April – June 2016

START DATE: FRIDAY 8 April (NZ time)

Welcome to the ONLINE LIVE option of the Integrated Management System Builder programme

This programme is for owners and leaders who are committed to taking control of their business.

I am delighted that you have chosen me to assist you in building your Integrated Management System (IMS).

Once again I welcome to you to this IMS Builder and look forward to working with you.

MICHAEL VOSS

Why choose the *IMS Builder* programme*?*

Most owners find themselves so busy buried in the day-to-day running of the business. Yet it wasn't always like that. When they first started out things were more manageable. But through shear hard work the business grew and now the owner finds himself or herself trying to do everything. Mistakes are being made and increasingly important things just don't get done on time.

The problem is that the business is still trying to operate using the same systems that were working fine when it first got started when things were less complex. Now that the business has evolved it has outgrown the old systems that worked so well in the past.

Changes in regulations and new requirements from customers have meant that systems have increased in complexity. Often this leads to a business having a management system for health and safety and a separate one for controlling the quality of the goods and services the business supplies. Depending on the industry they may also have separate systems for managing medical devices, food safety, IT security, energy use, risk, and the environment. Managing multiple systems is wasteful and ultimately costly.

Now it is time to regain control and build a new management system that integrates all the requirements the business has - an integrated management system that will serve the business both now and into the future.

This is what the *IMS Builder* programme is designed to do. It will provide you with the knowledge you need to build your own integrated management system. You will also largely complete the build of your IMS within the duration of the programme.

But don't take my word for it. Here is what one business owner said about his integrated management system build;

> *"We are now ISO9001 and OSHAS18001 certified. Our auditor was very complementary about the practical application of our Integrated Management System. I am delighted with the step-by-step guidance Michael Voss gave us."*

> Deane Hogg, CEO RML Engineering

What is the *IMS Builder Online Live?*

IMS Builder programme is where you get to build a management system for your own business based on your requirements. There are three options:

Self - paced – for those who prefer to work at their own pace
Online Live – for those who prefer a facilitated programme with group interaction
Custom – for those complex businesses that need to complete their build fast

The Online Live *IMS Builder* option includes:

- Pre-work
- Group sessions facilitated by Michael
- 10 weekly sessions each covering one Module with questions and answers
- Access to Online member area for session recordings, worksheets, examples and support

What are you going to achieve/learn?

You will

- Learn how to build an integrated management system for your business
- Learn how to look at the promises you make
- Develop a structured approach to managing events
- Be introduced to the 'shop window' and how to develop outcome measures
- Understand the key processes for your business
- Develop an integrated approach to managing risk and learn how to create risk registers
- Decide how to manage suppliers
- Learn about the different types of documents and their application
- Learn about technology that can reduce your compliance costs by up to 50%

What is the structure of *IMS Builder*?

The following pre-work is required in preparation for *the Online Live IMS Builder*

- Prepare a profile of your business
- Prepare a brief (3 minute) introduction you will make to the group

The profile needs to be completed and provided to me at least 5 days prior to the start of the weekly sessions. This will enable me to better customise the programme to best meet the needs of the whole group. I am available to provide you with guidance on this pre-work should you need it.

IMS Builder Online Live consists of the following modules delivered during weekly sessions

	Module description	Session Time/Date (NZ Time)
1	Introductions, overview and getting started	11am Friday, 8 April
2	Events	11am Friday, 15 April
3	The shop window	11am Tuesday, 26 April
4	Work systems and processes	11am Friday, 29 April
5	Integrated management systems	11am Friday, 6 May
6	Develop and effective policy	11am Friday, 13 May
7	How to manage risk	11am Friday, 20 May
8	Suppliers	11am Friday, 27 May
9	Document your management system	11am Friday, 3 June
10	Using technology to minimise costs	11am Friday, 10 June
11	Q and A	11am Friday, 17 June

Frequently Asked Questions

How do I attend the sessions?

All sessions use Citrix™ GoToMeeting. Check that you have access to the GoToMeeting service prior to the start of the programme. You may find the attendee guide useful to check that your system operates correctly. Ideally you should have a camera, headset and broadband connection. You may need to contact your IT manager for assistance.

You will receive the GoToMeeting ID shortly after booking the programme. The same ID will be used for all sessions.

I suggest that you set a weekly recurring calendar event of 90 minutes duration with a reminder 15 minutes prior to the start.

I will start GoToMeeting approximately 5 minutes before the session is due to begin. The session will begin on time. Not all sessions are expected to take the full 90 minutes however I will not go overtime.

Normally your microphone will be on mute to avoid excessive noise. This will be un-muted when you need to talk. Chat will be available during the entire session. You are encouraged to post questions as they come up. I may choose to hold off answering these until the end of the session.

What is in each session?

Each session begins with the module presentation, includes a Build – the work you need to do to complete the module before next week. The session ends with a question and answer period.

What if I miss a session?

All live sessions are recorded including the question and answer period and posted in your Online Live Member Area shortly after the session ends.

How long will each build take?

It is difficult to define the time required to complete the Build after each session. It is dependent on a number of factors including the complexity of your business and how much of the information you need already exists. Some may be able to be completed during the session itself while others may take 4 – 8 hours to complete and involve others in your business.

Where do I find the worksheets?

All materials that you need during the programme will be accessible from your Online Live Member Area. Worksheets including examples will be able to be downloaded, and video replays can be viewed from this Member area.

After successfully booking the programme you will receive an email with instructions on how to set up a password to access your Member area.

Do I have to use these worksheets?

No. I have found these sheets work well in gathering the critical information you need and if you want to share this with me it is more efficient if you do use them. Also should you decide to use the Mango service then the information needs to be in this form to be uploaded into the system.

Can I get Mango during the course?

During the programme you will have the option of subscribing to the Mango service and take advantage of further reducing your compliance costs. Just contact me to arrange this.

Can I get extra help?

There is time available during sessions for questions from group members to be answered. While some sessions may be longer than others it may not be possible to cover all questions during the 90 minutes allocated.

If you need additional advice or have any queries please feel free to contact me.

I am looking forward to meeting you and guiding you in building your integrated management system so you can improve your business.

Michael