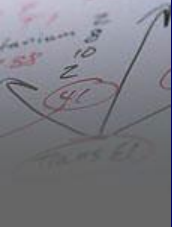
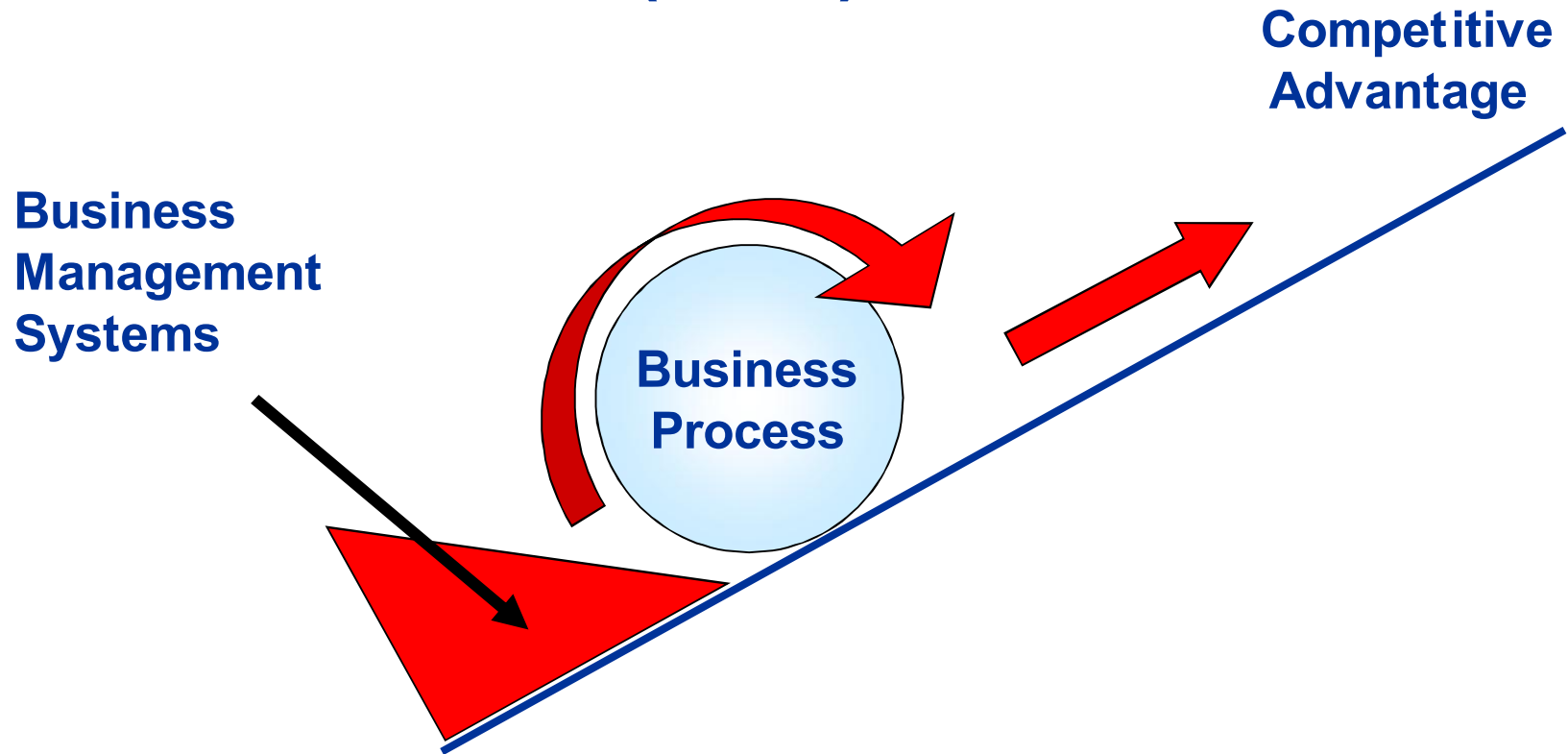




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Business Management Systems (BMS)



Business Management Systems

Competitive Advantage

Business Process

Synergy Management Consulting Group

Business Management Systems

Business Improvement (Lean Six Sigma)

Business Risk and Opportunity Management



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Business Management Systems - Contents

1. What is a Business Management System (BMS)?
2. Why an BMS?
3. **How to develop an BMS?**
4. **Why choose Synergy Management Consulting Group**



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- Section 1 -

What is a BMS?



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Business Management Systems - What is a BMS?

1. A Business Management System is:

- “ **A documented system focused on your business**
- “ **An Integrated Management System (IMS)**
- “ **A system which can satisfy ISO 9001, 14001, 18000, 17025, TS 16949, AS 4801 and any other standards or regulations**
- “ **A single documented & implemented management system**
- “ **A system structured to integrate any requirements, internal or external, into the organization’s operating procedures**
- “ **A model for Business Improvement**

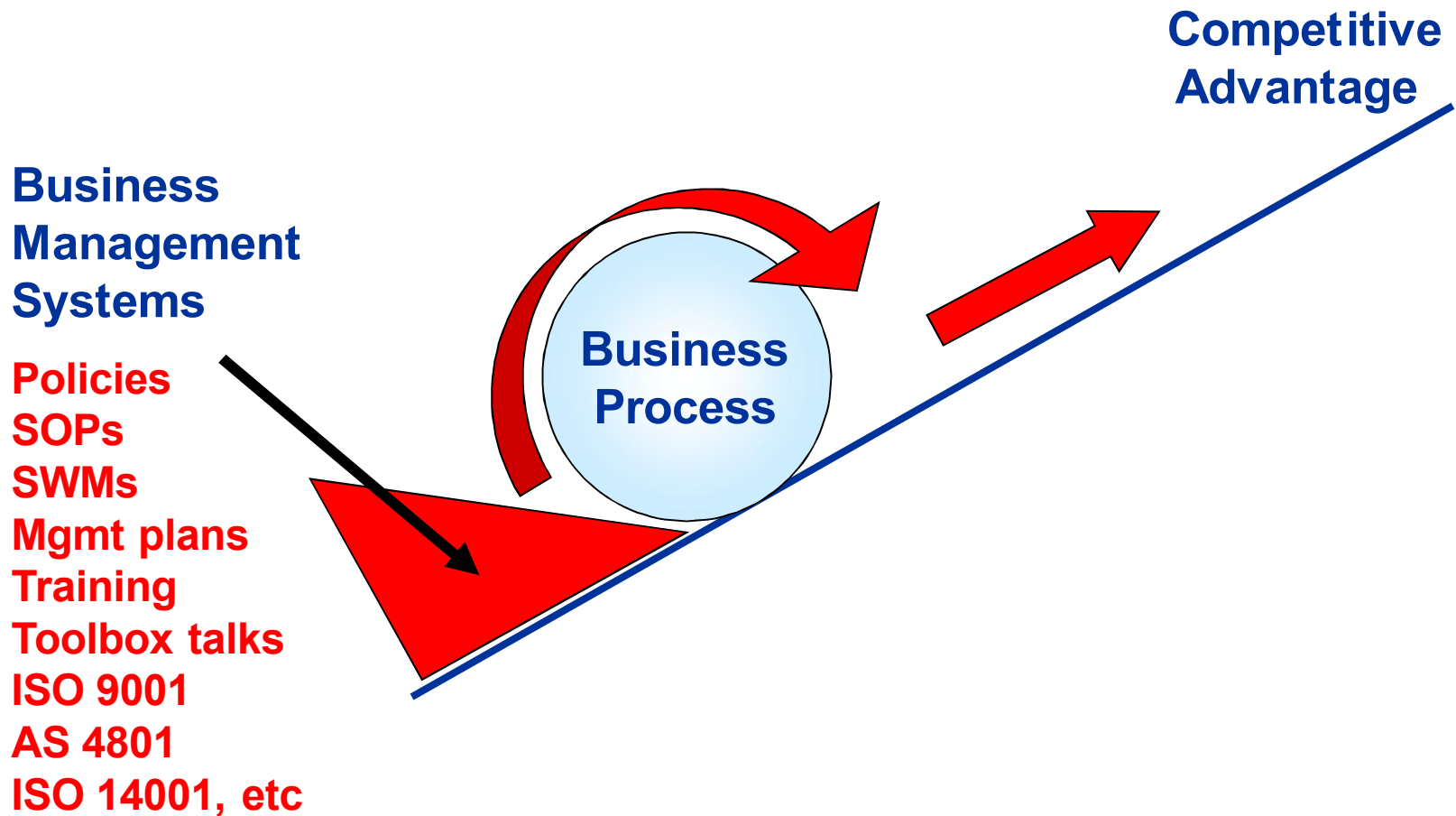


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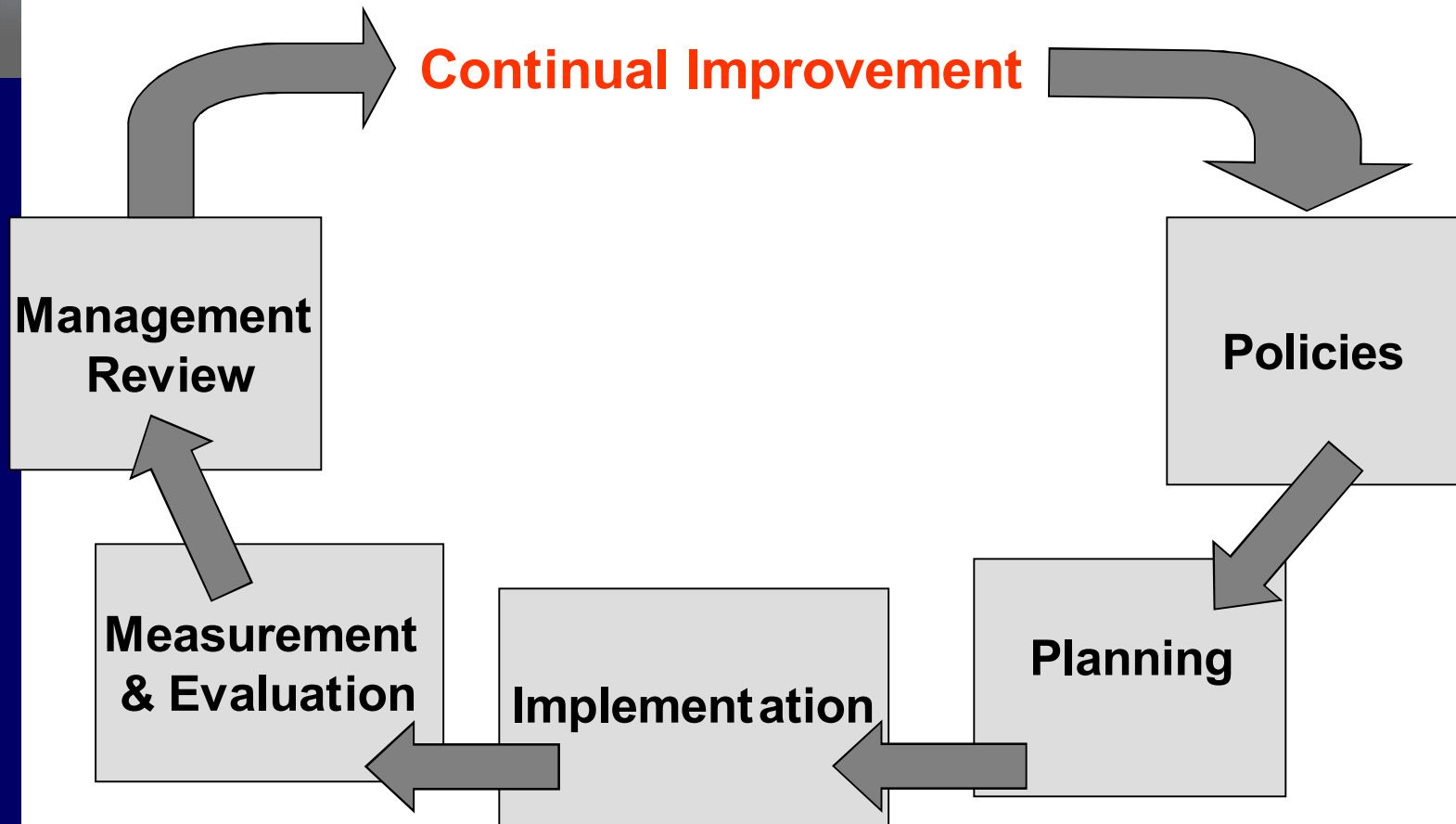


Business Management Systems

2. Management Systems provide the stable platform on which to build improvements



3. An BMS is the basis for Business Improvement



Business Management Systems - What is a BMS?

“ External
authorities

“ Employees

“ Shareholders

4. An effective Business Management System is designed to address requirements of stakeholders

“ Community

“ Suppliers

“ Customers

Business Management Systems - What is a BMS?

External authorities:

- " Government Regulations
- " Tax, law, environment
- " Safety, health, food safety

Employees:

- É OH&S AS 4801
- " Social Accountability
- " Satisfaction

Shareholders:

- É Business objectives
- " Revenue & Profit
- " BSC, Governance
- " Bus. excell. model

5. A BMS balances the stakeholders' needs

Community:

- É Environment ISO14001
- " Social Accountability
- " Local Employment

Suppliers

- É Supply Chain Mgmt
- " Purchasing systems
- " e-business

Customers:

- É Quality ISO9001, 17025
- " HACCP, GMP
- " Satisfaction level
- " Quality Award Status



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Business Management Systems - What is a BMS?

6. The BMS includes all the organisation's documents:

- ” **A single documented system**
- ” **Hard copy or computer based, or both**
- ” **Procedures for all activities, where risk requires control**
- ” **Operating Instructions**
- ” **Forms**
- ” **Records**
- ” **Computer based data**

Business Management Systems - What is a BMS?

7. The BMS can also include:

- “ Business & Marketing Plans**
- “ Policies & Strategies**
- “ All operational procedures & records**
- “ Management meetings**
- “ Board of Directors meetings**
- “ Financial Records**

**Beyond the minimum external requirements,
the BMS scope is up to the Management’s decision**



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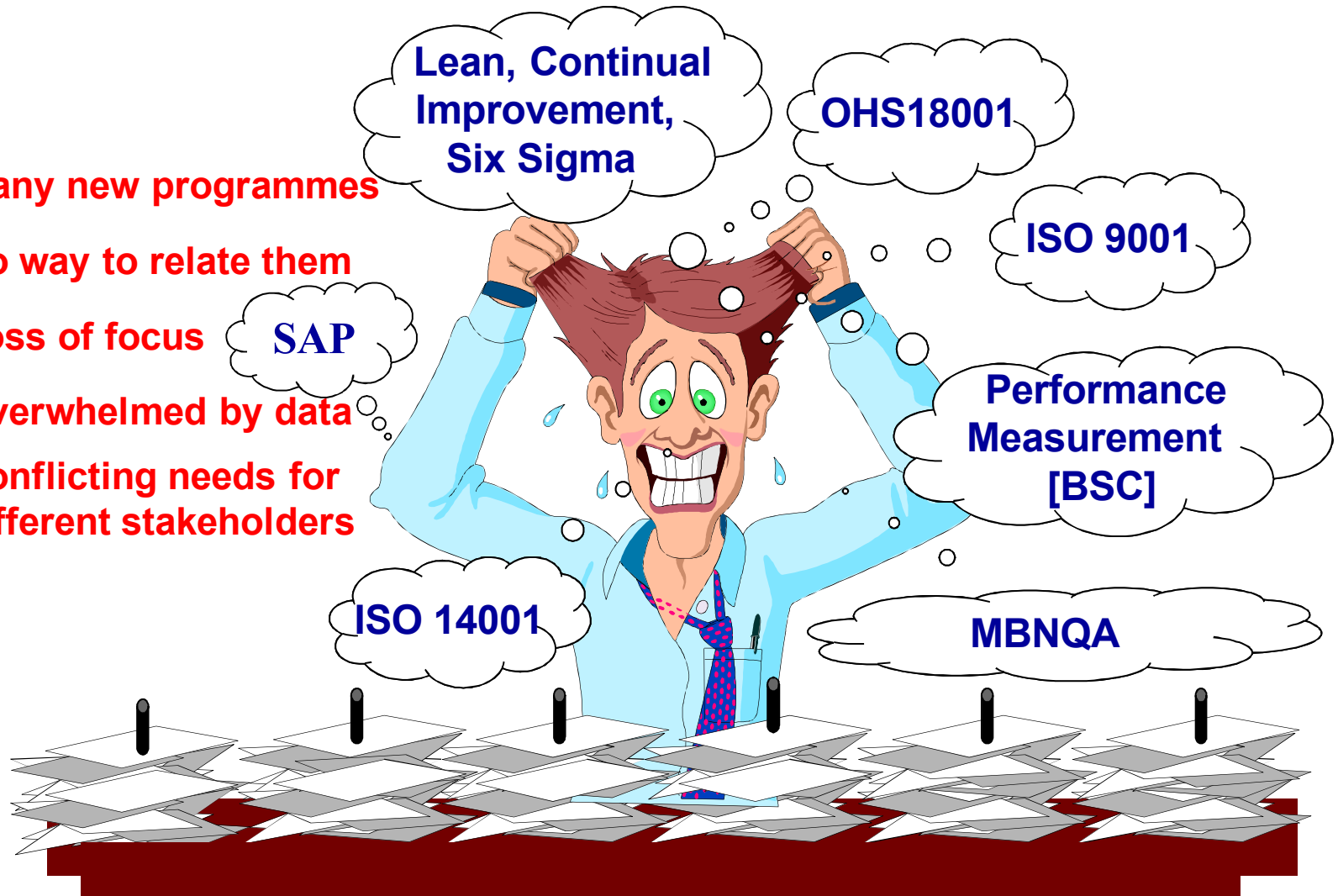


- Section 2 -

Why a BMS?

The complexity of managing change in today's environment requires a new approach to Management Systems

- " Many new programmes
- " No way to relate them
- " Loss of focus
- " Overwhelmed by data
- " Conflicting needs for different stakeholders



Government Regulations Outputs Outcomes SAP 360 Degree Appraisal Cost Reduction Budgets



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Business Management Systems - Why a BMS?

A Business Management System:

1. Helps to **manage** the organisation to satisfy all stakeholders
2. Links **business objectives** to performance of processes
3. Controls through **risk management**, controls greatest risks
4. Focuses on the organisation's own **business processes**
5. **Less emphasis** on structure to suit External requirements
6. **Minimum** documentation & bureaucracy
7. **No duplication** of systems, forms, etc
8. Allows **consistent** document format & control process
9. Easy to add other requirements with **little change needed**



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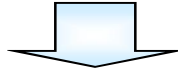
- Section 3 -

How to Develop a BMS?

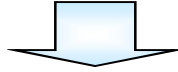


Business Management Systems - How to Develop a BMS?

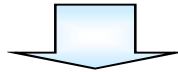
1. **Base** the system on your own business, not external standards



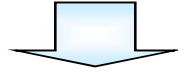
2. **Map** current activities as core, support and system processes



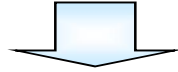
3. **Set** Business Objectives link to Stakeholder needs



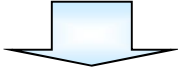
4. **Set** process performance measures to meet business objectives



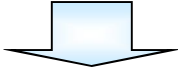
5. **Determine** the level of control of processes by Risk Analysis



6. **Document** processes, add requirements of 9001, 14001, AS 4801, etc



7. **Integrate** requirements at lowest practical level of procedures
(e.g. often possible to include all the requirements for efficient operation
safety, quality & environment together in one work instruction)



8. **Communicate** the developed documentation – e.g. using an Intranet

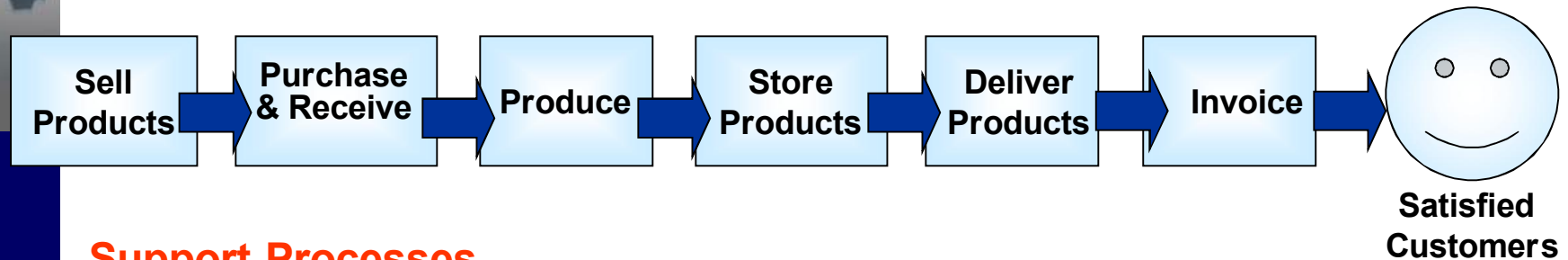


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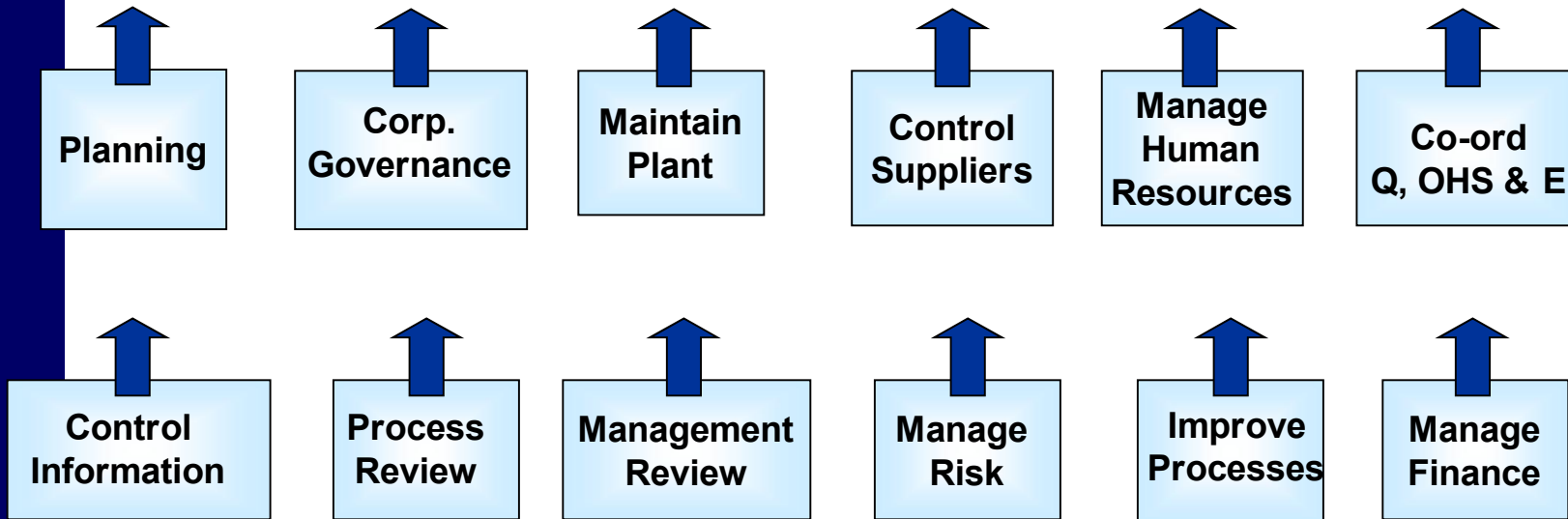
Business Management Systems - How to Develop a BMS

Map your business process diagram - core & support processes

Core Processes



Support Processes



System Support Processes

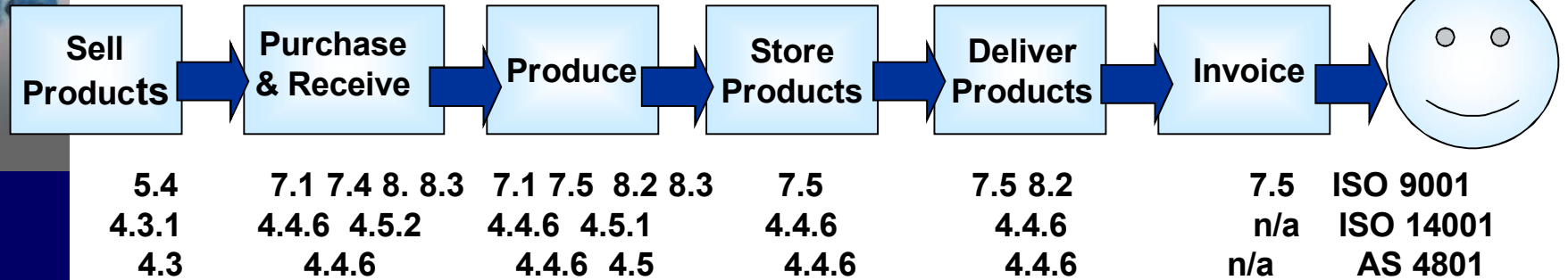


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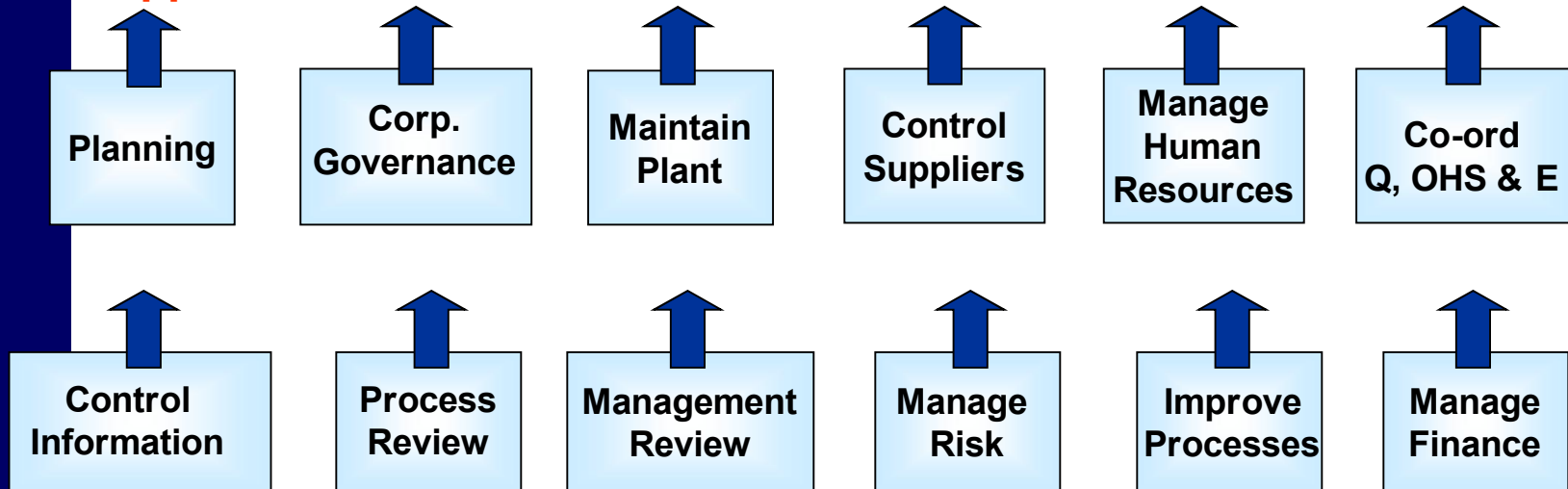
Business Management Systems - How to Develop a BMS

Add external std. requirements to core & support processes

Core Processes



Support Processes



System Support Processes



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Business Management Systems - How to Develop Simple Documented Procedures

1. **Keep the procedure simple**
2. **Aim for procedures of 1 page length**
3. **Start with your core business processes**
4. **Focus on the process involved**
5. **Start at the start of the process – it's logical**
6. **Aim for a maximum of 10 steps**
7. **Document just the steps with suitable titles**
8. **Give an action title (verb + noun) to each Step, e.g.**
 - “ **'Take order'**
 - “ **'Raise Purchase Order'**
 - “ **'Choose Subcontractor'**
 - “ **'Load Coal onto Truck'**
 - “ **'File Records', etc**
8. **Add details and notes and forms etc to each step**



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BMS – part of sample procedure

Responsibility	Task	Notes
Any staff member, Managers, Managing Director	1 Identify Problem or Possible Improvement	<ol style="list-style-type: none">Any staff member or Manager may identify an actual, potential problem or an opportunity for improvementCan include non-conforming product, safety, quality, customer complaint, customer feedback, process deficiency, accident, incident, etcThis should be discussed with your Supervisor or a Manager, and where possible, action taken promptly to address the matter.
Any Staff member, BMS Mgmt Rep	2 Raise IR if needed	<ol style="list-style-type: none">A Improvement Report (IR) can be raised to ensure long term corrective action is taken to prevent recurrence, such as:<ul style="list-style-type: none">For a critical problemFor an on-going problemWhere an IR is needed, you need only complete Section 1Ensure initial action is taken, where relevant, to contain the problem and enter in Section 2Give all IRs to MD or BMS Management Representative
BMS Mgmt Rep, Managers	3 Investigate Problem / Opportunity	<ol style="list-style-type: none">Give a number to the IRInvestigate what actually happened and what is the root cause of the problemEnter comments about root cause in Section 3
BMS Mgmt Rep	4 Determine if Long Term Action Needed	<ol style="list-style-type: none">MD or BMS Mgmt Rep will assess if long term action is needed, depending on risk level, ie severity and likelihood of problem recurringClose off IR if no further action needed



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BMS – part of sample procedure

Responsibility	Task	Notes
GM, Coordinator IMSC	1 Conduct Site Induction Training – new employees	<ol style="list-style-type: none">1. The GM or Coordinator / Department Manager arranges site induction training together with the IMSC:<ul style="list-style-type: none">▪ Downer EDI site induction and Lovton Coal site induction▪ BC & IAR policies▪ HR employment conditions, contract, etc.2. The IMSC completes a record of site induction training
GM, Coordinator IMSC	2 Plan Job Induction for new employees	<ol style="list-style-type: none">1. The GM or Coordinator / Department Manager plans job specific individual induction with the IMSC including the need for subsequent coaching or supervision2. Supply a position Description and a copy of relevant SWPs to each new employee
GM, Coordinator IMSC	3 Conduct Job Specific Induction Training for new employees	<ol style="list-style-type: none">1. The GM or Coordinator / Department Manager conducts job specific induction training, which includes:<ul style="list-style-type: none">▪ rosters, times, personnel facilities▪ job specific SWPs, OHS requirements, rules, forms, etc2. The IMSC completes a record of induction training



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BMS – part of sample procedure

General
Manager

1

Check all requisitions placed



1. On a daily basis (where practical) the GM (or other Salesperson) prints out all requisitions entered into Attache and checks each requisition, to ensure no obvious mistakes or omissions have occurred.
2. Where necessary the details are checked against the Internal Order form.

Salesperson

2

Check Back Orders



1. Check regularly the progress of delivery of back orders.
2. If product does not arrive by its due date, contact supplier.

Salesperson,

3

**Receive & Store Purchased
Products**



Accounts
Clerk

1. For receipts of purchases refer to P3 Receive, Store & Deliver procedure.
2. For incorrect or non-conforming items received, refer to Accounts Clerk who will record in Returns Register

BMS - part of sample procedure

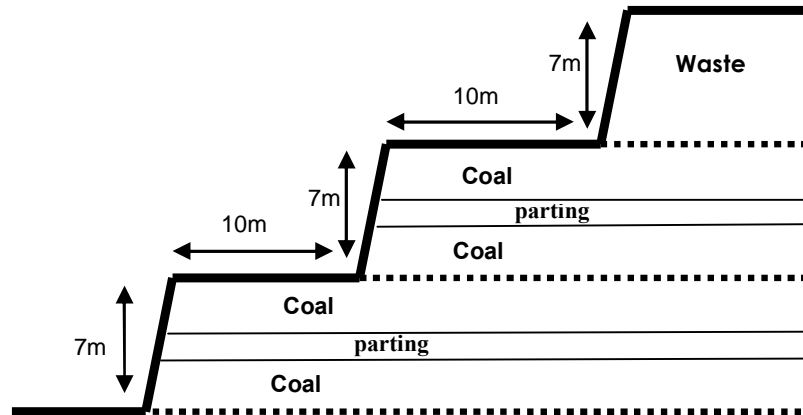
Add pictures or diagrams

OCE,
Operator

1

Manage Spontaneous Combustion

- When completing a block or working face, leave a 10m wide access bench, where practical, for every 7m lift, to reach potential spontaneous combustion area. The following schematic diagram is a guide.



Operator 2

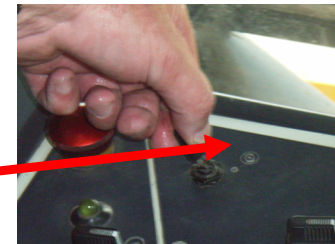
Park Excavator

End



- At completion of shift or assigned work, move excavator to a safe parking area within the work area, clear of overhangs, slide areas, power lines and underground workings
- Lower bucket to ground & place controls in neutral
- Engage swing lock toggle switch to on position
- Apply safety lock lever prior to leaving seat
- Push throttle to idle. Allow engine to idle for 5 minutes. Use this time to clean cabin
- Stop engine. Turn off engine start switch and turn disconnect switch to off
- Complete report book with mining data and any maintenance issues

Park Brake





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BMS – part of sample procedure

Responsibility	Task	Notes
Employees 1	Participate	<ol style="list-style-type: none">1. Participate In workplace Inspections
Supervisor 2	Conduct weekly inspection	<ol style="list-style-type: none">1. Conduct the weekly site inspection. This will include the inspection of the working site, sea container, powered mobile plant and associated electrical equipment.2. Ensure personnel are relieved of their normal duties to participate in a workplace inspection as scheduled.3. Ensure that all items identified requiring corrective actions are acted upon.
Operations Manager 3	Ensure inspection system is effective	<ol style="list-style-type: none">1. Ensure resources are available to complete the scheduled inspections2. Ensure that all items identified requiring corrective action are acted upon3. Ensure that Inspections are conducted regularly and as per schedule4. Developing the Inspection and Survey Schedule and allocating personnel to complete the inspection

Business Management System – Use of Intranet (mining)

Microsoft Internet Explorer

Google

Coal Company

INTRANET HOME PAGE FOR INTEGRATED MANAGEMENT SYSTEM

ON THE JOB Think Safe Act Safe Work Safe GO HOME SAFE -

Core Processes

- Pre-mining & approvals P1
- Secure contracts P2
- Plan Mining P3
- Provide Pit Services P4
- Drill & Blast P5
- Mine, Haul & Dump P6
- Crush, Wash & Stockpile P7
- Deliver Coal P8
- Rehabilitate P9

Support Processes

- Manage Mining Operations P11
- Coordinate Technical Services P12
- Maintain Plant and Equipment P13
- Manage Risks (OH&S) P14a
- Manage Risks (Environmental) P14b
- Coordinate Training P15
- Coordinate Human Resources P16
- Manage Finance P17

System Support Process

- Measure, Review and Improve Performance P21
- Control Information – documents, records & IT P22

SGS

CHEM ALERT
Chemical Safety Management Services

Local intranet 100%

start - Microsoft Inter... 8:22 AM

The image shows a screenshot of a Microsoft Internet Explorer browser displaying an intranet home page for a mining company. The page features a blue header with the company name and a navigation bar. Below the header is a red banner with a safety slogan. The main content area is a process flow diagram with a central blue arrow pointing right. The diagram is divided into three horizontal sections: Core Processes (top), Support Processes (middle), and System Support Process (bottom). Core processes include Pre-mining & approvals P1 through Rehabilitate P9. Support processes include Manage Mining Operations P11, Coordinate Technical Services P12, Maintain Plant and Equipment P13, Manage Risks (OH&S) P14a, Manage Risks (Environmental) P14b, Coordinate Training P15, Coordinate Human Resources P16, and Manage Finance P17. System support processes include Measure, Review and Improve Performance P21 and Control Information – documents, records & IT P22. The page also features logos for SGS and CHEM ALERT. The browser's address bar shows 'Local intranet' and the system tray at the bottom shows the time as 8:22 AM.



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- Section 4 -

Why Choose Synergy?

- Credentials



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Business Management Systems Why Choose Synergy?

Synergy Management Consulting Group

Australia & Indonesia

The Synergy Team in Australia includes:

- “ Jim Laird – Managing Director, Consultant BMS & Risk Mgmt
- “ Bede Boyle – Director & Senior Consultant Minerals & Mining
- “ Alex Lester – Senior Consultant – Lean Six Sigma & BMS
- “ Maggie Lester – Consultant – BMS & HACCP & Logistics
- “ Michael McLean – Senior Consultant Strategy & Lean Six Sigma
- “ Michael Minns – Senior Consultant Human Resources
- “ Mick Ryan – Senior Consultant – Business Improvement

The Synergy Team in Indonesia includes:

- “ Diane Christina (APB Group) – Risk Management
- “ Antonius Alijoyo (APB Group) – Risk Management



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Synergy was created to help companies implement complex business transformation

Depth of experience - helping clients transform themselves in over 1000 complex consulting projects

Assignments UK, USA, M. E. & Asia Pacific (Australia & Indonesia)

Assignments span many of industry sectors:

- **Manufacturing including Automotive & Electronics**
- **Finance & Services**
- **Mining**
- **Chemicals & Pharmaceuticals**
- **Construction**
- **Defence**

Particular focus:

- **The end-to-end business process**
- **Involvement of people with 'Learn-by-Doing'**
- **Keep it simple**

Implementation & benefit delivery is the primary focus with long term shared risk



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We work with the World's & *'Asia Pacific'* top companies

- " Abbott Diagnostics
- " Aerowisata Garuda
- " Australian Customs
- " Aust. Defence Industries
- " Aust. Magnesium Corp.
- " BHP Steel, Coal & Minerals
- " BOC Gases
- " Boggabri Coal
- " Boral
- " Bouraq Airlines Indonesia
- " BP Indonesia & UK
- " Brisbane Water
- " Cable & Wireless
- " Changi Airport Singapore
- " Commonwealth Bank
- " CSR
- " Dairy Farmers
- " NSW Dept of Mineral Resources
- " Ford
- " Flexdrive Industries
- " Fluor Australia
- " General Motors Holden
- " James Hardie Industries
- " Idemitsu Coal
- " Kodak
- " Medcraft
- " M. Collins & Sons
- " Mine Subsidence Board
- " Newcastle University
- " NSW Fire Brigades
- " NSW Police Service
- " Olex Cables
- " Parramatta City Council
- " Pauls (Parmalat)
- " QANTAS
- " RAAF & RAN - Defence
- " Rexel Australia
- " Rhine Ruhr
- " Salmat
- " Shell
- " Simply Energy
- " Stork Cooperheat
- " Sucofindo Indonesia
- " Suncorp Metway
- " Sydney Water
- " Toll Logistics
- " Tyco Electronics Indo
- " Westpac Bank
- " Whitehaven Coal
- " WorkCover Qld
- " Xstrata Coal