

PLAIN ENGLISH FRAMEWORK FOR INTEGRATED MANAGEMENT SYSTEMS

4. MONITORING MANAGEMENT PROCESS

4.1 PLAN HOW YOU'RE GOING TO MONITOR YOUR SYSTEM

4.1.1 FIGURE OUT WHAT NEEDS TO BE MONITORED

1	Figure out what kind of policies and plans need to be monitored.	DO	DN	NA
2	Figure out what kind of practices and procedures need to be monitored.	DO	DN	NA
3	Figure out what kind of issues, factors, and concerns need to be monitored.	DO	DN	NA
4	Figure out what kind of internal issues and factors need to be monitored.	DO	DN	NA
5	Figure out what kind of external issues and factors need to be monitored.	DO	DN	NA
6	Figure out what kind of participants and providers need to be monitored.	DO	DN	NA
7	Figure out what kind of system participants need to be monitored.	DO	DN	NA
8	Figure out what kind of system managers need to be monitored.	DO	DN	NA
9	Figure out what kind of system personnel need to be monitored.	DO	DN	NA
10	Figure out what kind of system providers need to be monitored.	DO	DN	NA
11	Figure out what kind of internal system providers need to be monitored.	DO	DN	NA
12	Figure out what kind of external system providers need to be monitored.	DO	DN	NA
13	Figure out what kind of system inputs and outputs need to be monitored.	DO	DN	NA
14	Figure out what kind of output characteristics need to be monitored.	DO	DN	NA
15	Figure out what kind of input characteristics need to be monitored.	DO	DN	NA
16	Figure out what kind of internal system resources need to be monitored.	DO	DN	NA
17	Figure out what kind of data and information needs to be monitored.	DO	DN	NA
18	Figure out what kind of documents and records need to be monitored.	DO	DN	NA
19	Figure out what kind of hardware and software needs to be monitored.	DO	DN	NA

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20	Figure out what kind of parts and components need to be monitored.	DO	DN	NA	
21	Figure out what kind of products and services need to be monitored.	DO	DN	NA	
22	Figure out what kind of property and supplies need to be monitored.	DO	DN	NA	
4.1.2 FIGURE OUT HOW MONITORING WILL BE DONE					
23	Plan how you're going to monitor customer satisfaction.	DO	DN	NA	
24	Plan how to monitor customer feelings about system outputs.	DO	DN	NA	
25	Plan how to monitor information about customer satisfaction.	DO	DN	NA	
26	Plan how you're going to monitor system performance.	DO	DN	NA	
27	Plan how you're going to monitor system outputs.	DO	DN	NA	
28	Plan how you're going to monitor output deliveries.	DO	DN	NA	
29	Plan how to monitor post-delivery performance.	DO	DN	NA	
30	Plan how you're going to monitor output characteristics.	DO	DN	NA	
31	Plan how you're going to monitor system activities.	DO	DN	NA	
32	Plan how you're going to monitor system management activities.	DO	DN	NA	
33	Plan how to monitor how well system management activities meet expectations.	DO	DN	NA	
34	Plan how to monitor how well system management activities apply policies.	DO	DN	NA	
35	Plan how to monitor how well system management activities implement plans.	DO	DN	NA	
36	Plan how to monitor how well system management activities follow procedures.	DO	DN	NA	
37	Plan how to monitor how well system management activities achieve objectives.	DO	DN	NA	
38	Plan how to monitor how well system management activities comply with requirements.	DO	DN	NA	
39	Plan how you're going to monitor system operating activities.	DO	DN	NA	

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40	Plan how to monitor how well system operating activities meet expectations.	DO	DN	NA
41	Plan how to monitor how well system operating activities apply policies.	DO	DN	NA
42	Plan how to monitor how well system operating activities implement plans.	DO	DN	NA
43	Plan how to monitor how well system operating activities follow procedures.	DO	DN	NA
44	Plan how to monitor how well system operating activities achieve objectives.	DO	DN	NA
45	Plan how to monitor how well system operating activities comply with requirements.	DO	DN	NA
46	Plan how you're going to monitor system maintenance activities.	DO	DN	NA
47	Plan how to monitor how well system maintenance activities meet expectations.	DO	DN	NA
48	Plan how to monitor how well system maintenance activities apply policies.	DO	DN	NA
49	Plan how to monitor how well system maintenance activities implement plans.	DO	DN	NA
50	Plan how to monitor how well system maintenance activities follow procedures.	DO	DN	NA
51	Plan how to monitor how well system maintenance activities achieve objectives.	DO	DN	NA
52	Plan how to monitor how well system maintenance activities comply with requirements.	DO	DN	NA
53	Plan how you're going to monitor system monitoring activities.	DO	DN	NA
54	Plan how to monitor how well system monitoring activities meet expectations.	DO	DN	NA
55	Plan how to monitor how well system monitoring activities apply policies.	DO	DN	NA
56	Plan how to monitor how well system monitoring activities implement plans.	DO	DN	NA
57	Plan how to monitor how well system monitoring activities follow procedures.	DO	DN	NA
58	Plan how to monitor how well system monitoring activities achieve objectives.	DO	DN	NA
59	Plan how to monitor how well system monitoring activities comply with requirements.	DO	DN	NA
60	Plan how you're going to monitor system measurement activities.	DO	DN	NA

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61	Plan how to monitor how well system measurement activities meet expectations.	DO	DN	NA
62	Plan how to monitor how well system measurement activities apply policies.	DO	DN	NA
63	Plan how to monitor how well system measurement activities implement plans.	DO	DN	NA
64	Plan how to monitor how well system measurement activities follow procedures.	DO	DN	NA
65	Plan how to monitor how well system measurement activities achieve objectives.	DO	DN	NA
66	Plan how to monitor how well system measurement activities comply with requirements.	DO	DN	NA
67	Plan how you're going to monitor system control activities.	DO	DN	NA
68	Plan how to monitor how well system control activities meet expectations.	DO	DN	NA
69	Plan how to monitor how well system control activities apply policies.	DO	DN	NA
70	Plan how to monitor how well system control activities implement plans.	DO	DN	NA
71	Plan how to monitor how well system control activities follow procedures.	DO	DN	NA
72	Plan how to monitor how well system control activities achieve objectives.	DO	DN	NA
73	Plan how to monitor how well system control activities comply with requirements.	DO	DN	NA
74	Plan how you're going to monitor system evaluation activities.	DO	DN	NA
75	Plan how you're going to monitor system audit activities.	DO	DN	NA
76	Plan how to monitor how well system audit activities meet expectations.	DO	DN	NA
77	Plan how to monitor how well system audit activities apply policies.	DO	DN	NA
78	Plan how to monitor how well system audit activities implement plans.	DO	DN	NA
79	Plan how to monitor how well system audit activities follow procedures.	DO	DN	NA
80	Plan how to monitor how well system audit activities achieve objectives.	DO	DN	NA
81	Plan how to monitor how well system audit activities comply with requirements.	DO	DN	NA

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82	Plan how you're going to monitor system review activities.	DO	DN	NA
83	Plan how to monitor how well system review activities meet expectations.	DO	DN	NA
84	Plan how to monitor how well system review activities apply policies.	DO	DN	NA
85	Plan how to monitor how well system review activities implement plans.	DO	DN	NA
86	Plan how to monitor how well system review activities follow procedures.	DO	DN	NA
87	Plan how to monitor how well system review activities achieve objectives.	DO	DN	NA
88	Plan how to monitor how well system review activities comply with requirements.	DO	DN	NA
89	Plan how you're going to monitor system change activities.	DO	DN	NA
90	Plan how you're going to monitor system correction activities.	DO	DN	NA
91	Plan how to monitor how well system correction activities meet expectations.	DO	DN	NA
92	Plan how to monitor how well system correction activities apply policies.	DO	DN	NA
93	Plan how to monitor how well system correction activities implement plans.	DO	DN	NA
94	Plan how to monitor how well system correction activities follow procedures.	DO	DN	NA
95	Plan how to monitor how well system correction activities achieve objectives.	DO	DN	NA
96	Plan how to monitor how well system correction activities comply with requirements.	DO	DN	NA
97	Plan how you're going to monitor system improvement activities.	DO	DN	NA
98	Plan how to monitor how well system improvement activities meet expectations.	DO	DN	NA
99	Plan how to monitor how well system improvement activities apply policies.	DO	DN	NA
100	Plan how to monitor how well system improvement activities implement plans.	DO	DN	NA
101	Plan how to monitor how well system improvement activities follow procedures.	DO	DN	NA
102	Plan how to monitor how well system improvement activities achieve objectives.	DO	DN	NA
103	Plan how to monitor how well system improvement activities comply with requirements.	DO	DN	NA

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104	Plan how you're going to monitor system resources.	DO	DN	NA
105	Plan how you're going to monitor system parts.	DO	DN	NA
106	Plan how you're going to monitor system plans.	DO	DN	NA
107	Plan how you're going to monitor system policies.	DO	DN	NA
108	Plan how you're going to monitor system supplies.	DO	DN	NA
109	Plan how you're going to monitor system hardware.	DO	DN	NA
110	Plan how you're going to monitor system software.	DO	DN	NA
111	Plan how you're going to monitor system services.	DO	DN	NA
112	Plan how you're going to monitor system products.	DO	DN	NA
113	Plan how you're going to monitor system property.	DO	DN	NA
114	Plan how you're going to monitor system providers.	DO	DN	NA
115	Plan how you're going to monitor system documents.	DO	DN	NA
116	Plan how you're going to monitor system components.	DO	DN	NA
117	Plan how you're going to monitor system infrastructure.	DO	DN	NA
118	Plan how you're going to monitor system participants.	DO	DN	NA
119	Plan how you're going to monitor system procedures.	DO	DN	NA
120	Plan how you're going to monitor system practices.	DO	DN	NA
121	Plan how you're going to monitor system records.	DO	DN	NA
122	Plan how you're going to monitor system inputs.	DO	DN	NA
123	Plan how you're going to monitor internal system inputs.	DO	DN	NA

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124	Plan how you're going to monitor external system inputs.	DO	DN	NA
125	Plan how you're going to monitor system technologies.	DO	DN	NA
126	Plan how you're going to monitor system tools and equipment.	DO	DN	NA
127	Plan how you're going to monitor system monitoring devices.	DO	DN	NA
128	Plan how you're going to recall monitoring tools and equipment that must be recalibrated or reverified.	DO	DN	NA
129	Plan how you're going to monitor system measurement devices.	DO	DN	NA
130	Plan how you're going to recall measurement tools and equipment that must be recalibrated or reverified.	DO	DN	NA
131	Plan how you're going to monitor system environment.	DO	DN	NA
132	Plan how you're going to monitor your system's external context.	DO	DN	NA
133	Figure out how you're going to monitor the external issues and factors that could affect your system.	DO	DN	NA
134	Figure out how you're going to monitor the external interested parties that could affect your system.	DO	DN	NA
135	Plan how you're going to monitor your system's internal context.	DO	DN	NA
136	Figure out how you're going to monitor the internal issues and factors that could affect your system.	DO	DN	NA
137	Figure out how you're going to monitor the internal interested parties that could affect your system.	DO	DN	NA

4.1.3 FIGURE OUT WHO WILL PERFORM MONITORING TASKS

138	Allocate responsibility and authority for monitoring system plans.	DO	DN	NA
139	Allocate responsibility and authority for monitoring system policies.	DO	DN	NA
140	Allocate responsibility and authority for monitoring system outputs.	DO	DN	NA
141	Allocate responsibility and authority for monitoring system supplies.	DO	DN	NA

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142	Allocate responsibility and authority for monitoring system materials.	DO	DN	NA	
143	Allocate responsibility and authority for monitoring system hardware.	DO	DN	NA	
144	Allocate responsibility and authority for monitoring system software.	DO	DN	NA	
145	Allocate responsibility and authority for monitoring system services.	DO	DN	NA	
146	Allocate responsibility and authority for monitoring system products.	DO	DN	NA	
147	Allocate responsibility and authority for monitoring system property.	DO	DN	NA	
148	Allocate responsibility and authority for monitoring system providers.	DO	DN	NA	
149	Allocate responsibility and authority for monitoring system objectives.	DO	DN	NA	
150	Allocate responsibility and authority for monitoring system documents.	DO	DN	NA	
151	Allocate responsibility and authority for monitoring system participants.	DO	DN	NA	
152	Allocate responsibility and authority for monitoring system components.	DO	DN	NA	
153	Allocate responsibility and authority for monitoring system technologies.	DO	DN	NA	
154	Allocate responsibility and authority for monitoring system characteristics.	DO	DN	NA	
155	Allocate responsibility and authority for monitoring system requirements.	DO	DN	NA	
156	Allocate responsibility and authority for monitoring system infrastructure.	DO	DN	NA	
157	Allocate responsibility and authority for monitoring system environment.	DO	DN	NA	
158	Allocate responsibility and authority for monitoring system procedures.	DO	DN	NA	
159	Allocate responsibility and authority for monitoring system practices.	DO	DN	NA	
160	Allocate responsibility and authority for monitoring system records.	DO	DN	NA	
161	Allocate responsibility and authority for monitoring system parties.	DO	DN	NA	
162	Etcetera ...	DO	DN	NA	

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