

Major Implementation/Upgrade Milestones

1. Initial Review/Project Plan

Carry out an initial assessment throughout the organisation to map the management systems with minimal impact on the customer's organisation.

2. Action Plan

Present client organisation with a report and an action plan on how to achieve installation/upgrade; action plan to indicate the level of involvement of the client's staff.

3. Framework and Documentation

Facilitation of key actions set out in the agreed action plan and provide a final management system manual.

4. Policies and Processes

Support key process owners in the creation of key policies and process documentation.

5. Training

Support action owners to help them implement their own actions; provide support for action owners in the development and delivery of relevant awareness training.

6. Assessment and Certification

After successful implementation of business processes, a gap analysis is to take place by Improved Ways Limited to ensure that all findings are closed and confirm readiness for assessment by carrying out internal audits of the business processes. In case of any gaps, support action owners to successfully close them down in order to gain certification.

7. Completion and Handover

Improved Ways Limited will assist by attending certification/surveillance audits at customers' premises.