



THE SCOPE OF THE MANAGEMENT SYSTEM

What is the Scope of the Management System?

Effectively this is determining the boundaries of your management system i.e. what is included within it and must be documented.

The Scope of the Management System usually covers the whole of your organisation. However, there can be exceptions for example, if you are a multi-site organisation you may only wish to cover one location or if there are two separate sides to your business you may only want to cover one element. Any exclusions must be documented to include your reasons for excluding these.

Writing Your Scope of Certification

Your Scope should identify what your business does and be clear, simple, and easy to read. It includes:

- Your external and internal issues
- The needs and expectations of interested parties
- All business activities, for example: administration, purchasing, compliance, staff management and understanding and fulfilling customer requirements
- Procurement
- Customer premises and sites (if applicable)
- Our premises situated at XX

Example:

1. The scope of the management system includes:
 - Our external and internal issues
 - The needs and expectations of interested parties
 - All business activities, for example: administration, purchasing, compliance, staff management and understanding and fulfilling customer requirements
 - Procurement
 - Customer premises and sites (if applicable)
 - Our premises situated at XX
2. The component parts of our management system which progresses us towards customer satisfaction and continual improvement are:
 - Our manual
 - Quality policy
 - Business/quality objectives
 - Competence and awareness records
 - External provider evaluation
 - Customer feedback
 - Design and development of our products and services including planning of change
 - Performance evaluation and analysis
 - Communication processes
 - Management software

3. The maintenance and improvement of the management system is achieved through:

- Audit
- Training/awareness programmes
- Managing non-conformance and undertaking corrective action
- Data/trend analysis
- Management review

Your assessor will approve your Scope of the Management System and a shorter version (approx. 2-3 lines) will appear on your Certificate. This will be reviewed at every re-certification audit.

Remember:

Your Scope should be clear, simple, and easy to read. If it is not clear to you, it won't be clear to your assessor or your customers.