Contents

Integrated Management System

An **Integrated Management System** (IMS) brings together various sets of rules that serve corporate governance. For example:

- Quality management (ISO 9001)
- Rik management (ISO 31000)
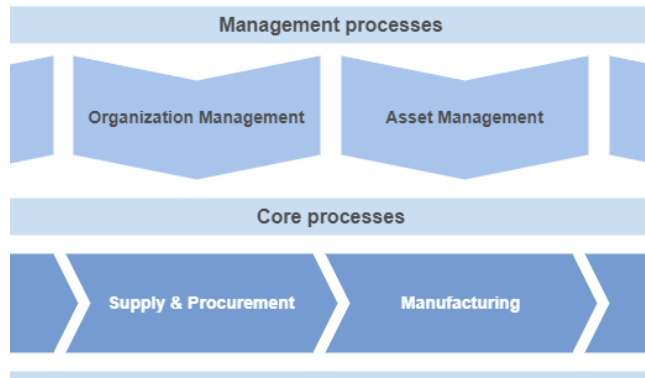- Environmental protection and occupational safety management (ISO 14001 and ISO 45001).

Management systems in a wiki

Wikis have established themselves as appropriate systems for the organization of management systems:
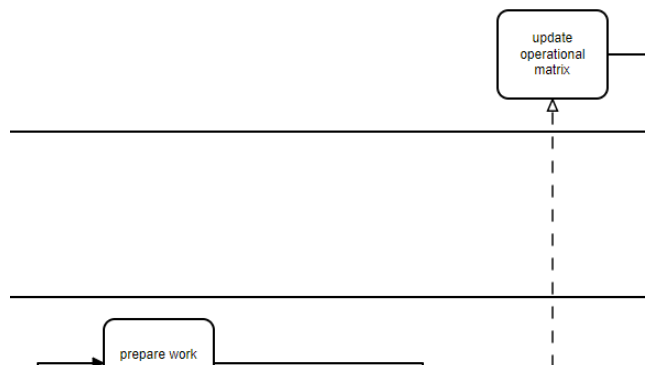
- *Central storage:* The rules and regulations are available centrally and online for all employees.
- *Search function:* Content can be quickly found via the search function and is perfectly pre-sorted via namespaces and categories.
- *Version-based editing:* Content can be edited and easily maintained in no time at all using a visual editor and forms.
- *Document control:* Templates, workflow and release functions ("control of documents") support the editorial processes.

Example pages

Process map

Management processes

Organization Management

Asset Management

Core processes

Supply & Procurement

Manufacturing

Flowchart

update
operational
matrix

prepare work

Meeting minutes

< Pichler, Ursula Gerstmair, Hu Cheng

Topic	
iew of open leads	
ategy: customer relations	
w pricing concept	
d of meeting	

IT

2021-07-02   **Nev**

- IT/2021-05-30

Role definitions

ns

New page

⬍	Role description
	Planning, coordination and control of the products and services to be marketed and sold
	Operational planning and control of the project to achieve the project goals.

Process descriptions

ptions

New page

⬍	Business unit ⬍	Process owner ⬍	Approval state ⬍
	Company, Project Management	Andrew Hayes	Approved
	Project Management, Sales	Margie Castillo	Approved
	Company	Carlos Olson	Approved

Work instructions

ions

New page

	Business unit ⬍	Process owner ⬍	Approval state ⬍	
	Sales	Andrew Hayes	Approved	
	Sales	Margie Castillo	Approved	

Risk entries

Add new risk

Search:

	Affected Domain ⬍	O Factor ⬍	M Factor ⬍	Current Level ⬍	Curre Proba
ess uity		D3		Medium	Possible

Incident reports

...er data accidentally disclosed		Reported inte...
...otection		Reported exte...
...9/21		Closed?
...confidential customer data		

...customers data was accidentally exposed for 5 minutes in the ticket.

Process descriptions

Page	Business unit	Process owner	Approval state	Valid until	Status
Procurement of materials	100	Emma Røgeberg	First draft		
Sales process	Sales	Paul Arnoux	Draft	December 31, 2022	🔴

Role definitions

Page	Role description	Role owner
Executive Manager	The management represents the company in and out of court.	Janusz Čaplo
Sales Agent	Competent customer advice and sales of the company's products and services.	Irene Parker, Stefan Roth

Work instructions

Page	Business unit	Process owner	Approval state	Valid until	Status
Making an offer	Sales	Emma Røgeberg	First draft	December 1, 2023	🔴

IR:All incidents

Tour 2   Integrated Management system ‹ Risk entries

Tour 2   Integrated Management system ‹ Risk entries

Minutes

Jour fixe

The *Jour fixe* meeting minutes are created using different templates for each department. The minutes are organized as subpages of each department main page.

Management

- Management/2022-03-15
- Management/2022-02-21

Marketing and Sales

There are no meeting minutes

IT

There are no meeting minutes

Documentation

- Tech-writing/2022-01-21-Q2-Planning

Support team meetings

Using the button below, you can create minutes with a form.

Create minutes

Process map

This process map is created using the in BlueSpice integrated app **draw.io**. You can change the diagram by clicking the `Edit` link above the image. After editing the diagram, click `Save` and then `Exit` in the draw.io app.

Tip: Use the fullscreen mode toggle of this page.

Drawio diagram

RM:All risks

🟢 🟡 🟠 Risk matrix

Consequence	Impact →	Negligible (A)	Marginal (B)	Considerable (C)	Crit (D
	Environment (IE)	Slight effect	Minor effect	Localized effect	Major e
	Asset (IA)	Slight damage	Minor damage	Medium damage	Major damag
	Health (IH)	Slight physical or mental harm	Minor physical or mental harm	Major physical or mental harm	Single fatality
	Business continuity (IB)	Minor visible or barely recognizable disruption of service	Recognizable temporary disruption of service	Minor functional (permanent) disruption of service	Major functio (perma disrupt of serv
	Data protection (ID)	No data loss / no data disclosure	Loss of rebuildable secondary data, disclosure of public data	Loss of easily recoverable data, disclosure of internal data	Loss of recove data, disclos of som protect data
	Certain (5) 81-100%	A5	B5	C5	D
	Likely (4) 61-80%	A4	B4	C4	D
	Possible (3) 41-60%	A3	B3	C3	D
	Unlikely (2) 21-40%	A2	B2	C2	D

↓ **Probability (within 5yrs)**	Improbable (1) 0-20%	A1	B1	C1	D

Relocation of IT Staff

When relocating the workstation of an employee (e.g., office transfer or change of department), the respective team leaders coordinate the move and agree on a relocation date.

The process can easily be visualized in a BPMN diagram.