

You're not alone: QMS is by your side

One of the things that sets us apart, here at QMS, is our commitment to making things work on a day-to-day basis. We don't want to see our manuals sitting on shelves. We think it should be about practical ways of working that bring reduced costs, improved efficiency and enhanced reputation.

The best part is that, even after you've gained certification, you're not alone. We'll stay with you at every step. We also offer a range of support, training and certification services, to help you:



Training

Internal audits, management reviews, handling non-conformances and keeping your manual up to date can all seem a bit daunting. Don't worry. We'll help you and your team to manage every aspect of your Business Continuity Management System, in a way that gets the results you need. We offer on-site training, as well as hosting training seminars at selected venues, nationwide, throughout the year.



Support

QMS can offer support to any organisation with an existing Business Continuity Management System in operation. Our support packages start from only £49 per month and include an annual on-site visit, as well as telephone and email support.



Manual Compliance

If you have drafted your own manual, or used a consultant to draft it on your behalf, we offer a FREE desktop review. Subject to passing the review, a compliance audit will be arranged to ensure that the manual has been put into action correctly. If all goes to plan, we'll then present you with your certification.



Understanding ISO 22301 : 2012

Implementing Business Continuity Management System



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What is ISO 22301 : 2012?

This Standard sets out the criteria for a Business Continuity Management System. This underpins what your management system needs to include so that you can reduce the risk (and impact) of disruptive incidents, as well as plan the ways you'll recover from them. A disruptive incident could mean flooding or snow, or damage to your buildings, systems failures, or even a major accident.

By meeting this, and gaining certification, you're able to demonstrate to your customers that you are committed to being as prepared as possible for disruptive incidents that could impact on your ability to run your business.



Ok, so what does this include?

The ISO 22301 : 2012 Standard is essentially a tool to help you plan for the unexpected. It helps you work out the steps you'd need to take to reduce the risks (and impacts) of everything from acts of nature such as weather, fire and flood, through to natural disasters, IT outages, illness or even terrorist attacks.

By looking at each of the key threats in turn, as they are relevant to your business, as well as the main functions that make up your day-to-day work, you can start to understand potential areas of impact and risk. Armed with this knowledge you can then put in place, using the Business Continuity Management System, plans to ensure things don't grind to a halt or fall apart, when the unexpected happens.

4

Leadership

An important next step is demonstrating that you understand the role the key people in your organisation will play in leading (not just managing) your Business Continuity Management System. People need to take responsibility for making each part a success and understand what's expected of them, what they'll do and by when. You should introduce management reviews and internal audits, regularly monitoring and evaluating the implementation of your Business Continuity Management System.

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Monitoring, Measuring and Evaluating

Having done all this planning and testing it's important that you know what's working, what isn't and what you need to change. An important part of the process is putting in place some kind of continual review of the Business Continuity Management System, to see how well it's meeting the needs and expectations of all interested parties. You'll need to make a formal record of this process, as well as any things you need to do to correct less successful areas.

1

Context of the Organisation

We want your Business Continuity Management System to demonstrate an understanding of the external and internal issues, as well as all the things that could go wrong, and the level of risk you're prepared to put up with.

5

Policy

You'll need to make it clear, by setting it out in writing, what your approach to Business Continuity Management is, as well as what's expected of everyone and every process at your organisation. In the majority of cases this means setting out a formal written policy that is totally relevant to you, regularly updated and communicated to all employees and interested parties.

9

Internal Audit

In addition to the ongoing monitoring, measuring and evaluating it's also important you're able to demonstrate that you have a formal, methodical structure in place for evaluating your Business Continuity Management System, through an internal audit programme. This makes sure it continues to conform to the Standard, as well as what is needed within your organisation, and that you're able to quickly action any corrective steps.

2

Interested Parties

Once you've considered the world you're operating in you need to demonstrate that you understand the people that are likely to be impacted by this Business Continuity Management System and what they need and expect from you.

6

Response & Recycling Plan

You'll need to set out plans and procedures for all the steps your going to take after an incident occurs. Understanding is a key part of this, so you must identify the roles involved, who is responsible for what, what will signal the need for any response to start, how you'll manage the immediate effects of any disruption, as well as how you'll communicate and prioritise activities. At the end, it will also set out how you'll decide to 'stand down' any response.

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Management Review

Those responsible for managing and running your business need to review your Business Continuity Management System on a regular basis. Their job is to highlight areas for change, improvement or poor performance. At the end they're also responsible for making sure any recommendations are recorded and acted on, as well as communicated to interested parties.

3

Scope

You need to set out the areas that the Business Continuity Management System will cover, as well as what it plans to achieve and deliver. All of this needs to be set out clearly, in writing, demonstrating how it relates, directly, to your organisation.

7

Exercising and Testing

At this stage you'll be required to test all of your business continuity procedures to make sure they achieve the objectives you set. You'll also need to set out a framework for the ways in which you test procedures, with clearly defined exercises, based on relevant scenarios. All of this is designed to minimise risk and to make sure that you continue to improve, throughout the lifespan of your Business Continuity Management System.

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Improvement

The final element is all about showing you have a process for using the results from your evaluation and analysis to identify ways to enhance your Business Continuity Management System and improve the way your organisation reacts to disruptive incidents.

How can I get an ISO 22301 : 2012 Business Continuity Management System to work in my business?

We understand that you've entered into this process because you're aiming for certification. To achieve this you need to be able to prove that you have the correct structure in place to meet the Standard's requirements.

By working with a QMS Consultant, you will be able to achieve certification in less than 45 days. That's regardless of whether you have done this before or not.

We have developed a simple, three stage certification process:



1

Manual

A QMS Consultant will visit your organisation to review your current processes, highlighting any areas that do not meet the requirements of the Standard and creating the Documented Management System Manual for you.

2

Implementation

Now its time to make sure any required process or procedural changes are made, as highlighted in the Review. QMS can provide templates to assist you in doing this.



3

Certification

An Auditor must now visit your Organisation to check that the documented processes are being followed and that the necessary changes have been made. Once they are satisfied, you will be awarded your certification.



With QMS this process can take less than 45 days



To ensure that your certification remains valid, your manual and processes must be checked on an annual basis. Therefore audits will be carried out around the anniversary of your certification date and during the agreed certification period, by an accredited auditor.