

The fundamentals of management systems

- What is a management system?

A management system is a set of documented **controls, processes and/or procedures** reviewed by management. It could be **internal** or developed **according to a standard** (Certified Management System)

- Certified Management System

A Certified Management System consists of implemented and documented processes and procedures accredited by an external certification body. The certification is issued for the accredited company location and valid for a specific period of time. Examples of relevant certifications include ISO 45001 (Occupational health and safety) and ISO 14001 (Environmental Management System).

- Internal Management Systems

Companies that are not certified (yet) have the possibility to present their implemented processes and procedures in an internal management system. The possibility to answer accordingly is given in the SAQ (Self-Assessment Questionnaire) where companies can upload appropriate evidence. For the presentation of the internal management systems it is recommended to follow a so-called PDCA Cycle (PDCA – Plan, Do, Control, Act). Using the example of an Environmental Management System, the following steps should be included:

- **Planning:** Definition of environmental objectives and appropriate measures, responsibilities and procedures
- **Do:** Implementation of the defined measures and procedures
- **Control:** Monitoring of the responsibilities, procedures and measures regarding the organization's environmental objectives and guidelines (so-called "environmental policy")
- **Act (Follow-up activities):** Adjustment of responsibilities, procedures, measures and, if applicable, of environmental objectives and guidelines as well; consequences for default.

A presentation of internal processes and procedures will be accepted by the Volkswagen Group if they fulfill the above-mentioned aspects in a structured and explicit way. An exception applies to production sites with more than 100 employees which the Volkswagen Group expects to possess a certified Environmental Management System in the field of ecological sustainability.