**27. Processes and Plans implemented to manage complex WHMS Tasks**

The implemented WHS management system will focus on continuous improvement (CI).

This focus will require that the planning stage includes the agreed long-term strategic goals and mission of the business and are a reference point for any change decision.

The following processes will then inform the future development of the system:

1. Legislation & Quality standards
2. Planning – past performance & internal review
3. Policies and Procedures
4. Controls and Monitoring – proactive and reactive
5. Training and appropriate resourcing
6. Lead and Lag indicators

The **Plan – Do - Act – Check** cycle will then be used to implement any complex areas of improvement.

Proactive review by management of controls and indicators will provide a transparent decision-making process. Using the consultative process created during implementation, a clear action plan will be created to implement and sustain change.

This collaborative plan will include the following information:

* Action – detail of change to be implemented
* Required outcome – measurable completion
* Resourcing required – financial and other
* Responsible person – using the established authority matrix
* The target date for completion – specific date
* Approvals and sign off -– using the established authority matrix

Effectiveness of change will be managed through the established controls and monitoring processes.