The role of a formal management system is to systematically direct and guide an organisation’s processes to achieve various aspects of performance such as product/service quality, health, safety, environment, financial, information and security. BS5750 was published in 1971, followed by ISO 9001 in 1987, to define the requirements for a product/service quality management system. ISO 14001 was published in 1996 for environmental management systems and since then there has been a proliferation of other management system standards covering different facets of an organisation’s performance (see Figure 1). These standards encouraged organisations to operate multiple management systems usually each having its own certification process.

The world’s first universal management system standard that totally focuses on the structures and processes of the organisation has been created. IIRSM technical committee member Ian Dalling tells us more.

The IIRSM/CQI survey showed that 80% of organisations either already had or were intending to implement an integrated management system.

In 2011 ‘Order from Chaos’ was published in the CQI’s magazine Quality World, and demonstrated a total management topic taxonomy permitting the creation of fully integrated management systems, for example a logical place for everything, with nothing left over to be handled separately. This universal management topic taxonomy focused on the structures and processes of an organisation that deliver its purpose rather than the various dimensions of performance that had hitherto been addressed in multiple management system standards. The article also invited volunteers to participate in the creation of a truly universal management system standard.

An international team of experts was assembled and following a three-year project, MSS 1000:2014 was published. It was the world’s first one-stop universal management system standard facilitating fully integrated management systems without boundaries. It not only replaces the need to comply with commonly used management system standards but also addresses performance aspects not explicitly covered in auditible standards such as personnel/HR, commerce and corporate social responsibility.

While this is great news for all types of organisation worldwide – empowering them to greatly simplify and improve the effectiveness of their management systems – it is also a highly disruptive innovation, threatening the established business practices of the standards and certification bodies. It is like what electronic calculators did in the 1970s to the slide rule industry, and what Uber – together with driverless cars – will eventually do to Hackney cabs.

Quite when MSS 1000 single universal certification services will become available is anyone’s guess, but MSS 1000:2014 can be freely downloaded now to readily create a full scope integrated management system. Organisations can still employ the established certification bodies to check compliance against any adopted management system standards. Appendix 9 of MSS 1000 shows the correspondence with other commonly used management system standards including ISO 9001, ISO 14001, OHSAS 18001, ISO 27001 and ISO 31000. By using MSS 1000 to structure an integrated management system, it is automatically aligned with the way it needs to optimally operate its management processes and also readily permits any relevant management system standard, item of legislation or regulatory license to be readily mapped onto its structure providing a simple employee interface. IT developers are free to create Apps directly interacting with the standard, via extensive bookmarking. The standard can be downloaded for free at http://bit.ly/1J9te4Q.

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Next month’s edition of Insight will elaborate on MSS 1000 and how it universally manages prospect and risk.

Ian Dalling chairs the CQI Integrated Management Special Interest Group, serves on the IIRSM Technical Committee and lead the creation of MSS 1000:2015.