

# 6. Management System Planning

- 6.1 Addressing Risks & Opportunities
- 6.2 Quality Objectives & Planning to Achieve Them
- 6.3 Planning for Change

# 6.1 Addressing Risks & Opportunities

## Implementation Reference

Matic Media addresses its Risks and Opportunities through...

- [Every 4 monthly Managerial Review SWOT analysis](#)
- [Operational Planning and Control](#)
- [Use of the Resource Process Control Map](#)

## Spec Requirements

### 6.1.1 When planning for the quality management system

The organization shall consider the issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:

- a) give assurance that the quality management system can achieve its intended result(s);
- b) enhance desirable effects;
- c) prevent, or reduce, undesired effects;
- d) achieve improvement.

### 6.1.2 The organization shall plan:

- a) actions to address these risks and opportunities;
- b) how to:
  - 1) integrate and implement the actions into its quality management system processes (see 4.4);
  - 2) evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

# 6.2 Quality Objectives & Planning to Achieve Them

## Implementation Reference

Quality Objectives and Targets are made from...

- [Data analysis of Non-conformance issues](#)
- [Customer Complaints](#)
- [Customer Satisfaction](#)
- [Managerial Review Meetings](#)
- Annual External Audit
  - As of 2022 this has been switched from SGS to LRQA

## Spec Requirements

6.2.1 The organization shall establish quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives shall:

- a) be consistent with the quality policy;
- b) be measurable;
- c) take into account applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

The organization shall maintain documented information on the quality objectives.

## 6.2.2 When planning how to achieve its quality objectives, the organization shall determine:

- a) what will be done;
- b) what resources will be required;
- c) who will be responsible;
- d) when it will be completed;
- e) how the results will be evaluated

# 6.3 Planning for Change

## Implementation Method

[See section 6.2](#)

## Spec Requirements

When the organization determines the need for changes to the quality management system, the changes shall be carried out in a planned manner ([see 4.4](#)).

The organization shall consider:

- a) the purpose of the changes and their potential consequences;
- b) the integrity of the quality management system;
- c) the availability of resources;
- d) the allocation or reallocation of responsibilities and authorities.