

Acumen Management Services Pty Ltd

Management Consultancy

About Us

Acumen Management Services Pvt Ltd provides consultancy, management system development, auditing, training in Quality, Occupational Health & Safety, Environment, Food Safety, Information Security and legislative compliance.

The company was established in 1989 and since then has expanded its client base to over 500 organisations. These companies range in size from small two man businesses to large multi-nationals, covering a large range of industry types. It has carried out assignments throughout Australia and overseas in Singapore, Vietnam, China, United Arab Emirates, Solomon Islands, Malaysia, New Zealand, India, Venezuela, Ghana and Egypt.

Acumen is registered with DACON for Asian Development Bank and World Bank projects. We have worked on both World Bank and USA Aid funded projects.

Our strengths

- Our consultants' experience and depth of skills
- A pragmatic approach
- Tailored solutions
- Access to and collaboration with specialist resources
- Multi qualified Lead Auditors
- An ability to make complex tasks and concepts simple

Quality Policy Statement

Acumen Management Services has adopted a company-wide quality approach to all the company's operations. Our quality objective is to consistently provide our clients with a quality of service that meets their needs and expectations.

To achieve this we aim to:

- Provide cost effective solutions
- Be prompt in response to client requirements
- Provide minimum interference to clients' day to day activities
- Leave our clients more profitable and efficient

ISO 9001/Quality Consultants & ISO 9001 Auditors

Acumen has gained an international reputation for the effectiveness of its **ISO 19001 Quality Management consulting and auditing** services. Our client base is extensive and covers a wide range of industries.

All our clients have achieved **ISO 9001 certification** at their first audit. Our **Quality Consultants** hold Lead Auditor Status in multiple disciplines including ISO 9001, ISO 14001, OHSAS 18001 and HACCP and have over 20 years experience.

The **ISO 9001 quality management systems** our Quality Consultants develop are not "off the shelf" systems, but fully customised to reflect your business practices and philosophies. They are cost effective, low maintenance and easy to implement.

Acumen can assist with

- Development of ISO 9001 quality procedures & manuals
- Development of quality policies
- Development of forms
- ISO 9001 audits
- ISO 9001 training
- Quality (ISO 9001) system implementation
- On going management of the quality (ISO 9001) system
- Integration of the ISO 9001 system with other standards such as ISO14001, AS4801, OHSAS18001, HACCP etc
- Subcontractor and supplier audits

Developing an ISO 9001 quality management system is not difficult, It does not mean heaps of paperwork, hundreds of forms and lots of bureaucracy. A well designed system "just works" and is almost invisible in the day to day running of an organisation

What's Changing in 2015 with ISO 9001?

ISO 9001:2008 is currently under review and a new version is expected to be released in September 2015.

The main changes appear to be:

Context of the Organization requires an organisation to determine the internal and external issues and requirements that can impact on the planning of the quality system.

Risk Based Approach - an organisation will need to determine the risks and opportunities that need to be addressed to ensure that the Quality Management System can achieve its intended results.

Scope and Applicability - organisations will have to determine the scope of the management system (similar to other management system standards) and document this.

Documented Information - the terms 'documented procedure' and 'record' and have been replaced with 'document information'.

Quality Manual - The requirement for a specific document called a Quality Manual has been replaced with a clause titled Quality Management System and its Processes. Organisations are required to determine the processes needed for the quality management system and maintain documented information related to these.

Leadership - this requirement has been expanded and now includes:

Ensuring integration of QMS requirements into the organisations' business processes

- Promoting awareness of the process approach
- Assuring the QMS achieves its intended results
- Supporting other relevant management roles to demonstrate their leadership

Management Representative – now may be split amongst various personnel

Planning of Changes - where the need for change is identified there is a requirement for changes to be carried out in a planned and systematic manner.

Analysis and Evaluation - the output of the Analysis and Evaluation is now a defined input into the Management Review process

Management Review – this has been expanded to include a requirement to consider how changes affect the QMS, its strategic direction and the effectiveness of actions taken to address risks and opportunities

ISO 9001 Quality Management System Principles

ISO 9001 Quality Management Systems are based upon eight quality management principles. These principles are:

- Customer focus
- Leadership
- Involvement of people
- Process approach
- Systems approach to management
- Continual improvement
- Mutually beneficial supplier relationships
- Factual approach to decision making

Work Health and Safety Compliance

Acumen's **WHS Consultants** have over 25 year's experience assisting companies meet their **Work Health and Safety** (WHS) obligations under the relevant legislation. Our expertise includes:

- Compliance with **Work Health & Safety Acts** and Regulations (various states & countries)
- **AS4801** Occupational Health and Safety Management systems
- **OHSAS18001** Occupational Health and Safety Management systems
- **Work Health and Safety Management Systems and Auditing Guidelines, 5th Edition**
- **Office of the Federal Safety Commission requirements**

WHS Management System

We have extensive experience ensuring that WHS Management Systems meet the nationally harmonised workplace safety laws. A key part of the harmonised laws is due diligence by senior management. As part of due diligence, it is a requirement of officers of the company to:

- Acquire and keep up to date knowledge of work health and safety matters
- Gain an understanding of the operations of the business and the hazards and risks involved
- Ensure appropriate resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised
- Ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way
- Ensure the PCBU has, and implements, processes for complying with any legal duty or obligation
- Ensure processes are verified, monitored and reviewed.

An effective WHS management system helps ensure the health and safety of your employees and leads to:

- Effective risk management
- Reduced injuries and illnesses
- Compliance with legislative requirements
- Reduce workers compensation costs
- Improved corporate governance
- Improved operational efficiency

All employers, regardless of their size or type of business, have an obligation to provide a safe working environment for employees and subcontractors. Large financial penalties apply for non-compliance under WHS legislation including possible jail sentences. Managers and Directors can be held personally liable.

Acumen's OHS Consultants can ensure that your organisation has a simple and practical OH&S system that meets legislative and due diligence requirements. We can integrate your Work Health and Safety system with any existing Quality or Environmental system. All our WHS consultants are registered WHS lead auditors