

# EXECUTIVE SUMMARY



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## STANDARD AND SPECIFICATION FOR BUSINESS MANAGEMENT SYSTEMS

### A NEW STANDARD FOR THE IMPROVEMENT OF BUSINESS MANAGEMENT

**How can organizations measure up to the expectations of their stakeholders?  
There are currently No Universally Accepted Standards for  
Business Planning and Management Systems!**

### **Until Now.**

Whilst several international management standards are addressing the needs and basic requirements for quality, environment, risk, business continuity, social accountability, and safety management, there is no standard for the Management of the Business itself which hosts the techniques and activities to which such standards can be applied

The Business Management Standard BMS75000:2020, which is being affectionately referred to as BMS75k, provides how company know-how and the quality of business decisions can be significantly improved and the company standing, reputation and credibility are notably enhanced.

This executive summary is provided to give an overview to a Company or Authorities for assessing its merits and application within a given industry or service.

#### **Principle Benefits**

There are many significant benefits from adopting a comprehensive management standard as opposed to the integration of the current increasing number of specialist subjects. These include:

- Shareholder confidence in the management of the business,
- Prepared and proactive management practices,
- Business program employing the latest proven conventions and statistical techniques,
- Sound and transparent decision making,
- Maintaining a Defendable position at all times,.
- Sound returns on the investment of the company and its stakeholder
- Directors and Executives can claim due-diligence from personal liability.



These are achieved by setting down basic sensible Business Management Requirements (BRMs) for recording the intent, measuring the activity, and enhancing the credibility of Business Management.

By applying this standard, business activities can be accounted for against credible planned requirements that are controlled, checked, and justified if and when required to any authority or interested party.

BMS75000:2020 is an extensive document consisting of more than 75 pages available to download from [www.q-share.co](http://www.q-share.co). There are also additional free guides, documented advice, and a series of cross-matrix tables to accommodate its use with other recognized international standards.

Decision making is greatly improved and enhanced by having accurate UpToDate information available for strategic executive consideration and support.

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## Changes and Additions to the previous Management Standard.

The previous management standard was released in 2015 under the title BMQS9000:2015. The change in title is intended to remove and prevent confusion with the International Quality Standard ISO9001:2015.

The following new subjects have been included to give guidance on the need to identify, accommodate, and manage external matters and influences which are extremely pertinent and concerning at this current time.

- 4.5 External Business Considerations
- 5.5 Cultural Issues and Conventions
  - 5.5.1 Cultural Issues
  - 5.5.2 National and International Conventions
- 6.4 Management of Change
  - 6.4.1 Indigenous Change Preparation and Management
  - 6.4.2 External Change Preparation and Management
  - 6.4.3 Planning and Accommodating Unforeseen Issues
- 7.6 Resource and Support for External Influences
- 8.8 External Business Operational Influences
  - 8.8.1 Determining External Business Operational Influences
  - 8.8.2 Monitoring External Business Operational Influences
- 9.4 Management of Unforeseeable Events
- 10.1 Opportunities for Improvement

In particular, the new standard brings into consideration the recognition of national and international constraints and boundaries by which activities are contained by, or require permits, authority permission, duties or consents, to operate within or beyond~~transpire~~~~transend~~~~transcender~~~~cross~~.

Recognition and requirement for a documented and enforced company business program have now been incorporated. This puts in place a discipline for scheduled events in the business calendar of activities to be determined, presented, reviewed, and imposed for action when planned.

## 1.0 Structure and Contents.

The Business Standard BMS75000:2020 is structured according to the ISO Directive Annex SL 2019 (Previously Guide 83). This is a high-level structure and identical text for management system standards which includes the common core management system terms and definitions in keeping with the objective of a harmonized management standard. The main headings are:

- 0 Introduction
- 1 Scope
- 2 Normative References
- 3 Terms and Definitions
- 4 Context of the Business
- 5 Leadership, Teamwork, and Commitment
- 6 Business Planning
- 7 Support
- 8 Business Operation
- 9 Business Performance Evaluation
- 10 Business Improvement

The Business Standard BMS75000:2020 Issue 1A details requirements for top-level management documented practice.

## 2.0 Vision and Objective

BMS75000 Business Standard seeks to convey the need for the activity of business to be managed as a process in itself, as well as being the vessel that enables an organization to manage and operate effectively and competitively. It sees The Business as:

**“A legitimate, legal, planned and controlled activity of trade in goods, services, or both to consumers and users, which by fulfilling a specified need from the capability available will also provide an acceptable return for the investment of the provider.”**

In contrast to other International Management Standards, this BMS75k Business Management Standard acknowledges that Profit or Surplus is very important as a resource and, a measure of success that must be sufficient to cover the risks involved to provide a return on the investments made. But it also cautions that when profit is perceived as the only purpose of an organization, it encourages managers to look only at financial returns as opposed to company credibility and its corporate prestige.

The principle idea behind the standard is to ensure that those empowered to make strategic decisions can do so from a planned, informed, and defensible position at all times.

Organizations of all types and sizes address matters of quality in the goods and services they provide by reference to standards that permit comparison with what is specified and what is produced. The business itself, which facilitates the completion and distribution of its goods and services, hosts these activities but has rarely been subjected to specification or verification outside of the scrutiny of its own shareholders auditors.

### 3.0 CONVENTIONS AND APPLICATIONS. The 5As

Within any market, organization, or industry, there are some conventions that promote an understanding within the operation. This standard accepts and promotes the convention of the 5As as displayed in the following diagram:



<b>Anticipate:</b>	The identification of risks, opportunities, trends and life cycle stages.
<b>Assess:</b>	The determination of a quantified and measurable aspect or attribute.
<b>Accommodate:</b>	The hosting or processing resources needed to accept
<b>Analyse</b>	The measurement of the product of the Business Activities
<b>Account:</b>	The recording and stewardship of the work done.

BMS75000 has been directed at the medium to large corporations however by providing principles and generic guidelines on the requirements for Business Management standards, it can be used by any public, private or community enterprise, association, group, or individual. Therefore, this standard is not specific to any industry or sector or size of the operation.

BMS75000:2020 Business Management Standard is intended for 2<sup>nd</sup> part customer/client assessment needing investigation before a contract or during the continuum of a given period of service by stakeholder assessments and verifications.

It is also intended as a 3<sup>rd</sup> party assessment, certification, and accreditation, although currently there are no competent or suitably qualified organizations with assessors having both Business Management Degrees and Chartered Accountant Qualifications.

### 4.0 CONTEXT OF THE ORGANIZATION

Within section 4.0 of BMS75000:2020 we discuss the context of the organization, both external and internal issues relevant to its purpose. This includes those that affect its ability to achieve the intended outcome(s) of its Business Management System which includes:

- a) Legal and Regulatory Requirements
- b) Determining the Scope and Boundaries of the Business Management System
- c) External Business Considerations

It is required that the Company establish, implement, maintain, and continually improve the Business Management System, including the processes needed and their interactions, in accordance with the requirements of this Business Management Standard.

### 5.0 GOVERNANCE AND COMMITMENT

Within section 5 of BMS75000:2020 we discuss the governance and commitment of the Company. It is required that Top Management demonstrates leadership and commitment to the Business Management System by introducing policy and support for defined practices. These include:

- a) Teamwork and Engagement
- b) Management Commitment
- c) Succession Policy and Plan
- d) Cultural Issues
- e) National and International Conventions

## 6.0 BUSINESS PLANNING

Within section 6 of BMS75000:2020, we discuss Business Planning. This is necessary to assure that the Business Management System can achieve its intended outcome(s), prevent or reduce undesired effects, and achieve continual improvement. The following subjects are incorporated in this section:

- a) Business Planning and
  - a. Actions to Address Risks and Opportunities
  - b. Risk Identification and Management
- b) Make or Buy Analysis and Planning
- c) Project Management Planning
- d) Outsourcing and Subcontract Planning,
- e) Business Objectives and Business Plans
  - a. Business Analysis and Planning
  - b. Market Analysis and Planning
  - c. Sales Forecasting and Realization
  - d. Financial Analysis and Planning
  - e. Budget Management and Cost Control
  - f. Business Continuity
  - g. Management of Change
- f) Indigenous Change Preparation and Management,
  - a. External Change Preparation and Management,
  - b. Planning and Accommodating Unforeseen Issues.

The development, control, and accountability for the Strategic Business Plan and its contents is the principle consideration and activity within the standard. Recognition and requirement for a company business program have now been incorporated.

The Company must also demonstrate that in all principle activities the costs and benefits of using internal acquired resources have been planned by comparing the options to purchase or hire from suitable suppliers or sub-contractors. Make or buy considerations are included in the Company business practices as appropriate

## 7.0 SUPPORT

Within section 7 we address support as a mandatory directive for the Business Management System.. This is achieved by having some documented practices for the following to be effectively implemented and maintained:

- a) Resources Requirement Identification and Provision
  - a. Infrastructure and Working Environment
  - b. Occupational Health and Safety
  - c. Measurement Facilities and Equipment
- b) Human Resources, Competence, Awareness
  - a. Communication, Training, and Instruction
  - b. Advice and Correction
- c) Creating, Updating and Control of Documented Information and Business Records
- d) Resource and Support for External Influences

Support procedures must define the methods for the organization and those created by and/or retained by suppliers and other stakeholders affected by the business operations.

## 8.0 BUSINESS OPERATION

Within this section 8, the organization is required to identify the processes with which to manage the business operational activities stated in the strategic plan. This must contain requirements for each business management process to include those needed for

- a) Commencing the process (Inputs)
- b) Activities involved in the process (Practices)
- c) Product of the process (Outputs) and
- d) A means to measure the timeliness, quantity, and quality of the product of the processes at each stage in its sequence.

Within this section, the Operational Planning and Control activities and issues are prescribed which include

- e) Financial Administration and Accounts,
- f) Marketing and Public Relations,
- g) Customer Services and Support,
- h) Technical Services and Support,
- i) Goods and Service Management and Distribution,
- j) Process Management and Stewardship,
- k) Servicing and After Sales Administration and
- l) Goods, Service and Process Configuration Management

This descriptive and prescriptive section requires consideration to the operations within the business activities and their associated risks, Department vocations and duties are defined and assigned including Research and Development being separated from Design and Selection which incorporates Sub-tier Design Management, Configuration.

Product and service Integrity and Change Control require consideration that incorporates Subcontractor Management and Configuration, and Sub-tier Processes including Verification of Purchased Goods Identification and Traceability are used to incorporate Product and Service Integrity and Provenance, Obsolescence and Substitution, Control of Work Transfer, and Customer Property as well as Prevention against Counterfeit Goods.

## 9.0 PERFORMANCE EVALUATION

Within section 9 the standard covers performance evaluation, the organization is required to review the performance of the Business Activities and compare them with the Business Plan at planned intervals. This is done under the provisions of a Business Program and includes:

- a) Review of the Strategic Business Plan and its relevance to current activities
- b) Review of the Sub-tier Business Plans and their contents
- c) Review of the monitoring, measurement, analysis, and evaluation of business performance
- d) Results and information derived from Internal Management Audits
- e) Actions arising from management reviews
- f) Actions were taken to address risks and opportunities

Determining and evaluating the effectiveness of business activities is prescribed within this section including:

- g) Monitoring and Measurement of Processes Goods and Service
- h) Shareholder Perception Evaluation
- i) Customer satisfaction and perception evaluation
- j) Employee perception evaluation
- k) Supplier perception evaluation
- l) Stakeholder perception, expectations, and satisfaction
- m) Internal Audits and Management Review
- n) Management of Unforeseeable Events.

## 10.0 BUSINESS IMPROVEMENT

The organization is required under this section to provide for improvements within its Business Plan, Business Activities, and the Business Program. The improvements must be identified by the review of all aspects of the organization, its business activities, and their impact on the diverse, and often opposing interests of its stakeholders. Business improvements include as appropriate:

- a) Methods for the identification and management of risks and opportunities
- c) Make or buy analysis and practices
- d) Project management
- e) Business processes and conduct,
- f) Outsourcing and subcontract
- g) Goods and service
- h) Business objectives and business planning
- j) Business analysis and reporting.

In respect to the above requirements, management practices are needed for:

- Non-conformance Identification and Containment
- Root Cause Analysis and Corrective Action
- Continual Improvement.

The organization is required to review and monitor continuous improvement to:

- k) Highlight successes and failures,
- l) Identify necessary resource requirements
- m) Establish recovery plans where required.

Each authority who contributes to the content of the Business Plan is responsible for the relative improvement activity and monitoring its progress.

The Continuous Sustainable Improvement Plan must be revised and updated to show the current improvement projects and their status.

## END OF BUSINESS MANAGEMENT STANDARD EXECUTIVE SUMMARY