develop controls for processes that your organization is outsourcing.	DO	DN	NA	
160	Ensure that outsourced processes remain within your organization's control.	DO	DN	NA	
161	Figure out how you're going to control external process providers.	DO	DN	NA	
162	Consider the potential impact that external process providers could have on your ability to consistently meet customer and legal requirements.	DO	DN	NA	

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163		Consider the controls that external process providers have implemented and think about how effective their controls really are in practice.	DO	DN	NA	
164		Develop controls for products that your organization is outsourcing.	DO	DN	NA	
165		Ensure that outsourced products remain within your organization's control.	DO	DN	NA	
166		Figure out how you're going to control external product providers.	DO	DN	NA	
167		Consider the potential impact that external product providers could have on your ability to consistently meet customer and legal requirements.	DO	DN	NA	
168		Consider the controls that external product providers have implemented and think about how effective their controls really are in practice.	DO	DN	NA	
169		Develop controls for services that your organization is outsourcing.	DO	DN	NA	
170		Ensure that outsourced services remain within your organization's control.	DO	DN	NA	
171		Figure out how you're going to control external service providers.	DO	DN	NA	
172		Consider the potential impact that external service providers could have on your ability to consistently meet customer and legal requirements.	DO	DN	NA	
173		Consider the controls that external service providers have implemented and think about how effective their controls really are in practice.	DO	DN	NA	
174		Design external process, product, and service verification methods.	DO	DN	NA	
175		Plan your external process, product, and service verification activities.	DO	DN	NA	
176		Define the scope and extent of external verification and testing activities.	DO	DN	NA	
177		Define requirements whenever verifications are delegated to external providers.	DO	DN	NA	
178		Maintain a register of verification activities delegated to external providers.	DO	DN	NA	
179		Consider risks when you carry out external verification and testing activities.	DO	DN	NA	
180		Consider the risk of external process, product, and service nonconformities.	DO	DN	NA	
181		Consider the risk that counterfeit parts and components are being used.	DO	DN	NA	

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#	Task				
182	Consider the risk that raw materials might fail to meet requirements.	DO	DN	NA	
183	Use objective evidence to verify external processes, products, and services.	DO	DN	NA	
184	Use documents and records to verify processes, products, and services.	DO	DN	NA	
185	Examine related test documents and records.	DO	DN	NA	
186	Examine related statistical documents and records.	DO	DN	NA	
187	Examine related system control documents and records.	DO	DN	NA	
188	Examine related conformance documents and records.	DO	DN	NA	
189	Examine related production documents and records.	DO	DN	NA	
190	Review production verification activities and results.	DO	DN	NA	
191	Review data related to production part approval system.	DO	DN	NA	
192	Develop a process to evaluate the accuracy of test data and test reports.	DO	DN	NA	
193	Validate test data when it is used to verify externally provided products.	DO	DN	NA	
194	Evaluate and validate the accuracy of test data and test reports whenever they are used to confirm that externally provided products meet requirements.	DO	DN	NA	
195	Evaluate and validate the accuracy of test data and test reports whenever a customer or an organization has identified raw material as a "critical item" or a significant operational risk.	DO	DN	NA	
196	Develop ways of controlling internal providers.	DO	DN	NA	
197	Plan how to control internal processes, products, and services.	DO	DN	NA	
198	Consider the potential impact that internally provided processes, products, and services could have on your ability to consistently meet internal requirements.	DO	DN	NA	
199	Consider the potential impact on your ability to meet customer requirements.	DO	DN	NA	
200	Consider the potential impact on statutory and regulatory requirements.	DO	DN	NA	

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201	Consider the controls that internal process, product, and service providers have implemented and think about how effective their controls actually are.	DO	DN	NA
202	Create controls for internal processes, products, and services.	DO	DN	NA
203	Design internal system, product, and service verification methods.	DO	DN	NA
204	Plan your internal process, product, and service verification activities.	DO	DN	NA
205	Define the scope and extent of internal verification and testing activities.	DO	DN	NA
206	Consider risks when you carry out internal verification and testing activities.	DO	DN	NA
207	Use objective evidence to verify internal processes, products, and services.	DO	DN	NA
208	Develop a process to evaluate the accuracy of test data and test reports.	DO	DN	NA

B5.3 PROVIDE RESOURCES NEEDED TO CONTROL SYSTEM

B5.3.1 PROVIDE HUMAN RESOURCES NEEDED TO CONTROL SYSTEM

209	Provide the people that are needed in order to control your system.	DO	DN	NA
210	Provide the training that is needed in order to control your system.	DO	DN	NA
211	Provide the knowledge that is needed in order to control your system.	DO	DN	NA
212	Provide the expertise that is needed in order to control your system.	DO	DN	NA

B5.3.2 PROVIDE TECHNICAL RESOURCES NEEDED TO CONTROL SYSTEM

213	Provide the policies that are needed in order to control your system.	DO	DN	NA
214	Provide the procedures that are needed in order to control your system.	DO	DN	NA
215	Provide the technologies that are needed in order to control your system.	DO	DN	NA
216	Provide the methodologies that are needed in order to control your system.	DO	DN	NA
217	Provide the infrastructure that is needed in order to control your system.	DO	DN	NA

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B5.4 USE AUTHORIZED METHODS TO CONTROL SYSTEM

B5.4.1 USE AUTHORIZED METHODS TO CONTROL SYSTEM INPUTS

218	Use authorized methods to control the identity of system inputs.	DO	DN	NA	
219	Establish suitable means for identifying your system inputs.	DO	DN	NA	
220	Specify the identity of inputs when conformity must be ensured.	DO	DN	NA	
221	Identify inputs whenever input conformity must be ensured.	DO	DN	NA	
222	Identify the monitoring and measurement status of inputs.	DO	DN	NA	
223	Record the identity of inputs when traceability is a requirement.	DO	DN	NA	
224	Clarify your organization's specific input traceability requirements.	DO	DN	NA	
225	Retain the documents and records that are needed to facilitate traceability.	DO	DN	NA	
226	Make arrangements to verify inputs at appropriate stages.	DO	DN	NA	
227	Verify that input requirements were met at all appropriate stages.	DO	DN	NA	
228	Retain evidence that shows that input acceptance criteria were met.	DO	DN	NA	
229	Retain evidence that shows that your input meets defined requirements.	DO	DN	NA	
230	Identify the people who may authorize the release of inputs for production.	DO	DN	NA	
231	Retain and control records to facilitate traceability of input releases.	DO	DN	NA	
232	Verify that your input acceptance criteria are being met.	DO	DN	NA	
233	Verify acceptance before inputs are officially released.	DO	DN	NA	
234	Establish a record of your input acceptance activities.	DO	DN	NA	
235	Document your criteria for input acceptance and rejection.	DO	DN	NA	
236	Document where in the sequence input verification is performed.	DO	DN	NA	

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#					
237	Document and retain your input monitoring and measuring results.	DO	DN	NA	
238	Maintain a record of input acceptance and rejection activities.	DO	DN	NA	
239	Document how input monitoring and measuring must be carried out.	DO	DN	NA	
240	Document all required input monitoring and measuring instructions.	DO	DN	NA	
241	Document all required input monitoring and measuring equipment.	DO	DN	NA	
242	Verify that critical input items are being controlled.	DO	DN	NA	
243	Control critical input items in accordance with established methods.	DO	DN	NA	
244	Verify that key input characteristics are being controlled.	DO	DN	NA	
245	Control key input characteristics in accordance with established methods.	DO	DN	NA	
246	Verify that inputs being used in the management system are being controlled.	DO	DN	NA	
247	Identify and record purchased products (inputs) that are released for use in your system whenever verification activities have not yet been completed.	DO	DN	NA	
248	Use your records to recall and replace purchased products (inputs) that have been used but do not actually meet requirements.	DO	DN	NA	
249	Verify that all input inspection and verification activities have been completed.	DO	DN	NA	
250	Maintain a record of your input inspection and verification activities and results.	DO	DN	NA	
251	Use records to show that all input inspections and verifications were completed.	DO	DN	NA	
B5.4.2 USE AUTHORIZED METHODS TO CONTROL SYSTEM OUTPUTS					
252	Use authorized methods to control output design and development activities.	DO	DN	NA	
253	Control how output design and development results are defined.	DO	DN	NA	
254	Control how output design and development reviews are carried out.	DO	DN	NA	
255	Ask representatives from all relevant functions to participate in reviews.	DO	DN	NA	
256	Include people concerned with the design and development stage under review.	DO	DN	NA	

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257	Evaluate how well design and development results meet requirements.	DO	DN	NA	
258	Control actions taken to address problems identified during reviews.	DO	DN	NA	
259	Control how output design and development verifications are performed.	DO	DN	NA	
260	Verify that design and development outputs meet input requirements.	DO	DN	NA	
261	Control actions taken to address problems identified during verifications.	DO	DN	NA	
262	Control how output design and development validations are performed.	DO	DN	NA	
263	Confirm that your outputs meet intended use requirements.	DO	DN	NA	
264	Verify that all intended use or application requirements are being met.	DO	DN	NA	
265	Control actions taken to address problems identified during validations.	DO	DN	NA	
266	Reverify your outputs if changes occur that invalidate previous results.	DO	DN	NA	
267	Control how output design and development progression is authorized.	DO	DN	NA	
268	Control progression to the next stage of output design and development.	DO	DN	NA	
269	Control how output design and development work is being documented.	DO	DN	NA	
270	Control output design and development documents and records.	DO	DN	NA	
271	Use authorized methods to control outputs while system is operating.	DO	DN	NA	
272	Establish suitable means and methods for identifying system outputs.	DO	DN	NA	
273	Specify the identity of outputs whenever conformity must be ensured.	DO	DN	NA	
274	Identify outputs whenever output conformity must be ensured.	DO	DN	NA	
275	Establish the specific identity of your output configurations.	DO	DN	NA	
276	Specify the unique identity of all required output configurations.	DO	DN	NA	
277	Specify the unique identity of all actual output configurations.	DO	DN	NA	

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#	Task				
278	Maintain the unique identity of your output configurations.	DO	DN	NA	
279	Determine differences between required and actual configurations.	DO	DN	NA	
280	Identify the monitoring and measurement status of system outputs.	DO	DN	NA	
281	Record the unique identity of outputs when traceability is a requirement.	DO	DN	NA	
282	Clarify your organization's unique output traceability requirements.	DO	DN	NA	
283	Consider whether identities must be maintained throughout output life cycle.	DO	DN	NA	
284	Consider whether or not you need to be able to trace outputs generated from the same inputs to the final destination.	DO	DN	NA	
285	Consider whether or not you need to maintain a sequential production record for your outputs so that they can be retrieved.	DO	DN	NA	
286	Consider whether or not you need to maintain a sequential assembly record.	DO	DN	NA	
287	Consider whether or not you need to maintain a sequential inspection record.	DO	DN	NA	
288	Consider whether or not you need to maintain a sequential verification record.	DO	DN	NA	
289	Consider whether or not you need to maintain a sequential manufacturing record.	DO	DN	NA	
290	Consider whether components need to be traceable to final assemblies.	DO	DN	NA	
291	Consider whether or not you need to be able to trace components to an assembly and from that assembly to the next higher assembly.	DO	DN	NA	
292	Retain the documents and records that are needed to facilitate traceability.	DO	DN	NA	
293	Verify that input items, characteristics, and activities are being controlled.	DO	DN	NA	
294	Verify that "critical items" and "key characteristics" are being controlled.	DO	DN	NA	
295	Control identified "critical items" in accordance with established methods.	DO	DN	NA	
296	Control "key characteristics" in accordance with established methods.	DO	DN	NA	
297	Verify that inputs being used in the management system are being controlled.	DO	DN	NA	

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298	Identify and record purchased products (inputs) that are released for use in your system whenever verification activities have not yet been completed.	DO	DN	NA	
299	Use your records to recall and replace purchased products (inputs) that have been used but do not actually meet requirements.	DO	DN	NA	
300	Verify that all inspection and verification activities have been completed.	DO	DN	NA	
301	Maintain a record of your inspection and verification activities and results.	DO	DN	NA	
302	Use records to show that all inspections and verifications were completed.	DO	DN	NA	
303	Use authorized methods to control how outputs are released.	DO	DN	NA	
304	Verify acceptance before outputs are officially released.	DO	DN	NA	
305	Implement arrangements to verify your system outputs.	DO	DN	NA	
306	Verify that output requirements are met at all appropriate stages.	DO	DN	NA	
307	Retain evidence that shows that output acceptance criteria were met.	DO	DN	NA	
308	Retain evidence that shows that your output meets defined requirements.	DO	DN	NA	
309	Identify the people who may authorize the release of outputs to system customers.	DO	DN	NA	
310	Retain and control records to facilitate the traceability of output releases.	DO	DN	NA	
311	Release outputs only if verifications are finished or if authorized to do so.	DO	DN	NA	
312	Release output to system customers only if planned arrangements were completed or the customer or a relevant authority allows you to do so.	DO	DN	NA	
313	Release outputs only if all the documents and records that should accompany output delivery are, in fact, present at delivery.	DO	DN	NA	
314	Establish a record of your output acceptance activities.	DO	DN	NA	
315	Document your criteria for output acceptance and rejection.	DO	DN	NA	
316	Document where in the sequence output verification is performed.	DO	DN	NA	
317	Document and retain your output monitoring and measuring results.	DO	DN	NA	

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318		Maintain a record of output acceptance and rejection activities.	DO	DN	NA	
319		Document how output monitoring and measuring must be carried out.	DO	DN	NA	
320		Document all required output monitoring and measuring instructions.	DO	DN	NA	
321		Document all required output monitoring and measuring equipment.	DO	DN	NA	

B5.4.3 USE AUTHORIZED METHODS TO CONTROL SYSTEM ACTIVITIES

322	Use authorized methods to control normal system activities.		DO	DN	NA	
323		Use authorized methods to control system control activities.	DO	DN	NA	
324		Use authorized methods to control system management activities.	DO	DN	NA	
325		Use authorized methods to control system maintenance activities.	DO	DN	NA	
326		Use authorized methods to control system measurement activities.	DO	DN	NA	
327		Use authorized methods to control system monitoring activities.	DO	DN	NA	
328		Use authorized methods to control system evaluation activities.	DO	DN	NA	
329		Use authorized methods to control system audit activities.	DO	DN	NA	
330		Use authorized methods to control system review activities.	DO	DN	NA	
331		Use authorized methods to control system change activities.	DO	DN	NA	
332		Use authorized methods to control system correction activities.	DO	DN	NA	
333		Use authorized methods to control system improvement activities.	DO	DN	NA	
334	Use authorized methods to control "special process" activities.		DO	DN	NA	
335		Establish methods for managing "special process" activities.	DO	DN	NA	
336		Validate "special process" activities and results.	DO	DN	NA	
337		Validate your ability to achieve planned results whenever outputs cannot be verified by subsequent monitoring or measurement.	DO	DN	NA	

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PLAIN ENGLISH INTEGRATED MANAGEMENT SYSTEM DEVELOPMENT PLAN

B5. CONTROL INTEGRATED MANAGEMENT SYSTEM

338	Identify in-process inspection and verification points whenever adequate verification of conformity cannot be performed at subsequent stages.	DO	DN	NA	
339	Control "special process" activities and results.	DO	DN	NA	
340	Make arrangements to control special process activities.	DO	DN	NA	
341	Use criteria to control your special process activities.	DO	DN	NA	
342	Use criteria to control how special activities are reviewed.	DO	DN	NA	
343	Use criteria to control how all special activities are approved.	DO	DN	NA	
344	Use approvals to control your special process activities.	DO	DN	NA	
345	Approve equipment before it is used by special process activities.	DO	DN	NA	
346	Approve facilities before they are used by special process activities.	DO	DN	NA	
347	Approve personnel before they are assigned to special process activities.	DO	DN	NA	
348	Approve their qualifications before assigning them to special process activities.	DO	DN	NA	
349	Use procedures to control your special process activities.	DO	DN	NA	
350	Follow specific procedures when implementing special process activities.	DO	DN	NA	
351	Follow specific procedures when maintaining special process activities.	DO	DN	NA	
352	Follow specific procedures when monitoring special process activities.	DO	DN	NA	
353	Follow specific procedures when measuring special process activities.	DO	DN	NA	
354	Follow specific procedures when controlling special process activities.	DO	DN	NA	
355	Use methods to control your special process activities.	DO	DN	NA	
356	Follow specific methods when implementing special process activities.	DO	DN	NA	
357	Follow specific methods when maintaining special process activities.	DO	DN	NA	
358	Follow specific methods when monitoring special process activities.	DO	DN	NA	

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359	Follow specific methods when measuring special process activities.	DO	DN	NA
360	Follow specific methods when controlling special process activities.	DO	DN	NA
361	Use documents to control your special process activities.	DO	DN	NA
362	Specify retention requirements for these documents.	DO	DN	NA
363	Use records to control your special process activities.	DO	DN	NA
364	Specify retention requirements for these records.	DO	DN	NA

B5.4.4 USE AUTHORIZED METHODS TO CONTROL SYSTEM TECHNOLOGY

365	Use authorized methods to control system equipment, tools, and software.	DO	DN	NA
366	Validate technology prior to final release for system operations.	DO	DN	NA
367	Validate technology that is used to perform system operations.	DO	DN	NA
368	Validate tools before they are used to perform system operations.	DO	DN	NA
369	Validate equipment before it is used to perform system operations.	DO	DN	NA
370	Validate software before it is used to perform system operations.	DO	DN	NA
371	Validate technology that is used to automate system operations.	DO	DN	NA
372	Validate tools before they are used to automate system operations.	DO	DN	NA
373	Validate equipment before it is used to automate system operations.	DO	DN	NA
374	Validate software before it is used to automate system operations.	DO	DN	NA
375	Validate technology that is used to maintain system operations.	DO	DN	NA
376	Validate tools before they are used to maintain system operations.	DO	DN	NA
377	Validate equipment before it is used to maintain system operations.	DO	DN	NA
378	Validate software before it is used to maintain system operations.	DO	DN	NA
379	Validate technology that is used to monitor system operations.	DO	DN	NA

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380	Validate tools before they are used to monitor system operations.	DO	DN	NA	
381	Validate equipment before it is used to monitor system operations.	DO	DN	NA	
382	Validate software before it is used to monitor system operations.	DO	DN	NA	
383	Validate technology that is used to measure system operations.	DO	DN	NA	
384	Validate tools before they are used to measure system operations.	DO	DN	NA	
385	Validate equipment before it is used to measure system operations.	DO	DN	NA	
386	Validate software before it is used to measure system operations.	DO	DN	NA	
387	Validate technology that is used to control system operations.	DO	DN	NA	
388	Validate tools before they are used to control system operations.	DO	DN	NA	
389	Validate equipment before it is used to control system operations.	DO	DN	NA	
390	Validate software before it is used to control system operations.	DO	DN	NA	
B5.4.5 USE AUTHORIZED METHODS TO CONTROL SYSTEM PERFORMANCE					
391	Use authorized methods to control internal personnel.	DO	DN	NA	
392	Identify the people who can affect system performance.	DO	DN	NA	
393	Qualify the people who can affect system performance.	DO	DN	NA	
394	Make sure that they have the competence they need.	DO	DN	NA	
395	Make sure that they have the appropriate training.	DO	DN	NA	
396	Make sure that they have the appropriate education.	DO	DN	NA	
397	Make sure that they have the appropriate experience.	DO	DN	NA	
398	Supervise the people who can affect system performance.	DO	DN	NA	
399	Use authorized methods to control external providers.	DO	DN	NA	

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400	Establish control of all externally provided processes, products, and services.	DO	DN	NA
401	Ensure that external processes, products, and services meet requirements.	DO	DN	NA
402	Ensure that externally provided products and services meet requirements if they are incorporated into your system outputs.	DO	DN	NA
403	Ensure that externally provided products and services meet requirements if external providers deliver them directly to your system customers.	DO	DN	NA
404	Ensure that externally provided processes and functions meet requirements.	DO	DN	NA
405	Ensure that outsourced parts of processes and functions meet requirements.	DO	DN	NA
406	Control the use of externally provided processes, products, and services.	DO	DN	NA
407	Use customer-designated or customer-approved external providers if required.	DO	DN	NA
408	Use customer-designated or customer-approved external system sources.	DO	DN	NA
409	Use customer-designated or customer-approved "special processes".	DO	DN	NA
410	Manage risks associated with the selection and use of external providers.	DO	DN	NA
411	Manage risks related to externally provided processes, products, and services.	DO	DN	NA
412	Tell external providers to control their direct and sub-tier external providers.	DO	DN	NA
413	Tell your providers to ensure that their own providers meet requirements.	DO	DN	NA
414	Perform external process, product, and service verification activities.	DO	DN	NA
415	Carry out product inspections and service verifications upon receipt.	DO	DN	NA
416	Carry out periodic inspections and audits at external provider's premises.	DO	DN	NA
417	Accept external processes, products, and services only if they meet requirements.	DO	DN	NA
418	Complete verifications before processes, products, and services are accepted.	DO	DN	NA
419	Complete all verifications before accepting products for use in production.	DO	DN	NA
420	Identify externally provided products that were released for use in production.	DO	DN	NA

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421	Record externally provided products that have been released for use in production pending completion of required verification activities.	DO	DN	NA	
422	Recall and replace product if it subsequently fails to meet requirements.	DO	DN	NA	

B5.4.6 USE AUTHORIZED METHODS TO CONTROL SYSTEM DOCUMENTATION

423	Use authorized methods to control how documented information is controlled.	DO	DN	NA	
424	Control how management system documents and records are created.	DO	DN	NA	
425	Make sure that system documents and records are suitable for use.	DO	DN	NA	
426	Make sure that documents and records are properly identified.	DO	DN	NA	
427	Make sure that they have the right names and descriptive titles.	DO	DN	NA	
428	Make sure that they have the right dates and reference numbers.	DO	DN	NA	
429	Make sure that documents and records are properly formatted.	DO	DN	NA	
430	Make sure that system documents and records use the appropriate media.	DO	DN	NA	
431	Make sure that system documents and records use the appropriate graphics.	DO	DN	NA	
432	Make sure that system documents and records use the appropriate language.	DO	DN	NA	
433	Make sure that system documents and records use the appropriate software.	DO	DN	NA	
434	Control how system documents and records are identified and described.	DO	DN	NA	
435	Control how internal documents and records are identified and described.	DO	DN	NA	
436	Control how external documents and records are identified and described.	DO	DN	NA	
437	Control how system documents and records are distributed.	DO	DN	NA	
438	Control how system documents and records are stored.	DO	DN	NA	
439	Control how system documents and records are retrieved.	DO	DN	NA	
440	Control how system documents and records are accessed.	DO	DN	NA	

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441	Prevent unauthorized access to system documents and records.	DO	DN	NA	
442	Make sure that documents and records are available for use where needed.	DO	DN	NA	
443	Make sure that documents and records are available for use when needed.	DO	DN	NA	
444	Control how system documents and records are used.	DO	DN	NA	
445	Control how active system documents and records are used.	DO	DN	NA	
446	Control how documents and records are used to plan your system.	DO	DN	NA	
447	Control how internal documents and records are used to plan your system.	DO	DN	NA	
448	Control how external documents and records are used to plan your system.	DO	DN	NA	
449	Control how documents and records are used to operate your system.	DO	DN	NA	
450	Control how internal documents and records are used to operate system.	DO	DN	NA	
451	Control how external documents and records are used to operate system.	DO	DN	NA	
452	Control how documents and records are used to implement your system.	DO	DN	NA	
453	Control how internal documents and records are used to implement system.	DO	DN	NA	
454	Control how external documents and records are used to implement system.	DO	DN	NA	
455	Control how documents and records are used to maintain your system.	DO	DN	NA	
456	Control how internal documents and records are used to maintain system.	DO	DN	NA	
457	Control how external documents and records are used to maintain system.	DO	DN	NA	
458	Control how documents and records are used to monitor your system.	DO	DN	NA	
459	Control how internal documents and records are used to monitor system.	DO	DN	NA	
460	Control how external documents and records are used to monitor system.	DO	DN	NA	
461	Control how documents and records are used to measure your system.	DO	DN	NA	
462	Control how internal documents and records are used to measure system.	DO	DN	NA	

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463		Control how external documents and records are used to measure system.	DO	DN	NA
464		Control how documents and records are used to control your system.	DO	DN	NA
465		Control how internal documents and records are used to control system.	DO	DN	NA
466		Control how external documents and records are used to control system.	DO	DN	NA
467		Control how documents and records are used to evaluate your system.	DO	DN	NA
468		Control how documents and records are used to audit your system.	DO	DN	NA
469		Control how internal documents and records are used to audit system.	DO	DN	NA
470		Control how external documents and records are used to audit system.	DO	DN	NA
471		Control how documents and records are used to review your system.	DO	DN	NA
472		Control how internal documents and records are used to review system.	DO	DN	NA
473		Control how external documents and records are used to review system.	DO	DN	NA
474		Control how documents and records are used to change your system.	DO	DN	NA
475		Control how documents and records are used to correct your system.	DO	DN	NA
476		Control how internal documents and records are used to correct system.	DO	DN	NA
477		Control how external documents and records are used to correct system.	DO	DN	NA
478		Control how documents and records are used to improve your system.	DO	DN	NA
479		Control how internal documents and records are used to improve system.	DO	DN	NA
480		Control how external documents and records are used to improve system.	DO	DN	NA
481		Control how inactive system documents and records are used.	DO	DN	NA
482		Control how obsolete system documents and records are used.	DO	DN	NA
483		Prevent the unintended use of obsolete documents and records.	DO	DN	NA
484		Identify obsolete management system documents and records.	DO	DN	NA

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			DO	DN	NA	
485		Control obsolete management system documents and records.	DO	DN	NA	
486		Remove obsolete management system documents and records.	DO	DN	NA	
487	Control how system documents and records are protected.		DO	DN	NA	
488		Control how paper documents and records are protected.	DO	DN	NA	
489		Ensure that paper documents and records are protected.	DO	DN	NA	
490		Protect the integrity of your paper documents and records.	DO	DN	NA	
491		Prevent unauthorized use of paper documents and records.	DO	DN	NA	
492		Protect the confidentiality of paper documents and records.	DO	DN	NA	
493		Protect the legibility of paper documents and records.	DO	DN	NA	
494	Control how electronic documents and records are protected.		DO	DN	NA	
495		Ensure that electronic documents and records are protected.	DO	DN	NA	
496		Define and develop suitable data protection methods.	DO	DN	NA	
497		Protect system documents and records from loss.	DO	DN	NA	
498		Protect system documents and records from corruption.	DO	DN	NA	
499		Protect system documents and records from physical damage.	DO	DN	NA	
500		Protect system documents and records from unauthorized access.	DO	DN	NA	
501		Protect system documents and records from unintended alteration.	DO	DN	NA	
502		Protect system documents and records from inappropriate changes.	DO	DN	NA	
503	Control how system documents and records are changed.		DO	DN	NA	
504		Control how paper documents and records are changed.	DO	DN	NA	
505		Control how electronic documents and records are changed.	DO	DN	NA	

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506	Control how system documents and records are preserved.	DO	DN	NA	
507	Control the retention of documents and records.	DO	DN	NA	
508	Control the disposal of documents and records.	DO	DN	NA	
509	Use authorized methods to control system documents and records.	DO	DN	NA	
510	Control all the internal documents and records that your system needs.	DO	DN	NA	
511	Control information that your system needs in order to be effective.	DO	DN	NA	
512	Control all the documents and records needed to operate your system.	DO	DN	NA	
513	Control all the documents and records used to facilitate system operations.	DO	DN	NA	
514	Control all the documents and records used to facilitate output compliance.	DO	DN	NA	
515	Control all the documents and records needed to maintain your system.	DO	DN	NA	
516	Control all the documents and records used to maintain system operations.	DO	DN	NA	
517	Control all the documents and records used to maintain output compliance.	DO	DN	NA	
518	Control all the documents and records needed to monitor your system.	DO	DN	NA	
519	Control all the documents and records used to monitor system operations.	DO	DN	NA	
520	Control all the documents and records used monitor output compliance.	DO	DN	NA	
521	Control all the documents and records needed to measure your system.	DO	DN	NA	
522	Control all the documents and records used to measure system operations.	DO	DN	NA	
523	Control all the documents and records used to measure output compliance.	DO	DN	NA	
524	Control all the documents and records needed to control your system.	DO	DN	NA	
525	Control all the documents and records used to control system operations.	DO	DN	NA	
526	Control all the documents and records used to control output compliance.	DO	DN	NA	

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527	Control all the documents and records needed to evaluate your system.	DO	DN	NA	
528	Control all the documents and records needed to audit your system.	DO	DN	NA	
529	Control all the documents and records used to audit system operations.	DO	DN	NA	
530	Control all the documents and records used to audit output compliance.	DO	DN	NA	
531	Control all the documents and records needed to review your system.	DO	DN	NA	
532	Control all the documents and records used to review system operations.	DO	DN	NA	
533	Control all the documents and records used to review output compliance.	DO	DN	NA	
534	Control all the documents and records needed to modify your system.	DO	DN	NA	
535	Control all the documents and records needed to correct your system.	DO	DN	NA	
536	Control all the documents and records used to correct system operations.	DO	DN	NA	
537	Control all the documents and records used to correct output compliance.	DO	DN	NA	
538	Control all the documents and records needed to improve your system.	DO	DN	NA	
539	Control all the documents and records used to improve system operations.	DO	DN	NA	
540	Control all the documents and records used to improve output compliance.	DO	DN	NA	
541	Control all the external documents and records that your system needs.	DO	DN	NA	
542	Control all external documented information needed in order to plan system.	DO	DN	NA	
543	Control all external documented information needed in order to operate system.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN.
If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

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COMPLETED BY:		DATE COMPLETED:	
REVIEWED BY:		DATE REVIEWED:	

B6.1 PLAN HOW YOU'RE GOING TO EVALAUTE SYSTEM

B6.1.1 PLAN HOW YOU'RE GOING TO AUDIT YOUR SYSTEM

#				
1	Develop an internal audit programme.	DO	DN	NA
2	Develop a programme that can find out if your system meets requirements.	DO	DN	NA
3	Make sure it can determine how well your system meets corporate expectations.	DO	DN	NA
4	Make sure it can determine how well your system meets international standards.	DO	DN	NA
5	Develop a programme that can determine if your system is actually effective.	DO	DN	NA
6	Make sure that your programme is capable of producing valid results.	DO	DN	NA
7	Establish your internal audit programme.	DO	DN	NA
8	Assign internal audit responsibilities.	DO	DN	NA
9	Develop your internal audit methods.	DO	DN	NA
10	Clarify your internal audit standards.	DO	DN	NA
11	Expect auditors to be objective.	DO	DN	NA
12	Expect auditors to be impartial.	DO	DN	NA
13	Specify internal audit planning requirements.	DO	DN	NA
14	Expect auditors to consider the results of previous audits.	DO	DN	NA
15	Expect auditors to consider the impact proposed changes could have.	DO	DN	NA
16	Expect auditors to consider the importance of the processes being audited.	DO	DN	NA
17	Define internal audit reporting requirements.	DO	DN	NA
18	Expect auditors to report results to management.	DO	DN	NA
19	Formulate internal audit schedules.	DO	DN	NA
20	Expect audits to be done at planned intervals.	DO	DN	NA

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B6.1.2 PLAN HOW YOU'RE GOING TO ANALYZE YOUR SYSTEM

21	Plan how you're going to analyze the opinions and satisfaction of system customers.	DO	DN	NA
22	Plan how you're going to use your analytical results to evaluate satisfaction.	DO	DN	NA
23	Plan how you're going to analyze the degree of customer satisfaction.	DO	DN	NA
24	Plan how you're going to use your analytical results to evaluate effectiveness.	DO	DN	NA
25	Plan how you're going to analyze the effectiveness of system operations.	DO	DN	NA
26	Plan how you're going to determine if you need to improve effectiveness.	DO	DN	NA
27	Plan how you're going to analyze the effectiveness of your system planning.	DO	DN	NA
28	Plan how you're going to determine if plans were effectively implemented.	DO	DN	NA
29	Plan how you're going to analyze the effectiveness of actions taken by managers.	DO	DN	NA
30	Plan how you're going to analyze the effectiveness of actions taken to address risks.	DO	DN	NA
31	Plan how you're going to analyze the effectiveness of actions taken to exploit opportunities.	DO	DN	NA
32	Plan how you're going to analyze the conformance and effectiveness of your system.	DO	DN	NA
33	Plan how you're going to use your analytical results to evaluate conformance.	DO	DN	NA
34	Plan how you're going to analyze the conformity of management system outputs.	DO	DN	NA
35	Plan how you're going to analyze your management system output problems.	DO	DN	NA
36	Plan how you're going to analyze output problems reported by external sources.	DO	DN	NA
37	Plan how you're going to analyze output problems reported using advisories.	DO	DN	NA
38	Plan how you're going to analyze output problems reported by means of alerts.	DO	DN	NA
39	Plan how you're going to analyze problems reported by means of industry alerts.	DO	DN	NA
40	Plan how you're going to analyze problems reported by means of government alerts.	DO	DN	NA

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41	Plan how you're going to analyze output problems revealed by internal sources.	DO	DN	NA	
42	Plan how you're going to use your analytical results to evaluate effectiveness.	DO	DN	NA	
43	Plan how you're going to analyze the effectiveness of your system operations.	DO	DN	NA	
44	Plan how you're going to determine if you need to improve its effectiveness.	DO	DN	NA	
45	Plan how you're going to analyze the competence and performance of system personnel.	DO	DN	NA	
46	Plan how you're going to analyze the effectiveness of actions taken to acquire competence.	DO	DN	NA	
47	Plan how you're going to analyze the conformance and performance of external providers.	DO	DN	NA	
48	Plan how to analyze process, product, and service conformity of each external provider.	DO	DN	NA	
49	Plan how to analyze the on-time delivery performance of each external provider.	DO	DN	NA	
50	Plan how you're going to analyze the approval status of each external provider.	DO	DN	NA	
51	Plan how to define actions to take when external providers fail to meet requirements.	DO	DN	NA	

B6.1.3 PLAN HOW YOU'RE GOING TO REVIEW YOUR SYSTEM

52	Consider how you're going to review your management system.	DO	DN	NA	
53	Consider how you're going to review the suitability of your system.	DO	DN	NA	
54	Consider how you're going to review the adequacy of your system.	DO	DN	NA	
55	Consider how you're going to review the effectiveness of your system.	DO	DN	NA	
56	Consider the issues that are relevant to your management system.	DO	DN	NA	
57	Consider changes in the external issues that influence your system.	DO	DN	NA	
58	Consider changes in the internal issues that influence your system.	DO	DN	NA	
59	Consider the status of your previous management reviews.	DO	DN	NA	
60	Consider the status of the actions that were previously taken.	DO	DN	NA	

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B6.2 PROVIDE RESOURCES NEEDED TO EVALUATE SYSTEM

B6.2.1 PROVIDE THE PEOPLE THAT YOU NEED TO EVALAUTE YOUR SYSTEM

61	Provide the people that you need in order to audit your system.	DO	DN	NA
62	Provide the people that you need in order to analyze your system.	DO	DN	NA
63	Provide the people that you need in order to review your system.	DO	DN	NA

B6.2.2 PROVIDE THE KNOWLEDGE THAT YOU NEED TO EVALUATE YOUR SYSTEM

64	Provide the knowledge that you need in order to audit your system.	DO	DN	NA
65	Provide the knowledge that you need in order to analyze your system.	DO	DN	NA
66	Provide the knowledge that you need in order to review your system.	DO	DN	NA

B6.2.3 PROVIDE THE TECHNOLOGY THAT YOU NEED TO EVALUATE YOUR SYSTEM

67	Provide the technology that you need in order to audit your system.	DO	DN	NA
68	Provide the technology that you need in order to analyze your system.	DO	DN	NA
69	Provide the technology that you need in order to review your system.	DO	DN	NA

B6.2.4 PROVIDE THE INFRASTRUCTURE THAT YOU NEED TO EVALUATE YOUR SYSTEM

70	Provide the infrastructure that you need in order to audit your system.	DO	DN	NA
71	Provide the infrastructure that you need in order to analyze your system.	DO	DN	NA
72	Provide the infrastructure that you need in order to review your system.	DO	DN	NA

B6.3 USE AUTHORIZED METHODS TO EVALUATE SYSTEM

B6.3.1 USE AUTHORIZED METHODS TO AUDIT YOUR SYSTEM

73	Use authorized methods to plan your internal audit activities.	DO	DN	NA
74	Define the scope for each internal management system audit.	DO	DN	NA
75	Specify audit criteria for each internal management system audit.	DO	DN	NA

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76	Clarify internal management system audit methods and techniques.	DO	DN	NA	
77	Select impartial and objective internal management system auditors.	DO	DN	NA	
78	Schedule internal management system audits at planned intervals.	DO	DN	NA	
79	Use authorized methods to carry out audits at planned intervals.	DO	DN	NA	
80	Conduct internal conformance audits of management system.	DO	DN	NA	
81	Determine if your system meets relevant requirements.	DO	DN	NA	
82	Determine if your system meets internal requirements.	DO	DN	NA	
83	Determine if your system meets external requirements.	DO	DN	NA	
84	Determine if your system meets external customer requirements.	DO	DN	NA	
85	Determine if your system meets external statutory requirements.	DO	DN	NA	
86	Determine if your system meets external regulatory requirements.	DO	DN	NA	
87	Determine if your system complies with government regulations.	DO	DN	NA	
88	Determine if your system complies with international standards.	DO	DN	NA	
89	Determine how well system meets safety management requirements.	DO	DN	NA	
90	Determine how well system meets privacy management requirements.	DO	DN	NA	
91	Determine how well system meets security management requirements.	DO	DN	NA	
92	Determine how well system meets quality management requirements.	DO	DN	NA	
93	Determine how well system meets environmental management requirements.	DO	DN	NA	
94	Determine how well system meets business continuity management requirements.	DO	DN	NA	
95	Conduct internal effectiveness audits of your management system.	DO	DN	NA	
96	Determine how effective management system implementation was.	DO	DN	NA	

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			DO	DN	NA	
97		Use performance indicators to see if system was effectively implemented.	DO	DN	NA	
98		Determine how effective management system operations are.	DO	DN	NA	
99		Use performance indicators to see if system is being effectively operated.	DO	DN	NA	
100		Determine how effective management system controls are.	DO	DN	NA	
101		Use performance indicators to see if system is being effectively controlled.	DO	DN	NA	
102		Determine how effective management system maintenance is.	DO	DN	NA	
103		Use performance indicators to see if system is being effectively maintained.	DO	DN	NA	
104		Determine how effective management system monitoring is.	DO	DN	NA	
105		Use performance indicators to see if system is being effectively monitored.	DO	DN	NA	
106		Determine how effective management system measurement is.	DO	DN	NA	
107		Use performance indicators to see if system is being effectively measured.	DO	DN	NA	
108		Determine how effective management system evaluations are.	DO	DN	NA	
109		Use performance indicators to see if system is being effectively evaluated.	DO	DN	NA	
110		Use performance indicators to see if system is being effectively audited.	DO	DN	NA	
111		Use performance indicators to see if system is being effectively reviewed.	DO	DN	NA	
112		Determine how effective management system changes are.	DO	DN	NA	
113		Use performance indicators to see if system is being effectively modified.	DO	DN	NA	
114		Use performance indicators to see if system corrections are effective.	DO	DN	NA	
115		Use performance indicators to see if system improvements are effective.	DO	DN	NA	
116	Use authorized methods to report management system audit results to management.		DO	DN	NA	
117	Use authorized methods to maintain your management system audit programme.		DO	DN	NA	

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118	Retain documented information about your audit programme.	DO	DN	NA	
119	Retain your internal audit results and control these results.	DO	DN	NA	
B6.3.2 USE AUTHORIZED METHODS TO ANALYZE YOUR SYSTEM					
120	Use authorized methods to analyze the opinions of customers.	DO	DN	NA	
121	Use your analytical results to evaluate customer satisfaction.	DO	DN	NA	
122	Evaluate the degree of customer satisfaction.	DO	DN	NA	
123	Use authorized methods to analyze system performance.	DO	DN	NA	
124	Use your results to analyze conformance.	DO	DN	NA	
125	Analyze the conformity of system outputs.	DO	DN	NA	
126	Analyze management system output problems.	DO	DN	NA	
127	Analyze output problems reported by external sources.	DO	DN	NA	
128	Analyze output problems reported using advisories.	DO	DN	NA	
129	Analyze output problems reported by means of alerts.	DO	DN	NA	
130	Analyze problems reported by means of industry alerts.	DO	DN	NA	
131	Analyze problems reported by means of government alerts.	DO	DN	NA	
132	Analyze output problems revealed by internal sources.	DO	DN	NA	
133	Use your results to analyze effectiveness.	DO	DN	NA	
134	Analyze the effectiveness of management system operations.	DO	DN	NA	
135	Determine if you need to improve its system effectiveness.	DO	DN	NA	
136	Use authorized methods to analyze the effectiveness of your system.	DO	DN	NA	
137	Use your results to analyze management system effectiveness.	DO	DN	NA	

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138	Analyze the effectiveness of management system operations.	DO	DN	NA
139	Determine if you need to improve management system operations.	DO	DN	NA
140	Analyze the effectiveness of management system maintenance.	DO	DN	NA
141	Determine if you need to improve management system maintenance.	DO	DN	NA
142	Analyze the effectiveness of management system monitoring.	DO	DN	NA
143	Determine if you need to improve management system monitoring.	DO	DN	NA
144	Analyze the effectiveness of management system measurement.	DO	DN	NA
145	Determine if you need to improve management system measurement.	DO	DN	NA
146	Analyze the effectiveness of management system evaluations.	DO	DN	NA
147	Analyze the effectiveness of management system audits.	DO	DN	NA
148	Determine if you need to improve management system audits.	DO	DN	NA
149	Analyze the effectiveness of management system reviews.	DO	DN	NA
150	Determine if you need to improve management system reviews.	DO	DN	NA
151	Analyze the effectiveness of management system changes.	DO	DN	NA
152	Analyze the effectiveness of management system corrections.	DO	DN	NA
153	Determine if you need to improve system correction activities.	DO	DN	NA
154	Analyze the effectiveness of management system improvements.	DO	DN	NA
155	Determine if you need to improve system improvement activities.	DO	DN	NA
156	Use your results to analyze management system management.	DO	DN	NA
157	Analyze the effectiveness of actions taken by managers.	DO	DN	NA

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158	Analyze the effectiveness of actions taken to address system risks.	DO	DN	NA	
159	Analyze the effectiveness of actions taken to address system opportunities.	DO	DN	NA	
160	Analyze the effectiveness of actions taken to address system nonconformities.	DO	DN	NA	
161	Analyze the effectiveness of actions taken to address system performance problems.	DO	DN	NA	
162	Use authorized methods to analyze the competence of system participants.	DO	DN	NA	
163	Analyze the competence and performance of system personnel.	DO	DN	NA	
164	Analyze the effectiveness of actions taken to acquire competence.	DO	DN	NA	
165	Analyze the competence and performance of external providers.	DO	DN	NA	
166	Analyze the system, product, and service conformity of each external provider.	DO	DN	NA	
167	Analyze the on-time delivery performance of each external provider.	DO	DN	NA	
168	Analyze the approval status of each external provider.	DO	DN	NA	
169	Define the actions to take when external providers fail to meet requirements.	DO	DN	NA	
B6.3.3 USE AUTHORIZED METHODS TO REVIEW YOUR SYSTEM					
170	Use authorized methods to review the performance of your system.	DO	DN	NA	
171	Review your management system nonconformities.	DO	DN	NA	
172	Review management system output nonconformities.	DO	DN	NA	
173	Review customer perceptions and satisfaction.	DO	DN	NA	
174	Use output conformity information to review customer satisfaction.	DO	DN	NA	
175	Use on-time delivery performance to review customer satisfaction.	DO	DN	NA	
176	Use corrective action requests to review customer satisfaction.	DO	DN	NA	

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177	Use customer complaints to review customer satisfaction.	DO	DN	NA	
178	Review the performance of management system personnel.	DO	DN	NA	
179	Review how well objectives are being met.	DO	DN	NA	
180	Review the competence of system personnel.	DO	DN	NA	
181	Review system management activities and results.	DO	DN	NA	
182	Review system control methods and results.	DO	DN	NA	
183	Review system operations methods and results.	DO	DN	NA	
184	Review system monitoring methods and results.	DO	DN	NA	
185	Review system measurement methods and results.	DO	DN	NA	
186	Review system maintenance methods and results.	DO	DN	NA	
187	Review system evaluation methods and results.	DO	DN	NA	
188	Review system audit activities and results.	DO	DN	NA	
189	Review system analysis activities and results.	DO	DN	NA	
190	Review system modification methods and results.	DO	DN	NA	
191	Review actual management system modifications.	DO	DN	NA	
192	Review actions taken to modify management system.	DO	DN	NA	
193	Review the effectiveness of actions taken to improve system.	DO	DN	NA	
194	Review the effectiveness of corrective and preventive actions.	DO	DN	NA	
195	Review corrective actions taken to address system nonconformities.	DO	DN	NA	
196	Review preventive actions taken to address system nonconformities.	DO	DN	NA	

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197	Review potential management system changes.	DO	DN	NA
198	Review potential improvement opportunities.	DO	DN	NA
199	Review potential corrective and preventive actions.	DO	DN	NA
200	Review management system risks and opportunities.	DO	DN	NA
201	Review actions taken to address risks and opportunities.	DO	DN	NA
202	Review the effectiveness of the actions that were taken.	DO	DN	NA
203	Review suitability of management system environment.	DO	DN	NA
204	Review external process, product, and service providers.	DO	DN	NA
205	Review your external process, product, and service verification activities.	DO	DN	NA
206	Review verifications whenever they are delegated to external providers.	DO	DN	NA
207	Review the issues that could influence management system performance.	DO	DN	NA
208	Review and evaluate the issues and concerns of interested parties.	DO	DN	NA
209	Review and evaluate their changing needs and expectations.	DO	DN	NA
210	Review the adequacy of management system resources.	DO	DN	NA
211	Generate suitable management system review outputs.	DO	DN	NA

B6.4 RECORD THE RESULTS OF SYSTEM EVALUATIONS

B6.4.1 RECORD THE RESULTS OF MANAGEMENT SYSTEM AUDITS

212	Record your management system audit activities and results.	DO	DN	NA
213	Maintain your integrated management system audit records.	DO	DN	NA
214	Control your integrated management system audit records.	DO	DN	NA

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B6.4.2 RECORD THE RESULTS OF MANAGEMENT SYSTEM ANALYSES

215	Record your management system analysis activities and results.	DO	DN	NA	
216	Maintain your integrated management system analysis records.	DO	DN	NA	
217	Control your integrated management system analysis records.	DO	DN	NA	

B6.4.3 RECORD THE RESULTS OF MANAGEMENT SYSTEM REVIEWS

218	Record your management system review activities and results.	DO	DN	NA	
219	Maintain your integrated management system review records.	DO	DN	NA	
220	Control your integrated management system review records.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN.
If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

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B7.1 ESTABLISH CHANGE MANAGEMENT METHODS

B7.1.1 ESTABLISH METHODS FOR CORRECTING SYSTEM AND OUTPUTS

1	Establish appropriate corrective action methods and procedures.	DO	DN	NA	
2	Document your system's corrective action methods and procedures.	DO	DN	NA	
3	Maintain documents that describe corrective action methods and procedures.	DO	DN	NA	
4	Establish appropriate corrective action record keeping methods and procedures.	DO	DN	NA	
5	Figure out how you're going to record the actions taken to correct system and outputs.	DO	DN	NA	
6	Figure out how you're going to record the system and output corrections that are made.	DO	DN	NA	

B7.1.2 ESTABLISH METHODS FOR IMPROVING SYSTEM AND OUTPUTS

7	Establish appropriate system and output improvement methods and procedures.	DO	DN	NA	
8	Document your system and output improvement methods and procedures.	DO	DN	NA	
9	Maintain documents describing system and output improvement methods and procedures.	DO	DN	NA	
10	Establish appropriate system and output improvement record keeping methods.	DO	DN	NA	
11	Figure out how you're going to record the actions taken to improve system and outputs.	DO	DN	NA	
12	Figure out how you're going to record the system and output improvements that are made.	DO	DN	NA	

B7.2 GENERATE OPPORTUNITIES TO CHANGE SYSTEM

B7.2.1 DISCOVER OPPORTUNITIES TO CHANGE SYSTEM AND OUTPUTS

13	Discover opportunities to correct your management system and outputs.	DO	DN	NA	
14	Discover opportunities to make corrections by examining audit reports.	DO	DN	NA	
15	Discover opportunities to make corrections by examining review results.	DO	DN	NA	
16	Discover opportunities to make corrections by examining best practices.	DO	DN	NA	

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17	Discover opportunities to make corrections by examining lessons learned.	DO	DN	NA	
18	Discover opportunities to make corrections by examining nonconformities.	DO	DN	NA	
19	Discover opportunities to make corrections by examining customer feedback.	DO	DN	NA	
20	Discover opportunities to improve your management system and outputs.	DO	DN	NA	
21	Discover systemic improvement opportunities by examining audit reports.	DO	DN	NA	
22	Discover systemic improvement opportunities by examining review results.	DO	DN	NA	
23	Discover systemic improvement opportunities by examining best practices.	DO	DN	NA	
24	Discover systemic improvement opportunities by examining lessons learned.	DO	DN	NA	
25	Discover systemic improvement opportunities by examining nonconformities.	DO	DN	NA	
26	Discover systemic improvement opportunities by examining customer feedback.	DO	DN	NA	
B7.2.2 CONFIRM THAT SYSTEM AND OUTPUT CHANGES ARE NEEDED					
27	Confirm that proposed management system modifications are necessary.	DO	DN	NA	
28	Confirm that proposed management system modifications would be feasible.	DO	DN	NA	
29	Confirm that proposed management system modifications would be appropriate.	DO	DN	NA	
30	Confirm that proposed management system modifications would be effective.	DO	DN	NA	
31	Confirm that proposed management system modifications would be cost-effective.	DO	DN	NA	
32	Confirm that proposed management system output modifications would be necessary.	DO	DN	NA	
33	Confirm that proposed management system output modifications would be feasible.	DO	DN	NA	
34	Confirm that proposed management system output modifications would be appropriate.	DO	DN	NA	
35	Confirm that proposed management system output modifications would be effective.	DO	DN	NA	
36	Confirm that proposed management system output modifications would be cost-effective.	DO	DN	NA	

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	B7.2.3 APPROVE OPPORTUNITIES TO CHANGE SYSTEM AND OUTPUTS				
37	Authorize proposed management system corrections and improvements.	DO	DN	NA	
38	Authorize proposed management output corrections and improvements.	DO	DN	NA	

B7.3 PLAN CHANGES TO YOUR MANAGEMENT SYSTEM

	B7.3.1 PLAN HOW YOU'RE GOING TO CORRECT SYSTEM AND OUTPUTS				
39	Plan how you're going to apply your corrective action methods and procedures.	DO	DN	NA	
40	Plan how you're going to react to your system and output nonconformities.	DO	DN	NA	
41	Plan how you're going to control and correct system and output nonconformities.	DO	DN	NA	
42	Plan how you're going to deal with all relevant effects and consequences.	DO	DN	NA	
43	Plan how you're going to document your corrective action activities and results.	DO	DN	NA	
44	Plan how you're going to document the actions taken and the results achieved.	DO	DN	NA	
45	Plan how you're going to retain and control your record of actions and results.	DO	DN	NA	
46	Plan how you're going to evaluate the need to eliminate causes.	DO	DN	NA	
47	Plan how you're going to review and analyze the nonconformity.	DO	DN	NA	
48	Plan how you're going to determine the causes of the nonconformity.	DO	DN	NA	
49	Plan how to determine if human factors are responsible for the nonconformity.	DO	DN	NA	
50	Plan how to determine if external providers are responsible for the nonconformity.	DO	DN	NA	
51	Plan how to flow down corrective action requirements to your external providers.	DO	DN	NA	
52	Plan how you're going to decide if corrective action should be taken.	DO	DN	NA	
53	Plan how you're going to develop corrective actions to address causes.	DO	DN	NA	
54	Plan how you're going to make sure that your actions are feasible.	DO	DN	NA	

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55	Plan how you're going to make sure that your actions are appropriate.	DO	DN	NA
56	Plan how you're going to make sure that actions consider consequences.	DO	DN	NA
57	Plan how you're going to make sure that your actions are effective.	DO	DN	NA
58	Plan how you're going to make sure that your actions are cost-effective.	DO	DN	NA
59	Plan how you're going to get managers to authorize corrective action.	DO	DN	NA
60	Plan how you're going to submit corrective action requests.	DO	DN	NA
61	Plan how you're going to take corrective actions to deal with causes.	DO	DN	NA
62	Plan how you're going to correct your system and its outputs.	DO	DN	NA
63	Plan how you're going to review the effectiveness of corrective actions.	DO	DN	NA
64	Plan how you're going to respond when correction actions aren't taken.	DO	DN	NA
65	Plan how you're going to update your list of system and output risks.	DO	DN	NA

B7.3.2 PLAN HOW YOU'RE GOING TO IMPROVE SYSTEM AND OUTPUTS

66	Plan improvements and other changes to your management system.	DO	DN	NA
67	Identify people authorized to approve changes in your system.	DO	DN	NA
68	Use your system purpose and scope to guide system improvements.	DO	DN	NA
69	Use system policy statements to guide system improvements.	DO	DN	NA
70	Use your quality policy to guide your system improvements.	DO	DN	NA
71	Use your quality objectives to guide system improvements.	DO	DN	NA
72	Use your privacy policy to guide your system improvements.	DO	DN	NA
73	Use your privacy objectives to guide system improvements.	DO	DN	NA

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74		Use your safety policy to guide your system improvements.	DO	DN	NA
75		Use your safety objectives to guide system improvements.	DO	DN	NA
76		Use your security policy to guide your system improvements.	DO	DN	NA
77		Use your security objectives to guide system improvements.	DO	DN	NA
78		Use your environmental policy to guide your system improvements.	DO	DN	NA
79		Use your environmental objectives to guide system improvements.	DO	DN	NA
80		Use your business continuity policy to guide your system improvements.	DO	DN	NA
81		Use your business continuity objectives to guide system improvements.	DO	DN	NA
82		Consider improvements and other changes to your management system.	DO	DN	NA
83		Consider the purpose and effects of the changes you intend to make.	DO	DN	NA
84		Consider responsibilities and authorities whenever you make changes.	DO	DN	NA
85		Consider allocating or reallocating responsibilities and authorities.	DO	DN	NA
86		Consider the consequences that changes could potentially produce.	DO	DN	NA
87		Consider the availability of resources whenever you make changes.	DO	DN	NA
88		Consider the integrity of your system whenever you make changes.	DO	DN	NA
89		Figure out how you're going to control changes in your management system.	DO	DN	NA
90		Ensure that system continues to meet requirements even though changes are being made.	DO	DN	NA
91		Plan improvements and other changes to management system outputs.	DO	DN	NA
92		Identify people authorized to approve changes in system outputs.	DO	DN	NA
93		Use your system purpose and scope to guide output improvements.	DO	DN	NA

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94	Use system policy statements to guide system improvements.	DO	DN	NA		
95	Use your quality policy to guide your output improvements.	DO	DN	NA		
96	Use your quality objectives to guide output improvements.	DO	DN	NA		
97	Use your privacy policy to guide your output improvements.	DO	DN	NA		
98	Use your privacy objectives to guide output improvements.	DO	DN	NA		
99	Use your safety policy to guide your output improvements.	DO	DN	NA		
100	Use your safety objectives to guide output improvements.	DO	DN	NA		
101	Use your security policy to guide your output improvements.	DO	DN	NA		
102	Use your security objectives to guide output improvements.	DO	DN	NA		
103	Use your environmental policy to guide your output improvements.	DO	DN	NA		
104	Use your environmental objectives to guide output improvements.	DO	DN	NA		
105	Use your business continuity policy to guide your output improvements.	DO	DN	NA		
106	Use your business continuity objectives to guide output improvements.	DO	DN	NA		
107	Consider improvements and other changes to management system outputs.	DO	DN	NA		
108	Consider the purpose and effects of the output changes you intend to make.	DO	DN	NA		
109	Consider responsibilities and authorities whenever you make output changes.	DO	DN	NA		
110	Consider the consequences that output changes could potentially produce.	DO	DN	NA		
111	Consider the availability of resources whenever you make output changes.	DO	DN	NA		
112	Consider the integrity of your outputs whenever you make changes.	DO	DN	NA		
113	Figure out how you're going to control changes in your system's outputs.	DO	DN	NA		
114	Ensure that outputs continue to meet requirements even though changes are being made.	DO	DN	NA		

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	B7.4 USE APPROVED METHODS TO CHANGE SYSTEM				
	B7.4.1 USE APPROVED METHODS TO CORRECT SYSTEM AND OUTPUTS				
115	Apply your corrective action methods and procedures.	DO	DN	NA	
116	Evaluate the need to eliminate causes of nonconformity.	DO	DN	NA	
117	Review and analyze your system and output nonconformities.	DO	DN	NA	
118	Determine the causes of system and output nonconformities.	DO	DN	NA	
119	Determine if human factors are responsible for the nonconformity.	DO	DN	NA	
120	Determine if external providers are responsible for the nonconformity.	DO	DN	NA	
121	Flow down corrective action requirements to your external providers.	DO	DN	NA	
122	Decide if the causes of system or output nonconformity must be addressed.	DO	DN	NA	
123	Develop corrective actions to address causes of nonconformity.	DO	DN	NA	
124	Make sure that your corrective actions are feasible.	DO	DN	NA	
125	Make sure that your corrective actions are appropriate.	DO	DN	NA	
126	Make sure that actions also consider effects.	DO	DN	NA	
127	Make sure that your corrective actions are effective.	DO	DN	NA	
128	Make sure that your corrective actions are cost-effective.	DO	DN	NA	
129	Take corrective action to address the causes of nonconformity.	DO	DN	NA	
130	Provide the resources needed to correct system and outputs.	DO	DN	NA	
131	Provide suitable resources needed to correct system outputs.	DO	DN	NA	
132	Provide suitable resources needed to correct system activities.	DO	DN	NA	
133	Control your corrective action activities and results.	DO	DN	NA	
134	Monitor your corrective action activities and results.	DO	DN	NA	

ORGANIZATION:		YOUR LOCATION:	
COMPLETED BY:		DATE COMPLETED:	
REVIEWED BY:		DATE REVIEWED:	

135	Record your corrective action activities and results.	DO	DN	NA	
136	Document the actions taken and the results achieved.	DO	DN	NA	
137	Retain and control your record of corrective actions taken.	DO	DN	NA	
B7.4.2 USE APPROVED METHODS TO IMPROVE SYSTEM AND OUTPUTS					
138	Apply system and output improvement methods and procedures.	DO	DN	NA	
139	Evaluate the need to make system and output improvements.	DO	DN	NA	
140	Provide the resources needed to make system and output improvements.	DO	DN	NA	
141	Provide suitable resources needed to improve your system outputs.	DO	DN	NA	
142	Provide suitable resources needed to improve your system activities.	DO	DN	NA	
143	Develop improvements to your system and system outputs.	DO	DN	NA	
144	Make sure that your system and output improvements are feasible.	DO	DN	NA	
145	Make sure that your system and output improvements are appropriate.	DO	DN	NA	
146	Make sure that system and output improvements also consider effects.	DO	DN	NA	
147	Make sure that your system and output improvements are effective.	DO	DN	NA	
148	Make sure that your system and output improvements are cost-effective.	DO	DN	NA	
149	Implement improvements to your management system and system outputs.	DO	DN	NA	
150	Improve the suitability, adequacy, and effectiveness of your management system.	DO	DN	NA	
151	Improve the quality, safety, privacy, and security of management system outputs.	DO	DN	NA	
152	Control improvements to your management system and system outputs.	DO	DN	NA	
153	Control improvements and other changes affecting system software.	DO	DN	NA	
154	Control improvements and other changes affecting system operations.	DO	DN	NA	
155	Control improvements and other changes affecting system equipment.	DO	DN	NA	

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156	Control improvements and other changes affecting system tools.	DO	DN	NA
157	Monitor improvements to your management system and system outputs.	DO	DN	NA
158	Monitor the implementation of system and output improvement activities.	DO	DN	NA
159	Record improvements to your management system and system outputs.	DO	DN	NA

B7.5 REVIEW AND EVALUATE CHANGES TO SYSTEM

B7.5.1 REVIEW AND EVALUATE SYSTEM AND OUTPUT CORRECTIONS

160	Review and evaluate actions taken to correct your management system.	DO	DN	NA
161	Document your system correction reviews and the actions that are taken.	DO	DN	NA
162	Establish a record of system correction reviews and actions taken.	DO	DN	NA
163	Review and evaluate actions taken to correct system outputs.	DO	DN	NA
164	Document your output correction reviews and the actions that are taken.	DO	DN	NA
165	Establish a record of output correction reviews and actions taken.	DO	DN	NA

B7.5.2 REVIEW AND EVALUATE SYSTEM AND OUTPUT IMPROVEMENTS

166	Review and evaluate improvements and changes to management system.	DO	DN	NA
167	Document management system improvement reviews and the actions that are taken.	DO	DN	NA
168	Establish a record of management system improvement reviews and the actions taken.	DO	DN	NA
169	Review and evaluate improvements and changes to management system outputs.	DO	DN	NA
170	Document your output improvement reviews and the actions that are taken.	DO	DN	NA
171	Establish a record of output improvement reviews and the actions taken.	DO	DN	NA

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN.
If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

ORGANIZATION:		YOUR LOCATION:	
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PLAIN ENGLISH INTEGRATED MANAGEMENT SYSTEM DEVELOPMENT PLAN

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