



Management System

A Management System is the framework of processes and procedures used to ensure that an organisation can fulfil all tasks required to achieve its policies and objectives. Documented information ensures that everyone is not just "doing his or her thing", that there is a defined way to complete each of the business process organization has planned, effectively and efficiently utilizing available resources. Management system ensures that all personnel are aware of their roles, responsibility and authorities for effective implementation of process including continual improvement.



Education Organizational Management System (EOMS)

Education [quote – “education is the key to unlocking the world, a passport to freedom”] being the fundamental need of every society, it becomes essential to maintain good quality of education being delivered.

ISO 21001 is allied with UN Sustainability Development Goal (SDG Goal 4, Quality Education – Ensuring inclusive and equitable quality education and promoting lifelong learning opportunities to all) and provides a framework to achieve sustained success in a complex, demanding and ever-changing environment of education with a focus on learners, parents, educators and other relevant interested parties.

ISO 21001 aids the stimulus of excellence and innovation along with inculcating ethical and social responsibility, as factors affecting an organization who provide, share, transfer and facilitate the creation of knowledge, through teaching, training or research; continually emerge, evolve, increase or diminish over a period and adapting to these changes is the key for sustained success.





Organizations top management to set out the organizations vision, mission and strategy clearly in order to get the values accepted and supported by its interested parties.

Processes and measures are specific to an organization and vary depending on the type, size of the organization utilizing a curriculum to provide, share and transfer knowledge, implying it can be applied to educational organizations within larger organizations whose core business is not education, such as professional training departments. EOMS is not applicable for those who produce or manufacture only educational products.

Thus, a planned Education Organizational Management System (EOMS) provides comprehensive requirements for an Educational organization to implement, improve performance compatible with the requirements applicable for the product and /or services, improve scholastic, co-scholastic and administrative process and thus, demonstrate commitment towards improving educational system.

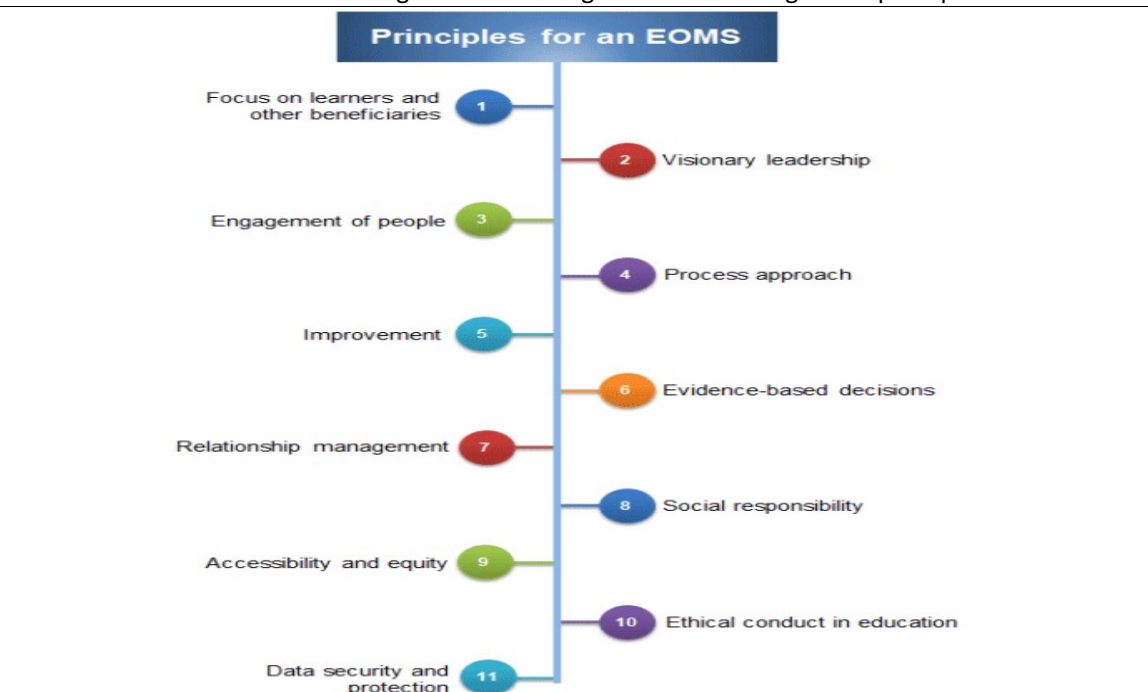
The Implementation of Education Organizational Management System is assessed, certified and monitored by independent organizations through the process of Certification.



Prepared by Technical Committee (TC) 232, ISO 21001 is the first ever international management standard for education sector with a focus on the specific interaction between educational organization, the learners, parents, educators, other relevant interested parties with key focus on requirements pertaining to early childhood education, as applicable, measures and tools applicable, and last but not the least health and safety considerations to be complied.

Requirements serve as method for establishing, implementing, maintaining and demonstrating compliance to EOMS and performance improvement in the field of Education organization's thus providing confidence and credibility to all the stake-holders.

ISO 21001 is based on the following Educational Organization's Management principles:





Above ELEVEN principles manifest themselves through the following key clauses:

Context of the Organization, Leadership & Planning – defining requirements

Support – determine and establish necessary resources

Operation – establish and implement processes

Performance Evaluation and Improvement – of results

ISO 21001 specifies requirements for an Education Organizational Management System for any organization that is involved in teaching, training, research and sharing knowledge, and

- consider principles of social responsibility
- looking to provide confidence to all relevant stake-holders
- demonstrate commitment in identifying learners education needs, including, special needs – as appropriate and other beneficiaries needs, as applicable,
- addressing risks and opportunities associated with its context and objectives
- planning continual improvement by adoption of risk based thinking in all their processes

Risk-based thinking which was an implied requirement earlier in most of the management standards, until HLS framework was adopted, now, enables an organization to determine the factors that could cause its processes and its EOMS to deviate from the planned results, and thus, to put in place preventive controls to minimize negative effects and to make maximum use of opportunities as they arise.

Risk being the effect of uncertainty, thus (any uncertainty) results in having positive or negative effects. A positive deviation arising from a risk can provide an opportunity, but not all positive effects of risks results in opportunities.

ISO 21001 being the first international management system standard exclusively for educational organizations, for obtaining certification/registration by seeking recognition of their Education Organizational Management Systems.

When developed & established, implemented and certified to ISO 21001 requirements, organizations demonstrate their commitment to meet all the requirements of all relevant interested parties, education learners & other beneficiaries, including special needs requirements, and provide credibility in the scholastic, co-scholastic and administration process requirements leading to improved performance and continual improvement of EOMS.

Benefits of ISO 21001 Certification:





- Increased effectiveness and efficiency
- Stimulation of excellence and innovation
- Effective response to special need education
- Continual improvement process: Plan – Do – Check – Act
- Facilitating self-learning and lifelong learning opportunities
- Increased credibility of educational organization and cost saving
- Provide personalized training and effective response to learners
- Healthy and safe environment with reduced risk under controlled measures
- Improved effectiveness and efficiency in meeting planned performance levels
- Improved communication process as people work together across functions and levels
- Inclusiveness and Improved response to relevant interested parties needs and expectations
- Provide equal opportunities for students regardless of their religious background, ethnic or cultural origin, gender, ability / disability

ISO 21001 provides an opportunity for adoption of RBT in all their processes and improve service performance. If an organization plans to seek marketplace recognition for their educational services been offered, ISO 21001 is a valuable tool.

IQC's global network of auditors allows organisations to work with experienced audit resources; to add value and mitigate the EOMS risks and have an authenticated and credible IAF recognized Education Organizational Management System certification.



IQC has the edge and thus provides advantage of using the wide-pool of resources and contacts for delivering cost effective and competent certification services through IQC which is an independent entity for providing accredited, value added, independent and impartial management system certification services.

IQC's group companies include the following,

- IQC Global Technical services Gulf LLC (IQC G), registered in Abu Dhabi and accredited under EIAC for 17020, for offering Third party independent inspection, expedition and project services to oil & gas, power, engineering and industrial projects.
- IQC Inspection Division, registered in Bengaluru, Karnataka – INDIA, for Third party independent inspection, expedition and project QA-QC services to oil & gas, power, engineering and industrial projects.
- Neutrality for Inspection and Testing FAHHS with registered office in Amman, Jordan for offering Inspection, expediting and auditing services.