



# Clarity

Business and IT Solutions

**Behaviour Beyond the Surface – 4 critical steps to ensure that your staff use your Management Systems!** Many businesses have the best of intentions when trying to implement a new WHS, Quality or Environmental Management system. They invest a lot of time and energy modifying existing documents or downloading templates to get something in place quickly. However many of these Management Systems are largely unused, forgotten about or poorly maintained so the huge investment in time, money & effort is often wasted. The four steps below will provide some insight into how to get your staff to use the systems once you have them in place.

## 1) Fit for Purpose - The Right Tool for the Right Job

Ensure that any system documentation being created is based around a solid understanding of your business & the applicable Standards & Legislation. What Codes of Practice apply? What high risk activities are undertaken? How do you know if something is being done well? Without a customised set of documentation for your business you only have half a system. Generic templates downloaded off the Internet might initially seem like a quick way to success but if you do not customise them to your business they will not work very effectively. When your employees try to use the documentation and find gaps, they won't try again.



## 2) Lead from the Top

In order to be successful, a Management System, whether it be WHS, Quality or Environmental Management (or all of the above) must have full endorsement and support from Top Management. If employees see that Management is committed to the Systems then there is a good chance that they will also support them.

Do you know what your Quality Management Objectives are? Do you know your WHS targets? If you don't know then how can you expect your employees to know? It may sound trite but you need to be the change you want to see.

By being actively involved in the various activities associated with your Quality, WHS or Environmental Management systems for example conducting reviews, participating well in audits and taking corrective actions when needed you will be sending a clear message to your staff that this stuff is important and part of their everyday job.....and yours.



### 3) Communication and Consultation

Your teams will respond to regular communication & activity related to your Management Systems. If they see a visible commitment through activities such as regular safety inspections, training or internal audits, they will know that you are serious about embedding a culture of quality & safety into the DNA of the business. Commitment doesn't need to be expensive. Think about the different ways that people communicate and take in information. Start off regular meetings with a safety

share. Display some signage communicating objectives.

Give staff the opportunity to suggest process improvements and involve them when you are undertaking risk assessments.



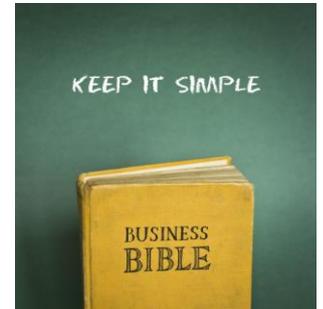
### 4) Easy to use, Up to Date and Accessible

It's no good investing a lot of money and effort into developing a Quality Management or WHS system and then making it so difficult to use or access that it doesn't get used. Also, if the system is not maintained and becomes out of date then it will

also stop being used by your staff. Not everyone has access to computers in their day to day activities. So how will these people be able to understand what is required and access the necessary forms they may need? Be innovative and flexible as to how key elements of the systems are communicated, accessed and used. If you make it easy you are far more likely to achieve success! Keep procedures, templates and forms up to date and review the systems at least once per year to ensure that any changes to product lines, services, procedures or policies have been reflected in updates to the system.

### Conclusion

Following these steps will contribute to a participative & active use of your Management Systems, providing you with a better return on investment and confidence that your business has the right focus on quality, WHS and environmental management.



If you are serious about implementing a new or making your existing WHS or Quality Management System work for you then take advantage of our **Very Special, Limited** offer of a **Free Risk Assessment Consultation (Valued at \$497)** where we can discuss your specific concerns relating to quality management, WHS or Environmental Management related to your business and conduct a high level compliance check..

If this is of interest please contact our office on 1300 827 537 or send an email to [riskconsultation@claritybiz.com.au](mailto:riskconsultation@claritybiz.com.au) to arrange an appointment with one of our Risk Management Consultants.

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