

Integrated Management Systems

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Chapman

The Purpose of Standards

Standards are normally used to:

- Provide systematic guidance in establishing a program
 - Provide a standardized method of running a business or organization
 - Provide a basis on which to audit an organization's Business System
 - Establish international recognition
 - Provide a basis on which to capture CONTINUAL IMPROVEMENT
-

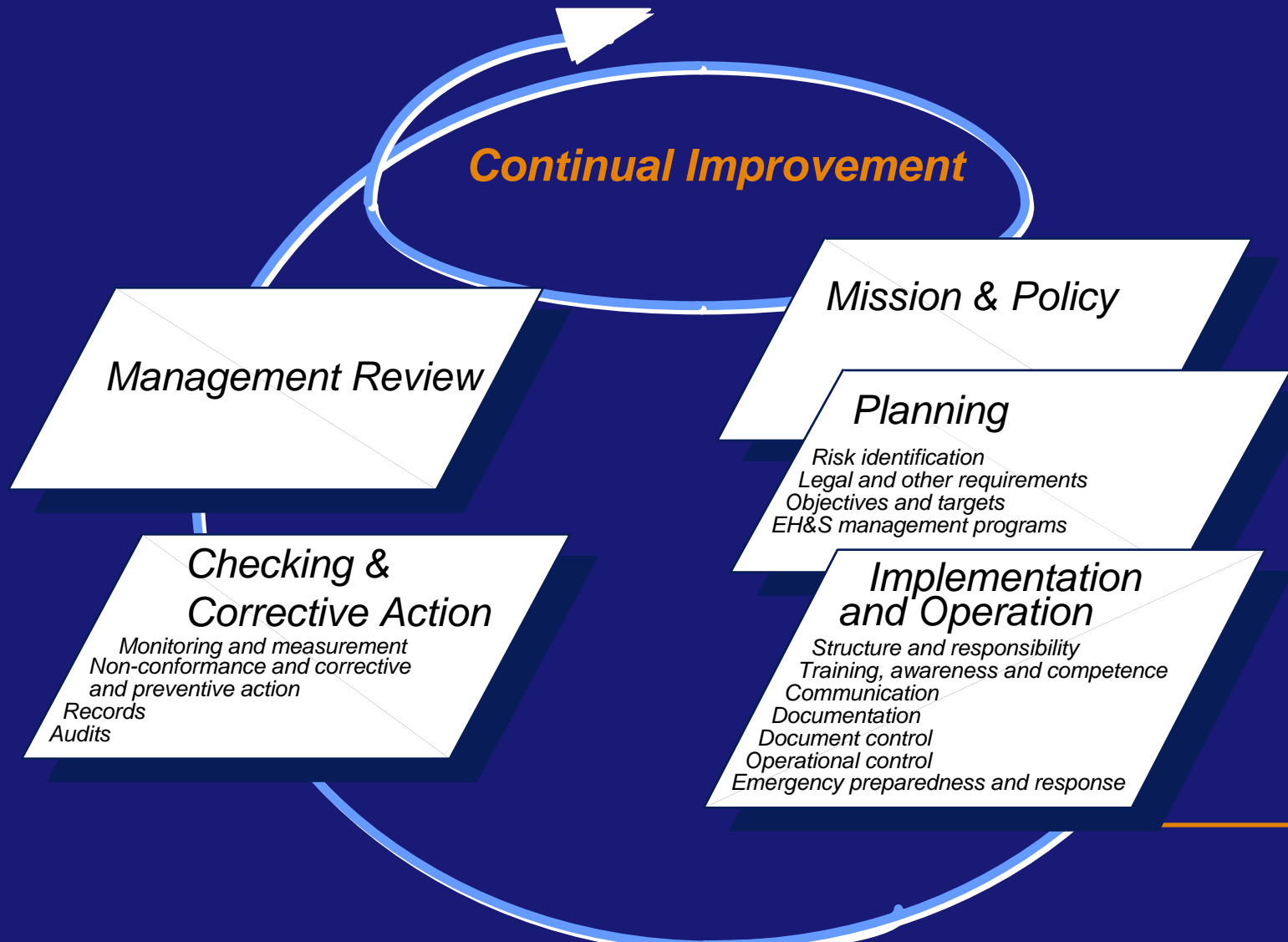
Why Integrate

- Business Process Consistency
- System Acceptance
- Business Efficiency
- Improved Communication
- More Focused Risk Management

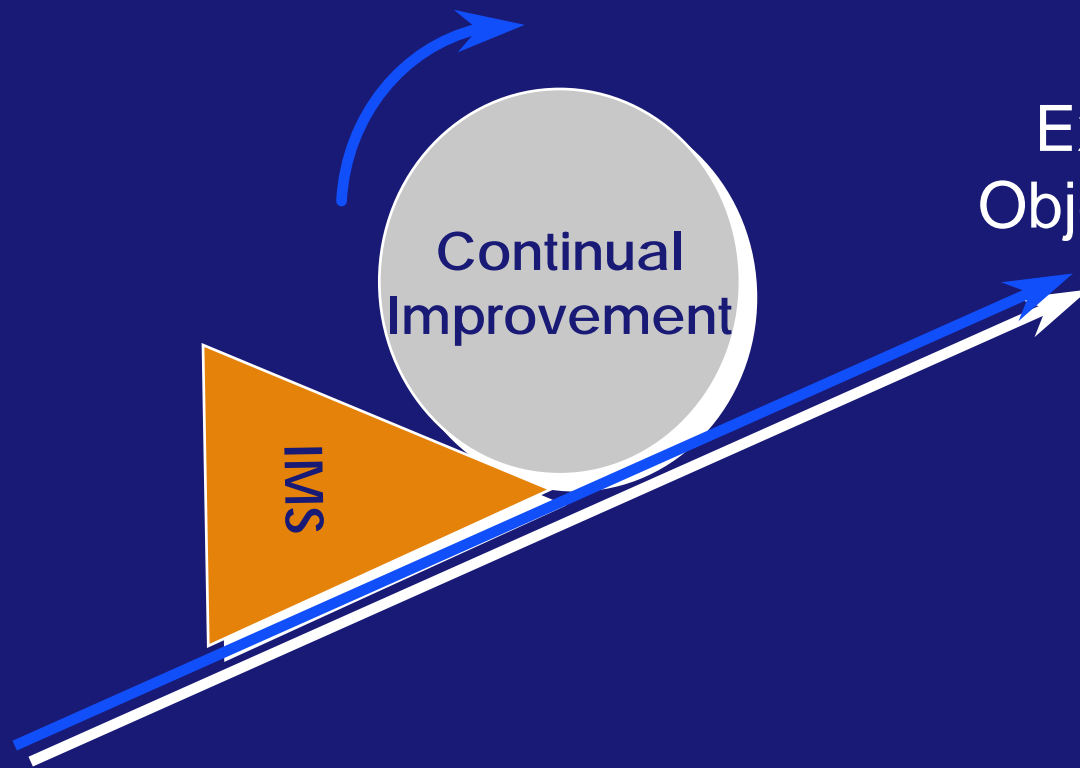


To create a business system that reflects the requirements of the business

Integration & PDCA



Continual Improvement



**Integrated
Management System**
Meeting Customer
Expectations, Business
Objectives, Health Safety
& Environmental
Expectations

Integrated Management System

“Enhance the business operations of an organization through the incorporation of every aspect of the business into the mainstream activities”

Not built to meet requirements of a reference standard, but built to address the business requirements of the organization.

Focused on Business Risks and management of those risks.

Integrated Management System

A system that enables an organization to achieve its Strategic Direction by ensuring:

- That Objectives & Targets remain focused,
 - Mutually beneficial partnerships with customers, suppliers, employees and other stakeholders,
 - That all operational risks are managed and kept at acceptable levels,
 - Continuity plans are in place,
 - Employee involvement, and
 - An enhanced corporate image.
-

An Integrated Management System

The following is an example of a fully integrated web-based management system



This system achieved registration to ISO 9001, ISO 14001 and OHSAS 18001 in December of 2004

Fleet Services is now looking at the feasibility of implementing Six Sigma methodology into daily business.

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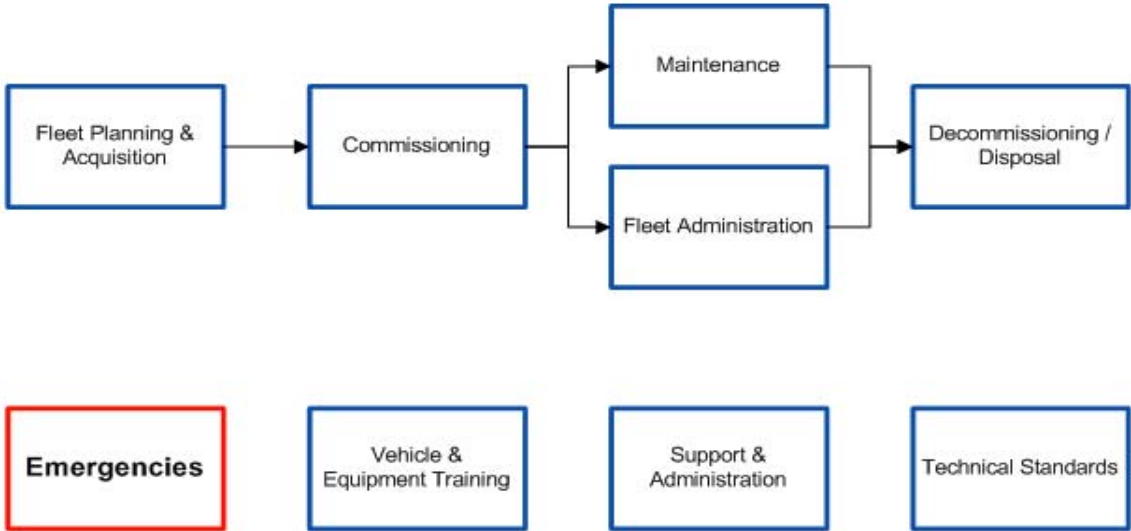
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- Providing Work to External Customers
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- Preventative Maintenance Schedules FSP033
- Manual Work Requests FSP040
- Shop Routine FSP038
- Shop Rates FSP031
- Shop Routine Policy (Not yet available) FSP036

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Title:	Work Scheduling	Fleet Services
Revision	May 31, 2004	Procedure: FSP041
Date:		
Approved by:	Coord, Customer Service	Page 1 of 3

Work Scheduling

Purpose: To schedule manual and computer generated work requests into FS Shops in accordance with available manpower by location and shift as provided by the Shop Dairy developed by the Shift Foreman.

General: Work will be prioritized in accordance with policy **1-E-18 Priority of Work**. All shifts will be scheduled work for 80% of the available time. The remaining 20% will be reserved for non-scheduled priority three work. The Maintenance Controllers prime responsibility is to ensure that a three-week schedule is maintained and up to date. All other duties can be completed after the schedule is up to date

Procedure:
Maintenance Controller

- Enters work requests into computerized scheduling system based on procedure **3-E-8 Manual Work Requests**.

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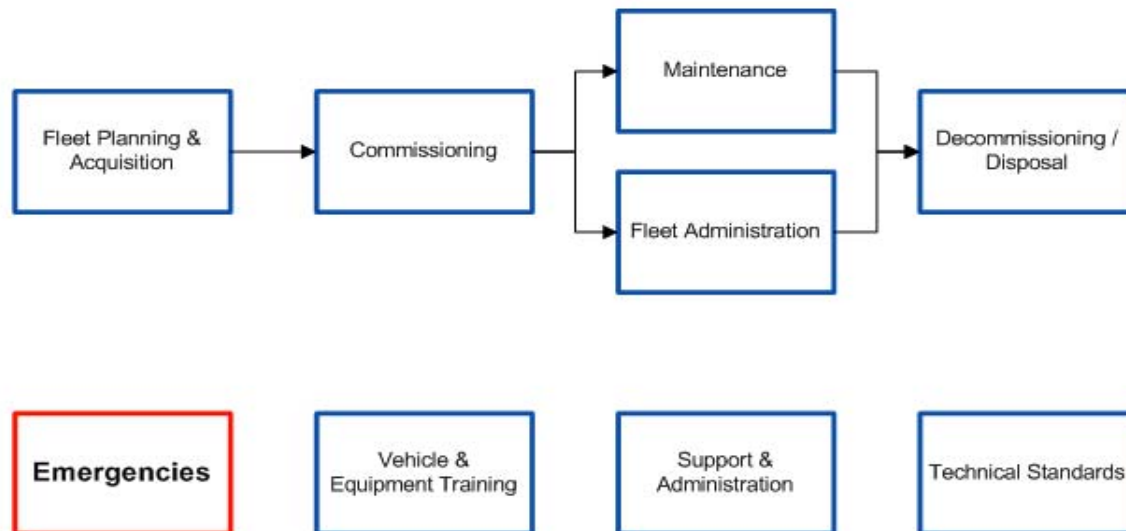
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Business Continuity

- Manchester Site Unusable FSP245
- Staff Shortage FSP246
- Manchester Power Outage FSP247
- IT Blackout FSP248
- Emergency Home

E5

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FLEET SERVICES MANCHESTER LOCATION UNUSABLE BUSINESS CONTINUITY PLAN

If this situation is an emergency, contact emergency services immediately at: 9-911.

Effective immediately the following Plan will be in effect if Building R or all Fleet Services buildings located at Manchester become unusable.

This plan comes into effect once the emergency situation that caused the location to be unusable has ended. This is usually when emergency services personnel hand the control of the site back to The City.

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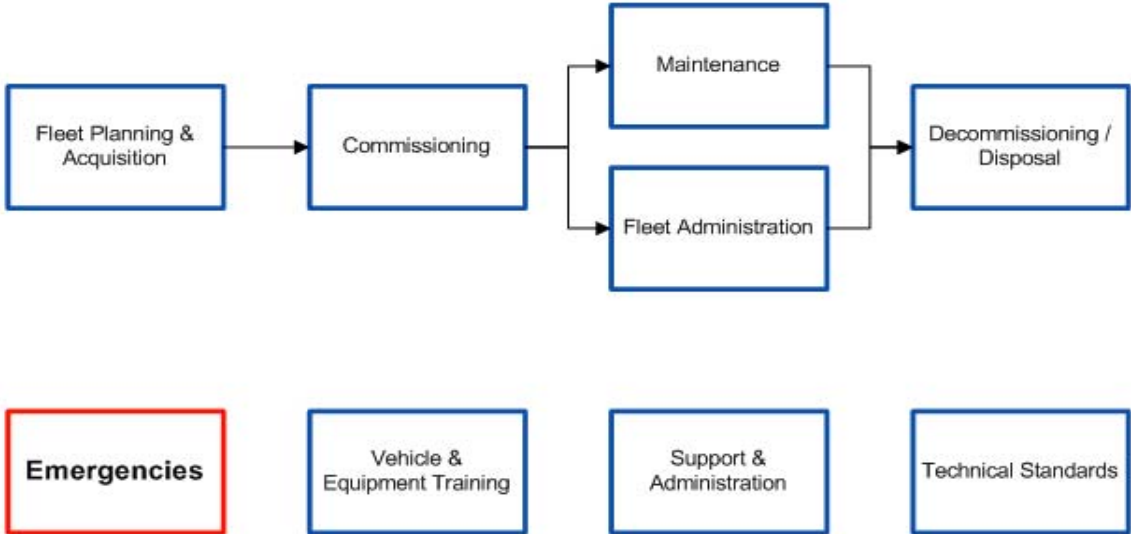
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driver

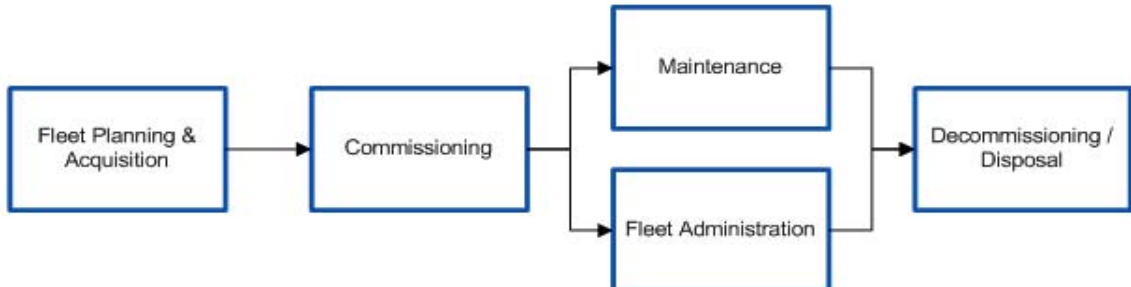
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graph LR; A[Fleet Planning & Acquisition] --> B[Commissioning]; B --> C[Maintenance]; B --> D[Fleet Administration]; C --> E[Decommissioning / Disposal]; D --> E;
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Emergencies Vehicle & Equipment Training Support & Administration Technical Standards

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- Operator / Driver (5 year) Recertification FSP132
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- New Drivers Information Handout FSP256
- Vision Screening Driver Handout FSP258
- Driver Evaluation Information (5 year Recert.) Handout FSP259

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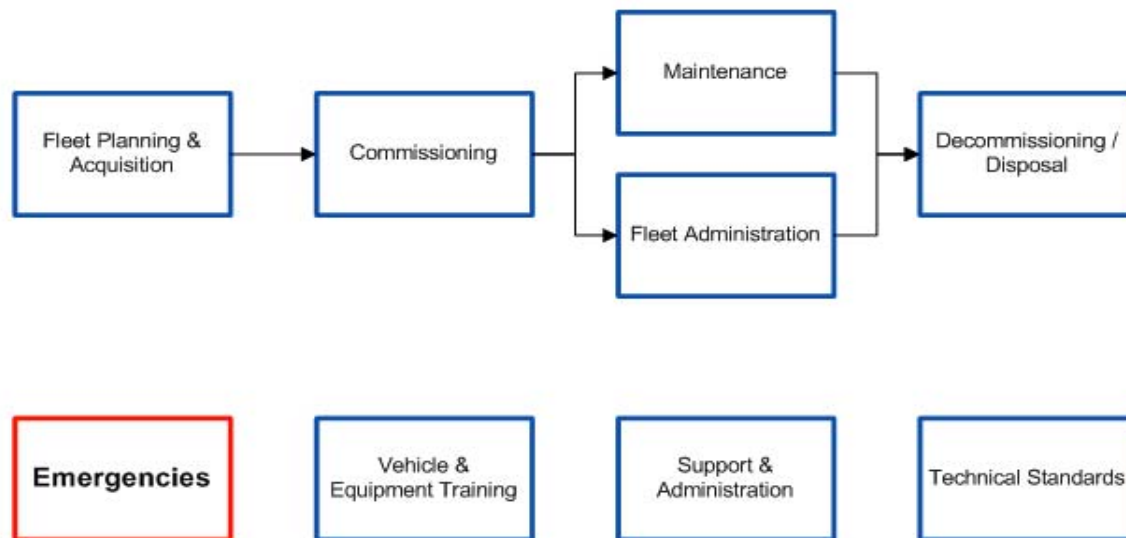
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Licensing



Operator / Driver (5 year) Recertification FSP132

Driver Training FSP133

Provincial License Upgrades Class 1 & 3 FSP134

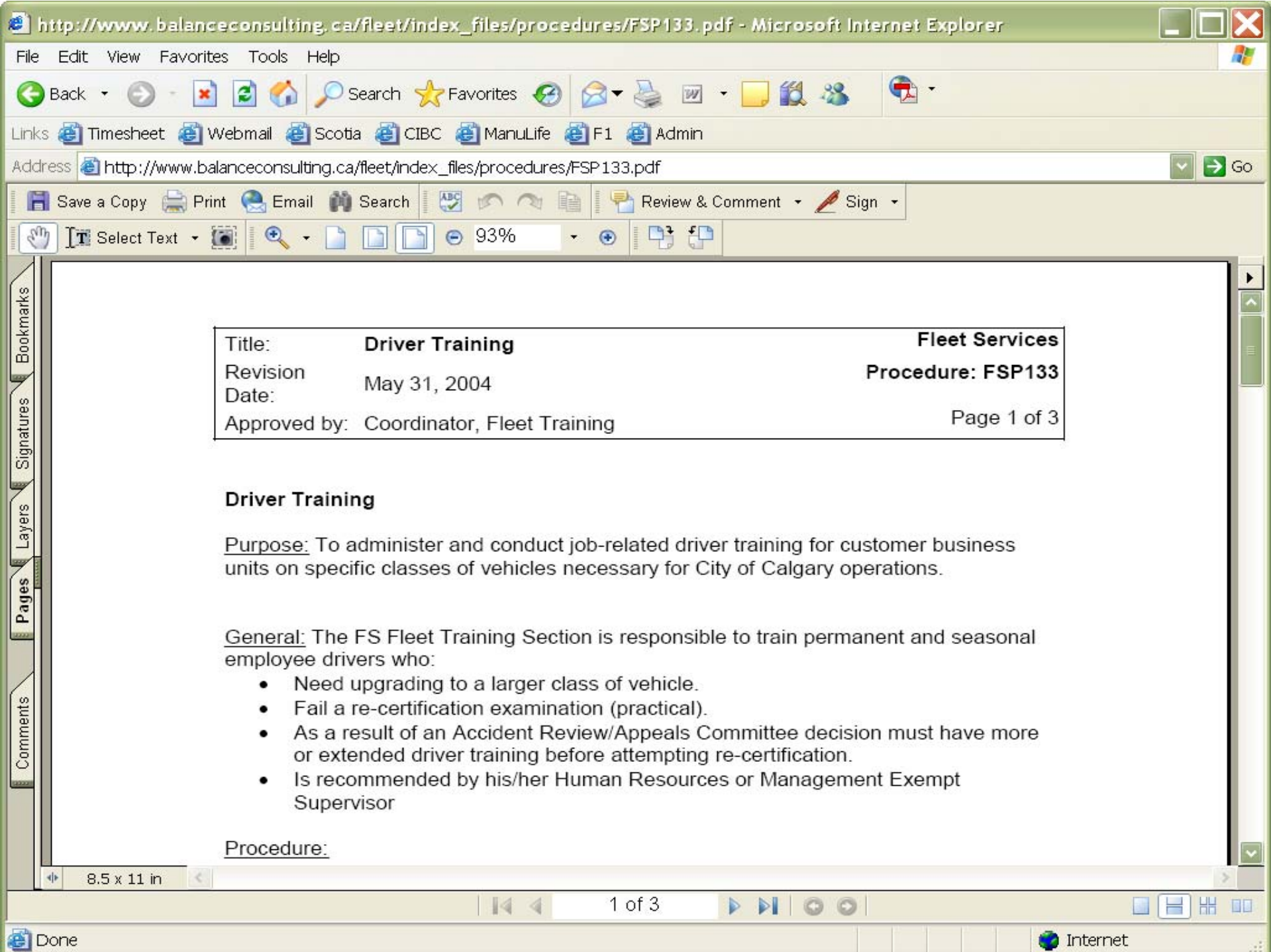
New Hire & Seasonal Employee Licensing FSP135

Vision Screening Acuity Standard FSP136

New Drivers Information Handout FSP256

Vision Screening Driver Handout FSP258

Driver Evaluation Information (5 year Recert.) Handout FSP259



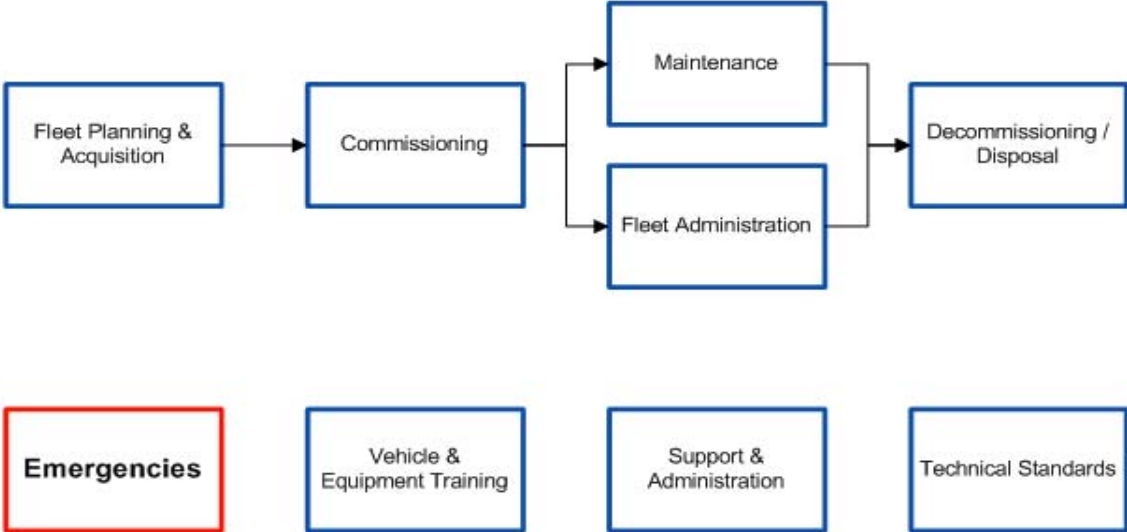
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Bcc...

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My question or suggestion is:

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Conclusions

- Any management system should reflect how the organization operates, not the standard or standards being covered.
 - It should always be capable of having other/new requirements embedded into it.
 - It should contribute to the bottom line, not add to the cost of doing business.
 - Integrated Management Systems create better communication and help to break down internal barriers.
-

Questions

