



PD 0020:2002 A GUIDE TO COMPUTER-BASED MANAGEMENT SYSTEMS

With today's business environment becoming increasingly competitive, companies are continuously striving to streamline their business practices. A key aspect of this process is the need for improved performance of the supporting management and information systems.

To meet this need, companies of all sizes and from all business sectors are increasingly turning to computer-based management systems. Such systems can provide significant business benefits to an organization, and may ultimately result in the integration of a variety of key business areas including, management, quality, health and safety, environment, finance and security.

"A Guide to Computer-based Management Systems" provides information on both the selection of packages and the in-house development of such a system. It also provides advice and guidance on system implementation by drawing on the knowledge and experience of a variety of companies through a series of case studies.

Such management systems may be used for business management in the broadest sense, including quality management, information security management and environmental management.

The Guide includes advice in the following areas:

- Shortcomings of paper-based management systems
- Benefits and Disadvantages of a computer-based management system
- Costs associated with computer-based management system
- Creation of a computer-based management system
- Types of computer-based management systems available
- Computer-based management system features
- Maintainability
- Configuration Management
- Usability & Remote Users
- Selection of Packages
- Implementation & Training
- Business Processes
- Requirements of Quality Systems Auditors
- Lessons learnt from the implementation of Computer-based management system

Audience

The audience includes process owners, creators, users, maintainers and auditors (both internal or external) of any type of Computer-based Management System.

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