



# Integrated Management Systems

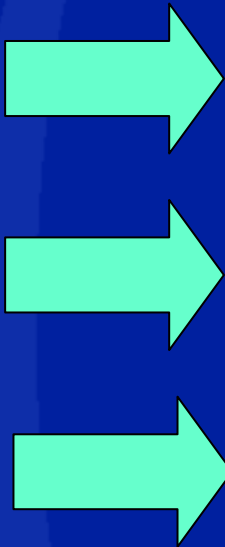
THE INSTITUTE OF SPORT AND RECREATION MANAGEMENT

# IMS...what is it?

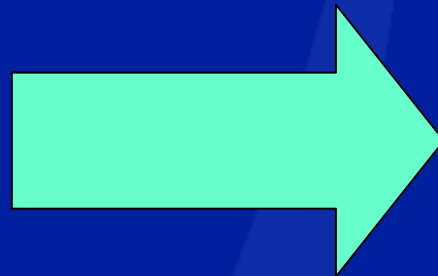
Planned approach to managing service

- Linked, rather than separate, documents
- Focus on one service, not separate parts
  - Key processes at the heart
  - Basis for service improvement.

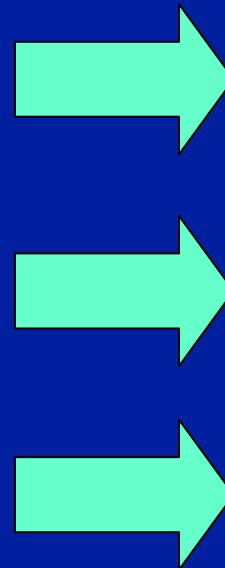
**Inputs**



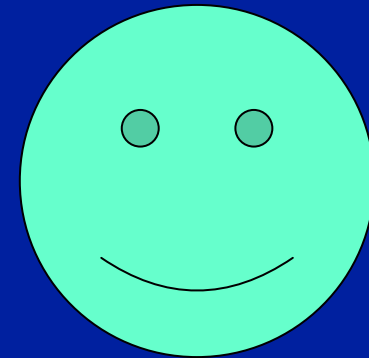
**Process**



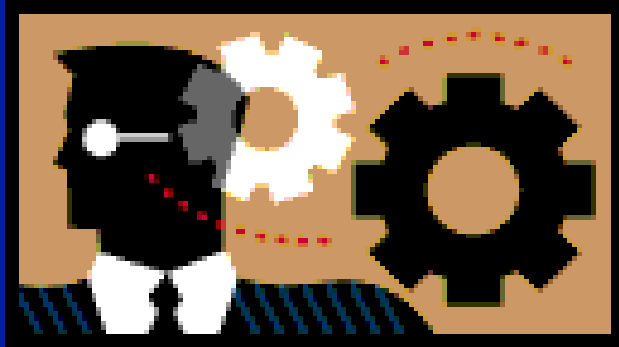
**Outputs**



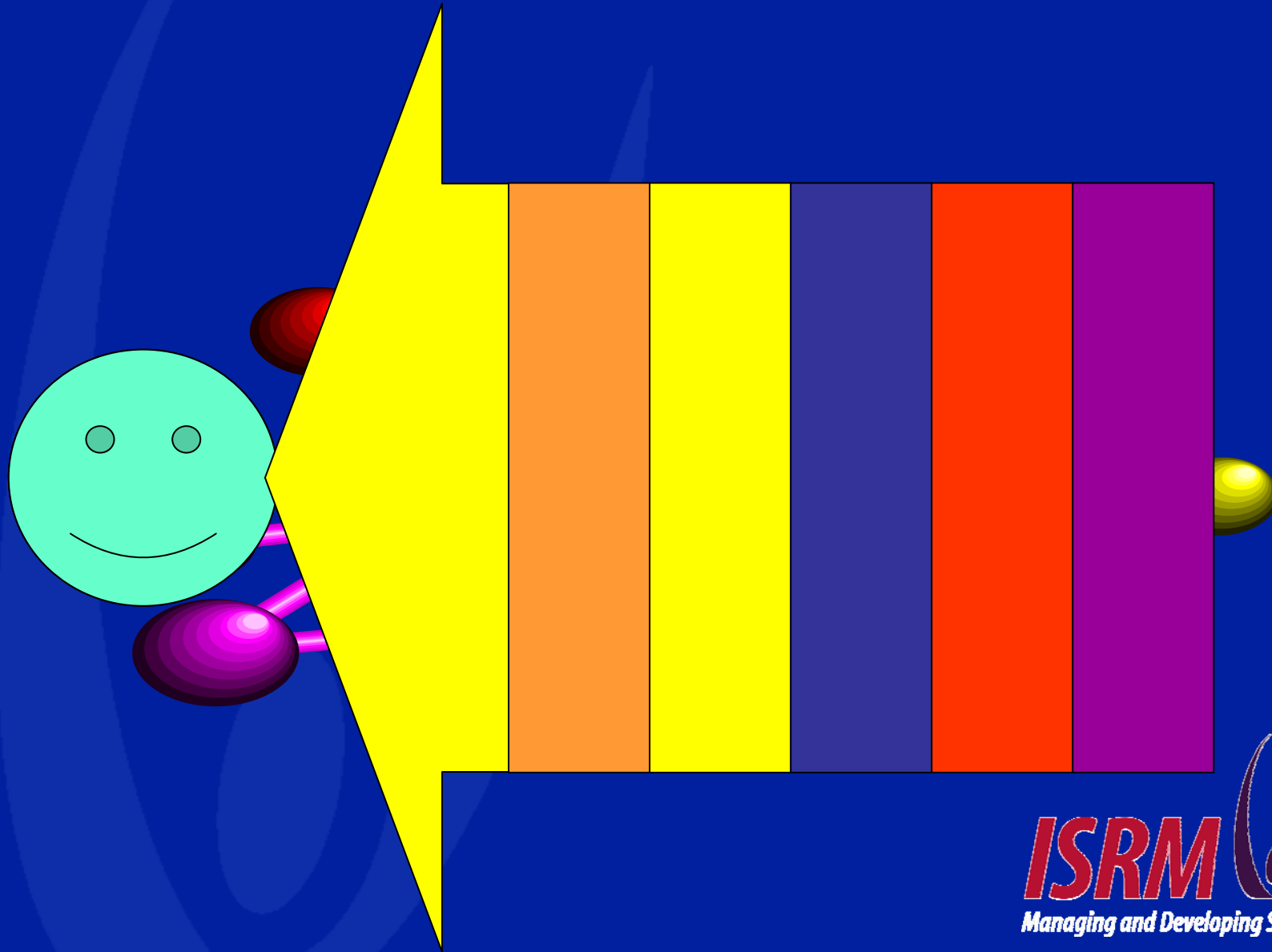
**Outcomes**



# The value...?



# Process Improvement



# IMS Steps...

Identify key and support processes

- Model processes and link documents

- Analyse & document what currently happens

- Improve processes and identify measures

- Implement improved processes

- Manage the processes

# The outcome.....

