# introduction

While systems are one of the most important areas of running any business it is often the last to have resources spent on it. We have a broad range of skills across many business systems including; quality management, work health and safety, human resources and administrative processes. While not an accredited business, Ordered Chaos can help you document and put in place simple and effective measure to ensure your business is ready for accreditation or at a point where it will run smoothly at all levels.

# quality management

Mention anything quality and most people run a mile. Quality shouldn’t be something you run from but embrace. A well-structured, efficient, effective and evolving quality system should be easy to maintain and manage.

The development and implementation of a quality system, while not undertaken lightly, should be straight forward and minimalist while covering all current legislative requirements to meet the AS/NZS ISO 9001:2008 Quality Management standard.

While this standard is more and more becoming a requirement for many businesses to enable them to tender and quote on projects it is not always essential. However, having a system that is able to meet these requirements if and when required is.

By implementing a quality system it not only provides the company with a structured and operational framework but also creates cost benefit to clients, increases margins to facilitate growth and increases the quality and presentation of products and services.

So you’re saying ‘well that’s all sounds nice but what does it mean?’ Well in a nutshell you go through the standard, interpret it to your business and then create and write manuals, procedures, work instructions and standard forms and documents. And that’s where Ordered Chaos can come in and direct and help you through the steps.

# work health and safety

Similar to quality systems, work health and safety (WHS) has much the same response, i.e. running in the opposite direction. While many of the statements covered above in Quality Management also apply to WHS, WHS is more structured and governed by both state and federal laws and acts. There is also an Occupational Health and Safety Management standard; AS/NZS ISO 4801:2000.

There are many areas to cover off in WHS and we are able to help and direct you through these. While not a complete list of WHS items required the list below outlines some of the more common areas covering policies, plans, registers, training etc.

* WHS committee or work group and safety representative
* Injury and return to work
* Inductions and work method statements
* Emergency evacuation
* Emergency response
* Fire safety equipment
* First aid
* Personal protective equipment
* Risk assessments

# human resources

A streamlined and document Human Resources (HR) system ensures that ‘Hiring and Firing’ is not only undertaken but undertaken appropriately within company and government legislations. Also that the large ‘Management’ component is not overlooked.

Again there are many areas to cover off in a HR system, we are able to help and direct you through these. The list below outlines some of the more common areas within a HR system.

* Agreements
* Position Descriptions
* Inductions
* Training and staff development
* Leave and Overtime
* Performance Reviews
* Misconduct

# ADMINISTRATIVE processes

The company administrative process is normally something that just happens in the background and no one really thinks about. This is how it should be, all things running smoothly, if the system has been set up correctly. However this can all fall in a heap if the system has been just thrown together to get by or based on an old outdate system.

Do some of these statements ring true to you?

* I can’t find anything!
* I know I got an email regarding that now if I could just find it!
* Opps sorry about that, I just copied and paste that from an old document and forgot to update it.
* My colleague does it a different way and I’m not sure how to do that, it will have to wait.
* I only I had a way of tracing this file.

We can help put a stop to all this with well investigated and implemented;

* Folder structure
* Naming protocols
* Filing
* Work instructions
* Templates

# Integrated Management System

All of the above mentioned systems go hand and hand and we normally consolidate them into one system, Integrated Management System (IMS), to ensure an overall approach; implementation, maintenance and management.