

terms (I):

management systems (I)

- Country of Origin: USA:
 - Substantial Liability Risks for Products and Production
 - “learning by doing” as Education Model
- Quality Management Systems:
 - Broad-based Penetration
 - “Snowball”-Effect



terms (2):

management systems (2)

- Broadening of Customer-Supplier-Relationship:
 - Widespread Introduction of Quality Management Systems parallel to the Trend towards Outsourcings
 - Problems of Transaction Costs
 - Problems of Delegation
 - Need of Moral Minimum Standards



terms (3):

management systems (3)

- Increasing Complexity in Organization and Technology:
 - Reduction of Complexity?
 - Recommendation: Inner Complexity of a System has to be High!
 - Goal: Managing Complexity Despite Increasing
 - Consequence: Attribution of Responsibility of Organizational and technical Complexity
 - Management System: Contribution to Manage Complexity



terms (4): management systems (4)

- Bionic Comparison: Management System of Animals:
 - Vision
 - Collection and Analyzing of Market Data
 - Organizational Structures and Procedures
 - Self-Regulation of Sub-Systems
 - Information System
 - Reward and Motivation System
 - Controlling System
 - For a smooth Cooperation a Collective Body of Rules and Regulations is Required!



terms (5):

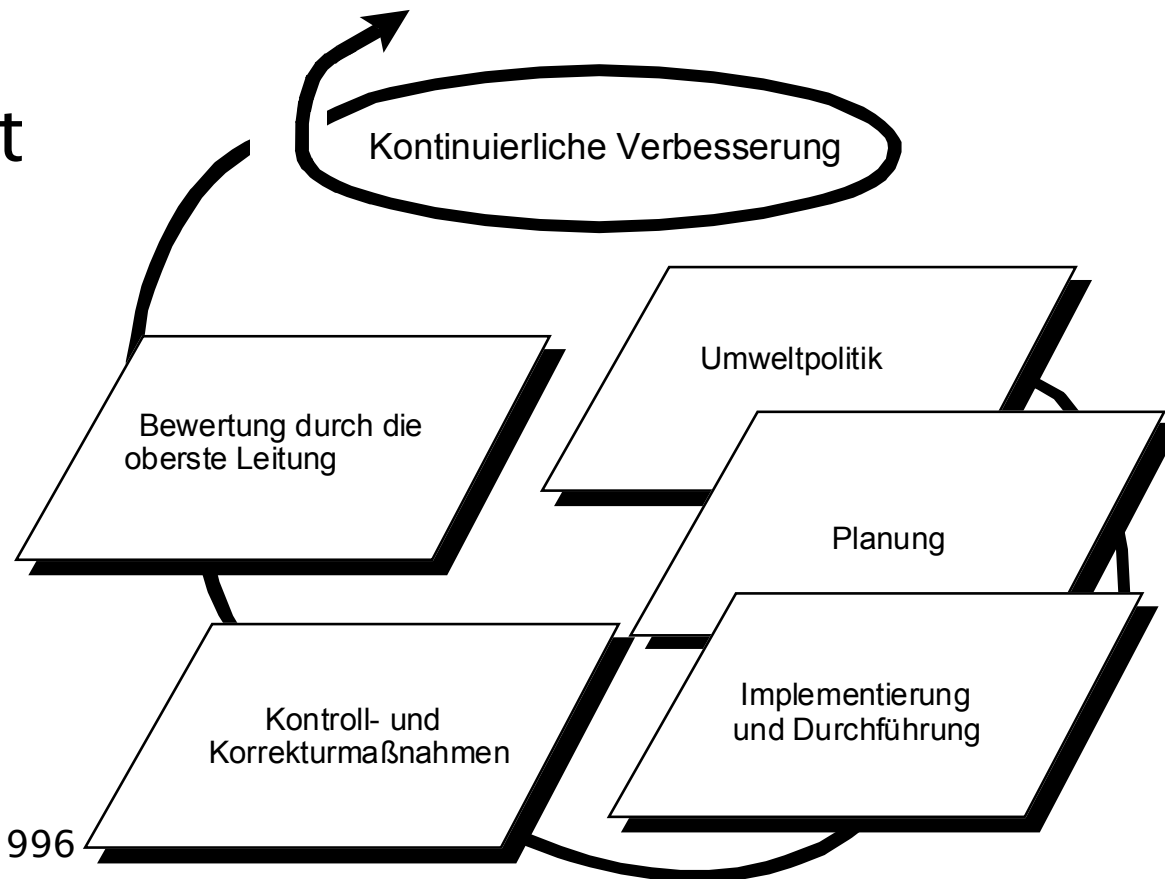
management systems (5)

- Management Systems in Organizations Viewed as a Process with the following System Elements and Steps:
 - Policy
 - Planning
 - Implementation and Operation
 - Checking and Corrective Action
 - Management Review



terms (6): management systems (6)

- Model of a Management System:



Source: DIN EN ISO 14001, 1996



terms (7):

management systems (7)

- Definitions according Management Systems:
 - Management System
 - Policy
 - Performance
 - Aspect
 - Objective



terms (8): management systems (8)

- 7 Designing Rules for Management Systems:
 - ① Information of Merits and Basic Rules
 - ② Information of Blue Print of the Organization
 - ③ Gamut of Responses and Compliance with Guidelines



terms (9): management systems (9)

- 7 Designing Rules for Management Systems:
 - ④ Continuous Improvement
 - ⑤ Allow of Self-Organization
 - ⑥ Create an Interface for Gathering and Release of Information
 - ⑦ Organize Evolution and Learning



terms (IO): management systems (IO)

- Benefit of Management Systems:
 - Control of Organizational Behavior in Advance
 - Preservation of further Existence and Developability
 - Mapping of Market and Framework Conditions
 - Operation of Tasks and Checking
 - Learning and Storage of Knowledge
 - Foresight and Safeguarding



terms (II): management systems (II)

- **Wishful Thinking and Reality :**
 - Questions of Efficiency and Effectiveness
 - Causes of Failures of Benefits of Management Systems:
 - Divers Isolated Management Systems
 - No Guiding Systems
 - Too Abstract Basic Principles
 - No Continuous Goal Setting
 - Lack of Knowledge about the Factors of Influence



terms (I2)

assessing lifecycles (I)

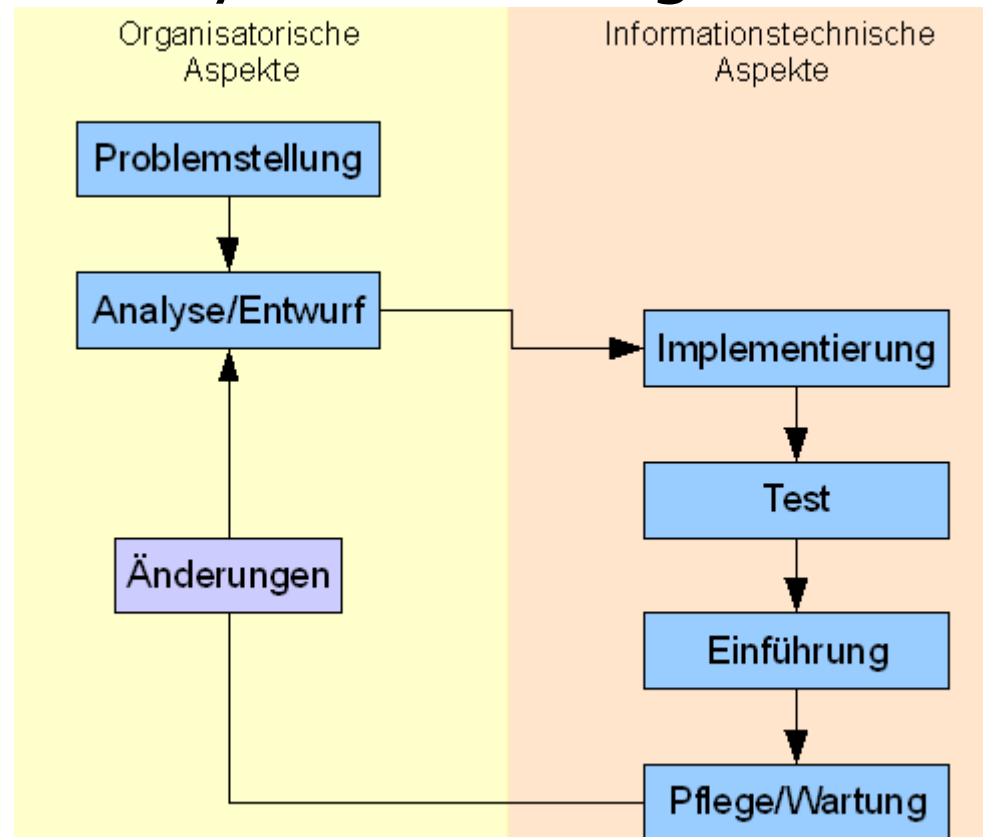
- Economic Lifecycle Assessing (Product Lifecycle):
 - Introduction
 - Growth
 - Maturity
 - Saturation
 - Decline
 - Post-Carriage



terms (13)

assessing lifecycles (2)

- Software-Lifecycle Assessing:

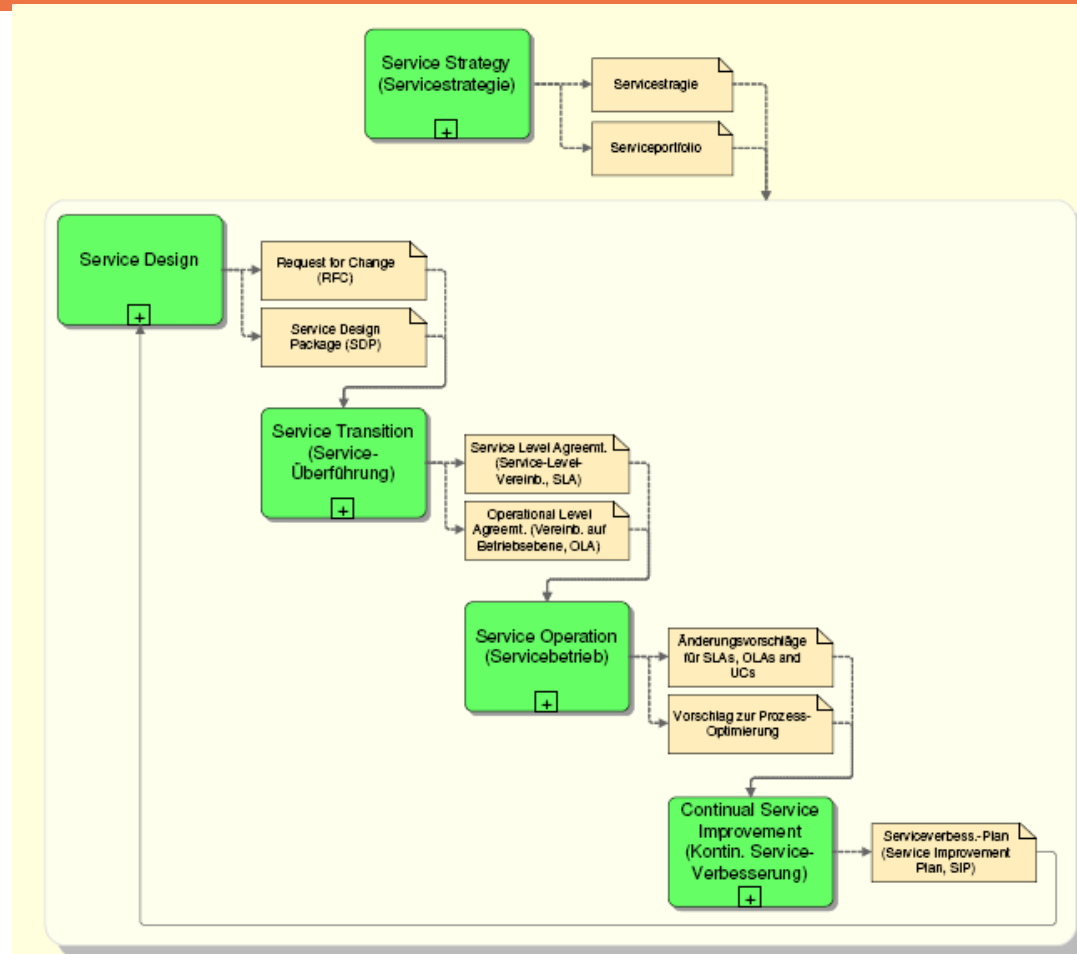


Source: <http://upload.wikimedia.org/wikipedia/commons/7/7b/Softwarelebenszyklus.png>



terms (14) assessing lifecycles (3)

- Service Life-cycle Assessing:



Source: http://de.it-processmaps.com/media/einfuehrung_itil_prozesslandkarte_v3.pdf



terms (15)

assessing lifecycles (4)

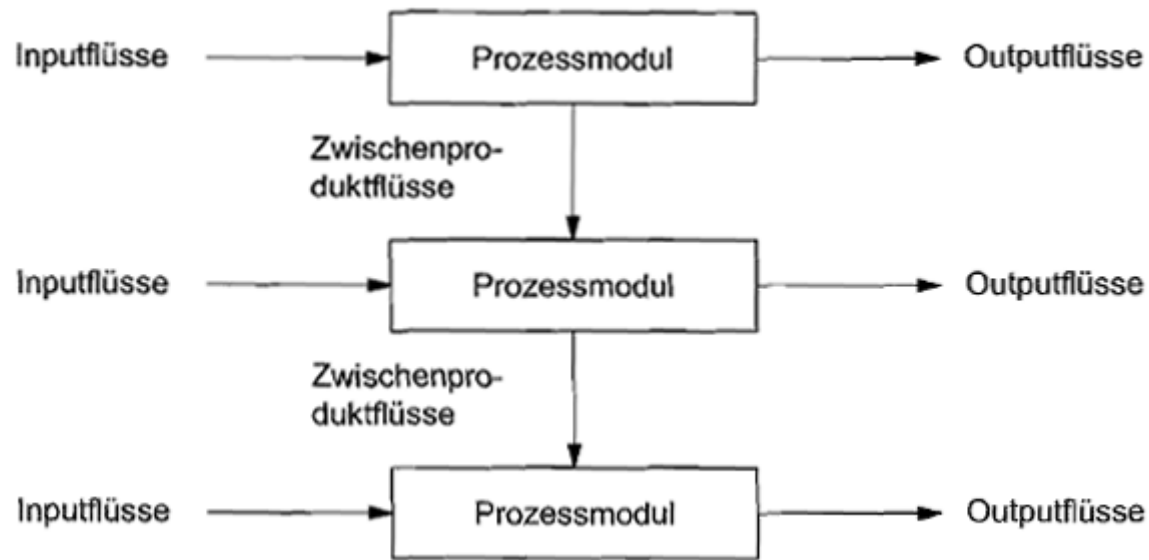
- Lifecycle Assessing of Physical Products:
 - Lifecycle
 - Typical Stages of a Product Lifecycle:
 - Energy and Resource Extraction
 - Preproduction
 - Production
 - Transport
 - Distribution
 - Product Use/Consumption
 - Disposal of Waste



terms (16)

assessing lifecycles (5)

- Lifecycle Assessing of Physical Products (process orientated):



Source: DIN EN ISO 140040, 2006



terms (17)

continuous improvement (1)

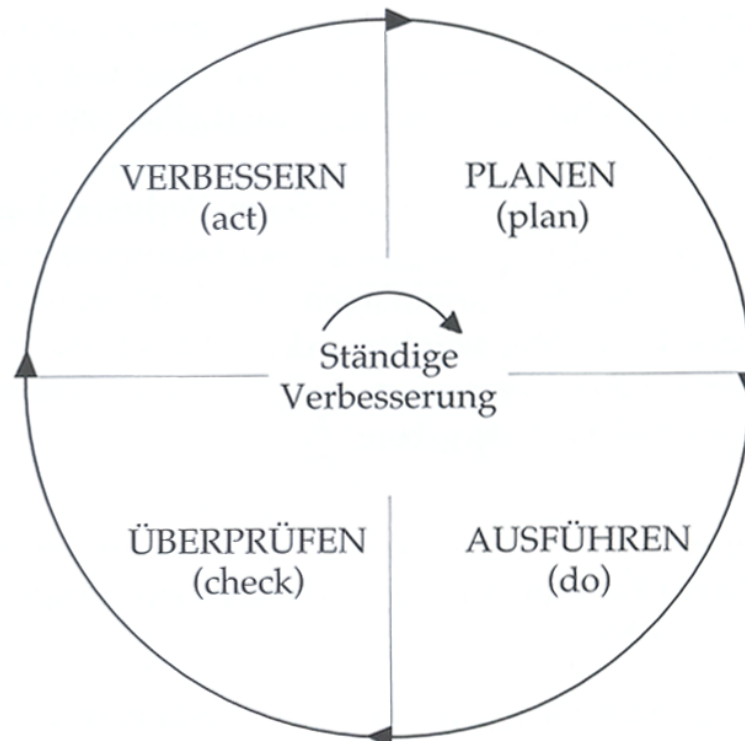
- Continuous Improvement/Continuous Improvement Process (CVP):
 - Continuous Improvement
 - Continuous Improvement Process
 - Origin in Quality Management in the 1950ies by W. E. Deming



terms (18)

continuous improvement (2)

- PDCA-Cycle by Deming:



Source: Kaminske/Brauer, 2003, S. 296



terms (19)

stakeholder

- Stakeholder:
 - Management of Internal and External Relationships of Organizations
 - Stakeholder
 - Claims against the Organization:
 - Material
 - Immaterial

