

# ***Systemsys Ltd***

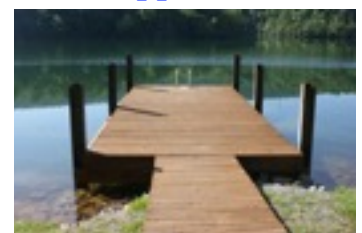
**Improve your business with Training & Consultancy on Process based Systems & obtain third party Approval when required, e.g. to ISO 9001 &/or ISO/TS 16949.**












**See also the SYS Brochure, numerous published articles & the website for more.**



**Systemsys: “Providing Support to Industry since 2005”**

*Note this Guide can be saved in different formats, e.g. iBooks on Apple.*



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## Contact

If there is anything that we can do to support you, then do let us know for example via the ‘[contact us](http://www.systemsys.co.uk)’ page of the website; [www.systemsys.co.uk](http://www.systemsys.co.uk).

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# Improving your Business

## 1. Context of Organization Standard 4.1

- Determine External & Internal Issues relevant to purpose & strategy, & affect Business Management System, BMS.
- Monitor & Review information about these issues.
- ‘Notes’ define; can be; ‘positive’ & ‘negative’, & potential external, e.g. legal, & internal, e.g. culture, issues.

## 2. Interested Parties - Standard 4.2

- Determine: interested parties that are relevant to BMS.
- “ requirements of these parties that are relevant to BMS.
- Monitor & Review info about parties & relevant requirements

## 3. Scope - Standard 4.3

- Determine boundaries & Applicability of BMS to establish.
- Consider Issues & Interested Parties, & Products & Services.
- Apply all requirements that are applicable.
- Maintain as Documented Information ‘DI’.

*{For full details, see ISO 9001:2015 Standard, which is a © controlled document.}*

## <> i. Guidance

So the standard is asking the company to put itself in perspective, taking into account all the environments that it is working in / under. This includes all issues that are, or could, impact the business, and Interested Parties and what they are wanting the company to do, whether formally documented or not. After all of this has been undertaken, in an effective & efficient way, see ‘Actions’ on next page, the ‘Scope’ & ‘BMS’ can then be developed.



## <> ii. ⌚ Actions

### “10-Point Plan”

i. FORM A SMALL CROSS FUNCTIONAL TEAM, WITH KNOWLEDGE REQUIRED.



ii. BRAINSTORM; EXTERNAL ISSUES e.g. on Post-its & place on Flip chart 1.



iii. BRAINSTORM; INTERNAL ISSUES e.g. on Post-its & place on Flip chart 2.



iv. BRAINSTORM; INTERESTED PARTIES ‘IP’ on Post-its & place on Flip chart 3.



v. BRAINSTORM; THEIR REQUIREMENTS on Post-its & place next to IPs on 3.



vi. IDENTIFY & FILL; GAPS / LINKS BETWEEN ALL OF ABOVE on Flip charts.



vii. COLLATE > MATRIX; i. IDENTIFY, ii. *RELEVANT?*, iii. *LINKS* e.g. > *Process*



viii. *MONITOR*, ‘*REVIEW*’, ‘*RECORD INFORMATION*’, INITIALLY/ONGOING



ix. Add *RISK & OPPORTUNITIES* to *MATRIX* and reference actions required.



x. DEVELOP ‘SCOPE’ of Business Management System, BMS, & actual BMS



**1.**  
**External**  
**Issues; ...**  
**Relevant?**

**2.**  
**Internal**  
**Issues; ...**  
**Relevant?**

**3.**  
**Interested**  
**Parties /**  
**Requirement;**  
**Relevant?**

**4.**  
**Links,**  
**Risks,**  
**Actions**



## 4. Process Approach 4.4

### <> A. The requirements; Standard

**“Establish, implement, maintain & continually improve a Business Management System, BMS, including the processes needed & their interactions. 4.4.1**

**Determine: processes needed throughout company;**

- a) “ the inputs required & outputs expected;
- b) “ the sequence & interaction of these processes;
- c) “ & apply criteria / methods to ensure effective;
- d) “ resources needed & ensure availability;
- e) assign responsibilities & authorities.
- f) address risks & opportunities as determined;
- g) evaluate & implement changes to achieve results;
- h) improve the processes & the BMS

**To the extent necessary, the organization shall: 4.4.2**

- a) maintain documented information DI to support operation.
- b) retain DI > confidence processes carried out as planned”

*{For full details, see ISO 9001:2015 Standard, which is a © controlled document.}*





# The process Approach -

## <> B. 🔍 Guidance - What does it mean?

**4.4.1 What do you do in your business? What are the key activities that will affect performance?**

**a. What comes into each process, and what do you want to go out?**

**b. How do these key processes interact with each other? Which other processes do they support?**



**c. How are you going to define / document what you do, e.g. in Process Maps?**



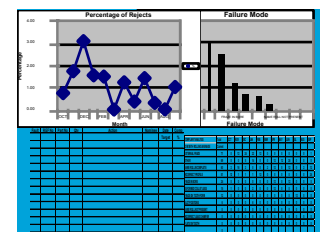
**d. What do you need to operate effectively, resources; people, facilities, ...?**

**e. Who are the best people / job roles to undertake each task?**  
This will aid identification of competence.

**f. What is unknown, is it positive or negative? Plan for & manage these 'risks' effectively.**



**g. Implement a monitoring system with measures to ensure achieve targets, Corrective Action.**



**h. Implement a monitoring system with measures to improve, Continuous Improvement.**



# The process Approach -

## <> C. 🕒 The tasks - What to do? “8-Point Plan”

### i. IDENTIFY & LIST YOUR KEY PROCESSES



### ii. PRODUCE YOUR LEVEL 1 'SYSTEM MAP'.

(Ref Page 6.)



### iii. ANALYSE THE RISKS IN WHAT YOU DO. e.g. Cause & Effect Diagram PRODUCE LEVEL 2 'PROCESS MAPS', Inputs & Outputs. (Ref Page 6.)



### iv. PUT IN PLACE RESOURCE & INFORMATION SYSTEMS FOR EACH OF YOUR PROCESSES.



### v. DEFINE WHO IS GOING TO DO WHAT ACTIVITY.



### vi. UNDERTAKE ANALYSIS OF UNCERTAINTY & TAKE ACTION.



### vii. USE A VISUAL FORMAT FOR KEY PERFORMANCE INDICATORS. TAKE CORRECTIVE ACTION WHERE NOT ACHIEVING TARGET \*



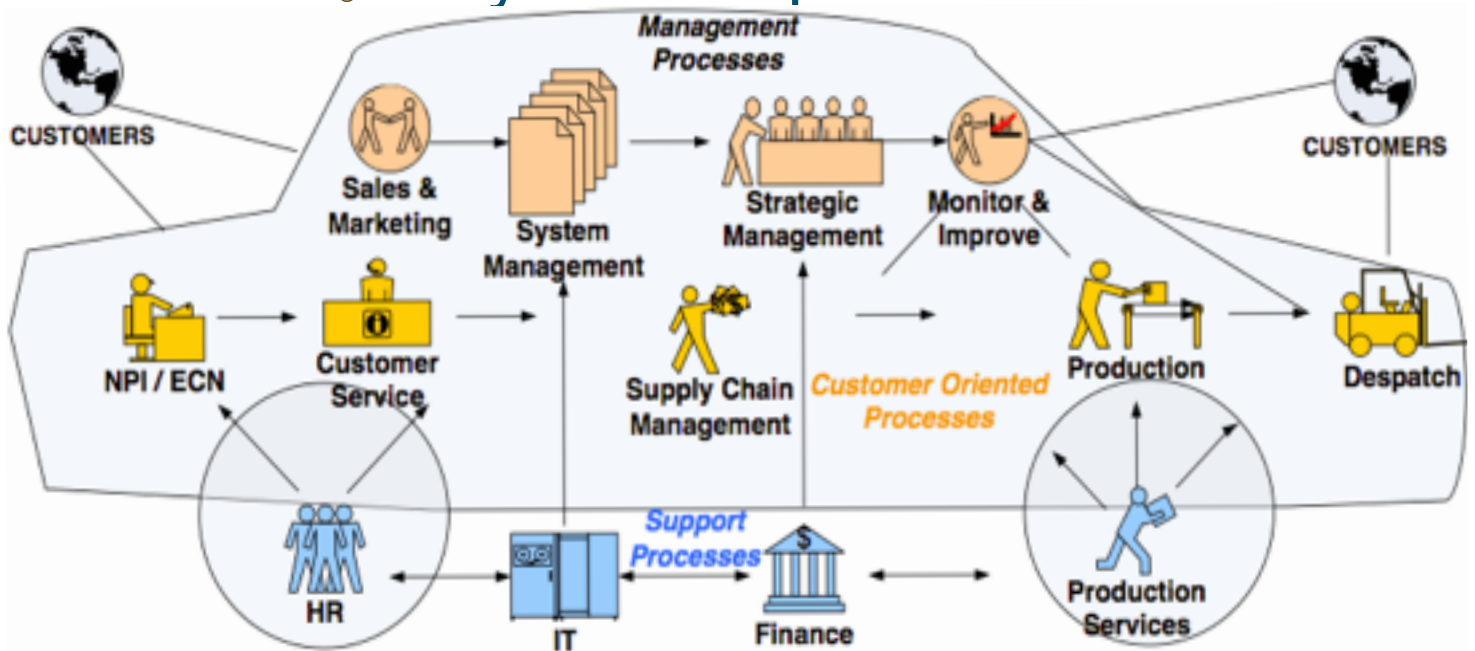
### viii. DRIVE CONTINUOUS IMPROVEMENT, ONGOING.

\* (Ref Page 7.)



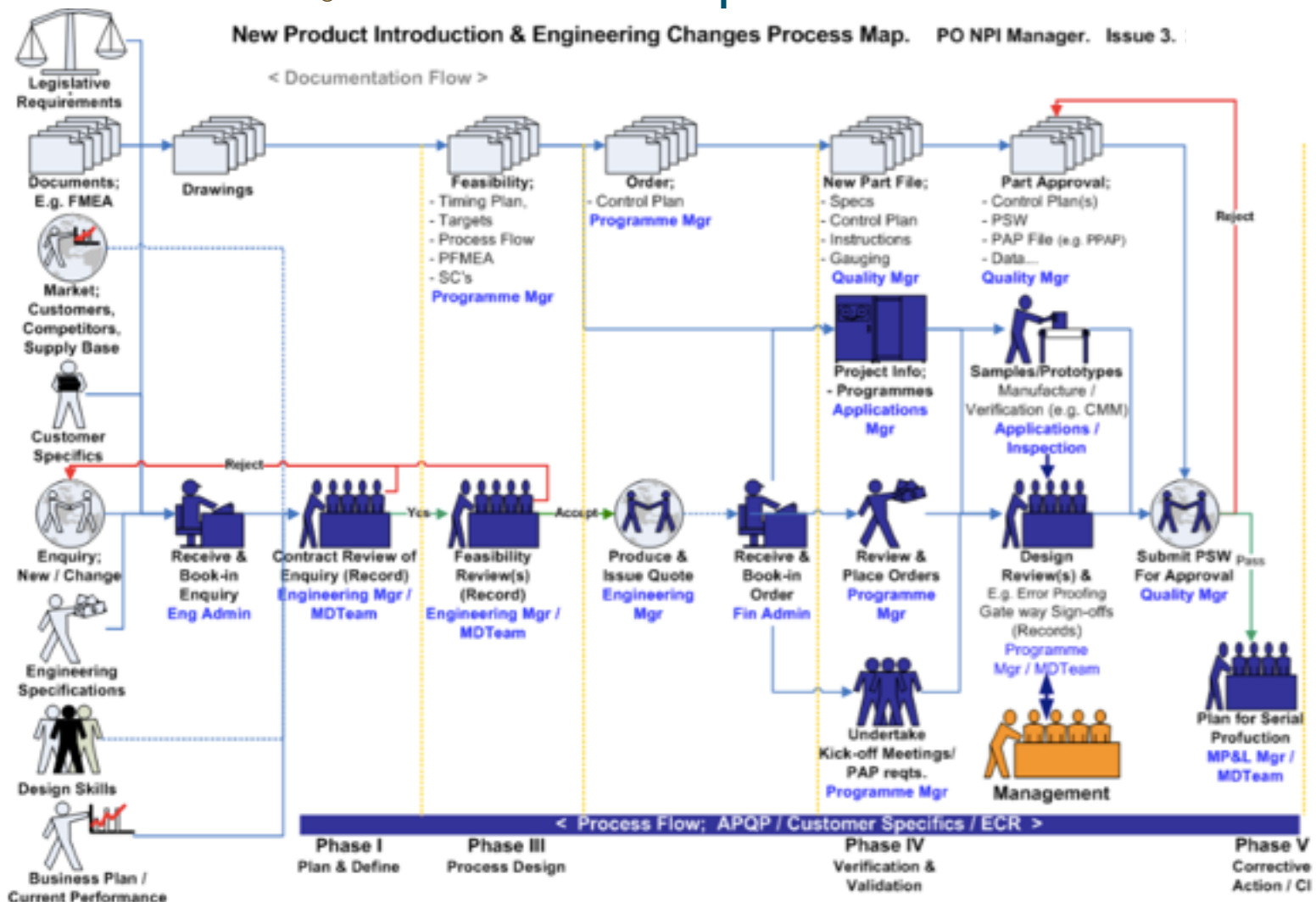
# D. Example Documents i

## <> a. 🛎 System Map



## <> b. 🛎 Process Map

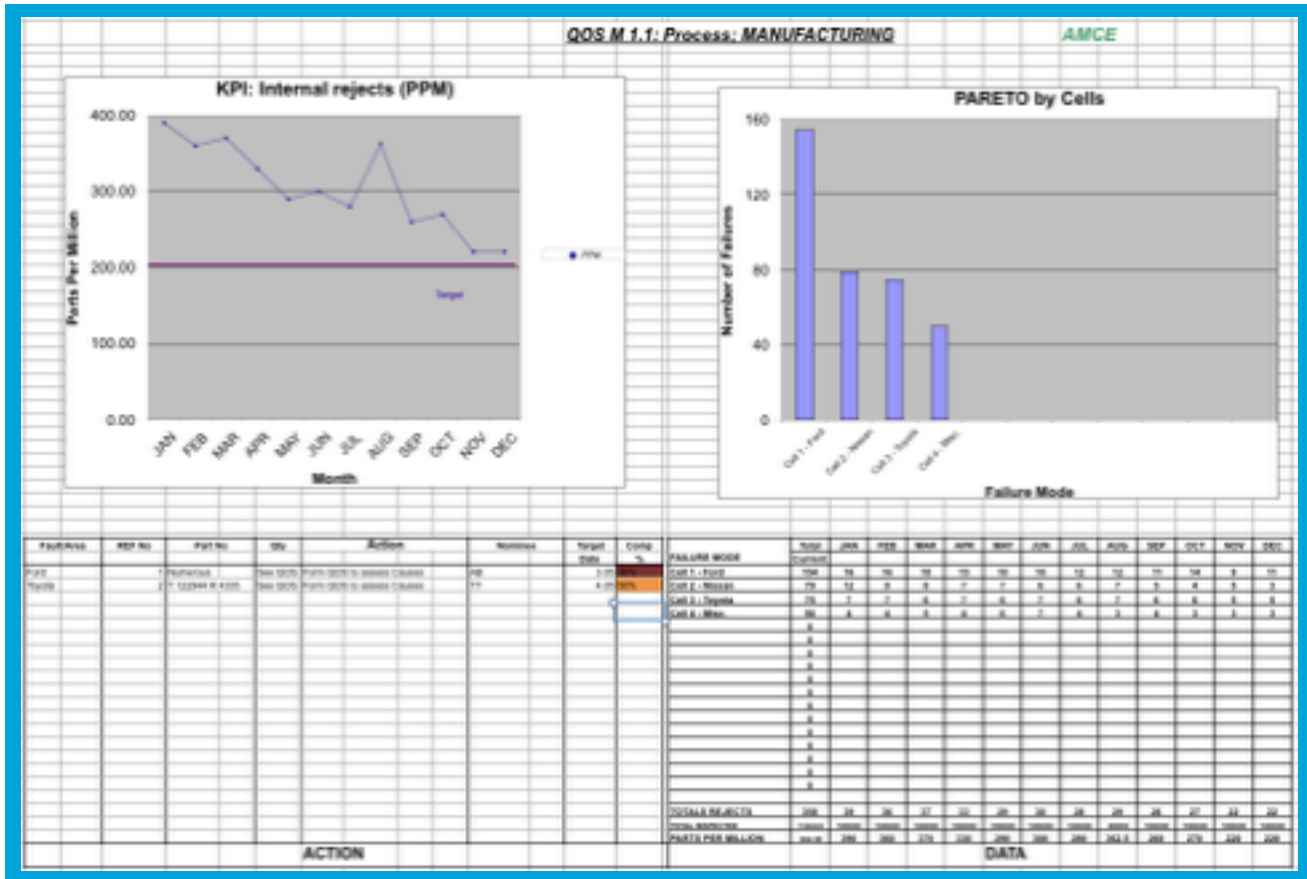
New Product Introduction & Engineering Changes Process Map. PO NPI Manager. Issue 3.





## D. Example Documents ii

<> c.  Performance Graphs, Level I 'QOS'



<> c. ii  Performance Graphs, Level II 'QOS'

Typically, the worst concern, Pareto graph, in the 'level I' QOS is then used to create a 'level II' QOS, to drill-down to get to the key causes of concern, to aid/ allow them to be tackled.

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