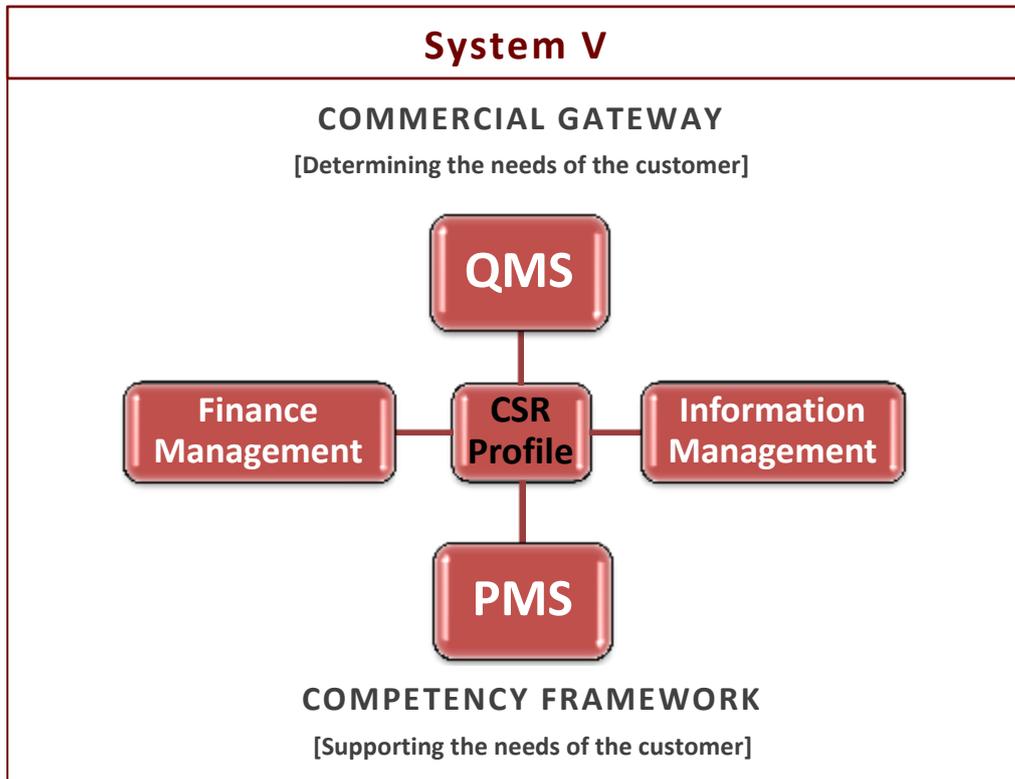


**SYSTEM V** – a fully integrated and harmonised business management system

A man walks into a car showroom and falls in love twice; once with the young assistant on reception and once with the Porsche in the front window. The car salesman – sensing an opportunity – asks his young assistant to make the customer a coffee and starts to work on convincing the prospective customer that he must purchase the car. He doesn't ask him many questions so he doesn't find out that he has a wife, two children and a dog. Hence the Porsche might be what the man *wants* but it is certainly not what he *needs*. And this is the essence of quality management. To find out what the customer needs, a good service provider asks the right questions. System V is a fully integrated and harmonised business management system that works for organisations of all sizes:



At the top of the diagram is the QMS (Quality Management System) which acts as a gatekeeper to everything that comes from and goes to the customer ensuring that customer satisfaction is managed at every stage. The QMS is supported by the PMS (Performance Management System) which sits at the 'base' of the organisation. Within the PMS a Competency Framework identifies the key competencies (skills, knowledge, qualifications and experience) required to meet the needs of the customer exist within the organisation – i.e. that the right people are recruited and developed through training and coaching interventions. An appraisal system will then help to set key objectives

for employees that link to the overall quality objectives set by top management. These can be monitored throughout the year as it is important to remember that effective performance management is a series of conversations led by the manager and not just held at the time of the annual appraisal.

The System V business management system is flanked by effective finance management (i.e. budgeting, purchasing, monitoring, reporting and payroll) and information management which may be developed into a comprehensive Information Security Management System that looks after physical security, client confidentiality, staff privacy, data protection, risk assessment, business continuity and information classification.

At the heart of System V is a (Corporate) Social Responsibility Profile. This is where an organisation assesses its impact on society and the environment and adds a greater level of meaning and engagement to its employees, covering ethical business practices, staff welfare including health & safety, environmental management and community involvement.

ISO – the international organisational for the development of quality standards – provides excellent guidance for key areas within System V:

Quality Management & Performance Management - **ISO 9001**

Information Security Management – **ISO 27001**

Environmental Management – **ISO 14001**

Social Responsibility – **ISO 26000**

Organisations can gradually build the components of System V and develop a sound business management system that meets the needs of customers, employees and other stakeholders in and around the business. ISO Certificates can then be proudly displayed on proposals, websites and other social media platforms to give existing customers confidence and attract new business.

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