



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment

Business Management System (BMS) are high-level tools for strategic business planning and implementation. It is the foundation for initiating business activities, making critical decisions, introducing business solutions, and employing business tactics.

Assessment Question	Yes	No
Did your organization determine external and internal issues relevant to its purpose?		
Does your organization monitor and review information about internal and external issues relevant to its purpose?		
Did your organization determine interested parties that are relevant to its BMS?		
Did your organization determine requirements and expectations of the interested parties relevant to its BMS?		
Does your organization monitor and review information about needs and expectations relevant to its purpose?		
Has your organization determined boundaries and applicability of its BMS to establish scope?		
When determining the scope, had your organization considered external and internal issues?		
When determining the scope, had your organization considered requirements of relevant interested parties?		
When determining the scope, had your organization determined its services and products?		
Does your organization maintain documented information about the scope of its BMS?		
Did your organization exclude any requirement from the scope of its BMS?		
Does your organization establish, implement, maintain and continually improve its BMS?		
Did your organization determine processes needed for its BMS?		
Did your organization determine method of application of its processes needed for the BMS?		
Did your organization determine required inputs?		
Did your organization determine expected outputs from its processes?		
Did your organization determine sequence and interaction of its processes?		
Does your organization determine and apply the criteria and methods needed to ensure the effective operation and control of its processes?		
Does your organization determine performance indicators, how to monitor and measure effective operation and control of its processes?		
Did your organization determine the resources needed for its processes and ensure their availability?		
Did your organization assign the responsibilities and authorities for its processes?		
Did your organization address the risks and opportunities?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Does your organization evaluate its processes and implement necessary changes in order to achieve intended results?		
Does your organization improve the processes and the Business Management System?		
Does your organization maintain documented information supporting the operation of its processes?		
Does your organization retain documented information to have confidence that the processes are being carried out as planned?		
Does the top management demonstrate leadership and commitment to the BMS?		
Does the top management take accountability for the effectiveness of the BMS?		
Does the top management ensure that the Organization Policy and Objectives are established for the BMS?		
Does the top management ensure that the Organization Policy and Objectives are compatible with the context and strategic direction of your organization?		
Does the top management ensure integration of the BMS requirements into your organization's business processes?		
Does the top management promote the use of the process approach and risk-based thinking?		
Does the top management ensure availability of resources needed for the BMS?		
Does the top management communicate the importance of an effective BMS and conforming to its requirements?		
Does the top management ensure that the BMS achieves its intended results?		
Does the top management engage, direct, and support persons to contribute to the effectiveness of the BMS?		
Does the top management promote BMS improvement?		
Do the top management support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility?		
Does the top management demonstrate leadership and commitment with respect to customer focus?		
Did the top management ensure that customer and applicable statutory and regulatory requirements are determined, understood, and consistently met?		
Did the top management ensure that risk and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed?		
Did the top management ensure that the focus on enhancing customer satisfaction is maintained?		
Did the top management establish, implement, and maintain the Organization Policy?		
Did the top management ensure that the Organization Policy is appropriate to the purpose and context of your organization and supports its strategic direction?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Did the top management ensure that the Organization Policy provides a framework for setting Objectives?		
Did the top management ensure that the Organization Policy includes a commitment to satisfy applicable requirements?		
Did the top management ensure that the Organization Policy includes a commitment to continual improvement of the BMS?		
Did your organization ensure that the Organization Policy is maintained as documented information?		
Did the top management ensure that the Organization Policy is communicated, understood, and applied within your organization?		
Does your organization ensure that the Organization Policy is available to relevant interested parties, as appropriate?		
Did the top management ensure that the responsibilities and authorities for relevant roles are assigned, communicated, and understood within your organization?		
Does the top management assign responsibility and authority to ensure that the BMS with policies and procedures?		
Does the top management assign responsibility and authority to ensure that the processes deliver intended outputs?		
Does the top management assign responsibility and authority to ensure reporting on the performance of the BMS and on opportunities for improvement, in particular to top management?		
Does the top management assign responsibility and authority to ensure promotion of customer focus throughout your organization?		
Does the top management assign responsibility and authority to ensure maintenance of the integrity of its BMS when changes to the BMS are planned and implemented?		
When planning for the BMS, did your company consider the issues and determine the risks and opportunities?		
Does your organization give assurance that the BMS can achieve its intended results?		
Does your organization enhance desirable effects?		
Does your organization prevent or reduce undesired effects?		
Does your organization achieve improvement?		
Do your organization plan action's to address risks and opportunities?		
Does your organization plan how to integrate and implement the actions into its BMS processes?		
Does your organization plan how to evaluate the effectiveness of these actions?		
Does your organization ensure that actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of products and services?		
Did your organization establish Objectives at relevant functions, levels, and processes needed for the BMS?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Are Objectives consistent with the Organization Policy?		
Are the Objectives measurable?		
When setting Objectives, did your organization take into account applicable requirements?		
Are Objectives relevant for conformity of products and services and to enhancement of customer satisfaction?		
Does your organization monitor its Objectives?		
Does your organization communicate its Objectives?		
Does your organization update its Objectives, as appropriate?		
Does your organization maintain documented information on the Objectives?		
When planning how to achieve its Objectives, did your organization determine what will be done?		
When planning how to achieve its Objectives, did your organization determine what resources will be required?		
When planning how to achieve its Objectives, did your organization determine who will be responsible?		
When planning how to achieve its Objectives, did your organization determine completion date?		
When planning how to achieve its Objectives, did your organization determine how the results will be evaluated?		
Did your organization carry out needed changes in a planned manner?		
Does your organization consider the purpose of the changes and their potential consequences?		
Does your organization consider the integrity of the BMS?		
Does your organization determine availability of resources?		
Does your organization ensure proper allocation or reallocation of responsibilities and authorities?		
Does your organization determine and provide the resources needed for the establishment, implementation, maintenance, and continual improvement of the BMS?		
Does your organization consider the capabilities of, and constraints on, existing internal resources?		
Does your organization determine and provide the persons necessary for the effective implementation of its BMS?		
Does your organization determine and provide the persons necessary for the effective operation and control of its processes?		
Does your organization determine, provide, and maintain the environment necessary for the operation of its processes?		
Does your organization determine, provide, and maintain the environment necessary for achieving operation and control of its products and services processes?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Does your organization determine, provide, and maintain the environment necessary for achieving operation and conformity of its processes?		
Does your organization determine and provide the resources needed to ensure valid and reliable results when monitoring and measuring is used to verify the conformity of products and services?		
Does your organization ensure that the provided resources are suitable for the specific type of monitoring and measurement activities?		
Does your organization ensure that the provided resources are maintained to ensure their continuing fitness for their purpose?		
Does your organization retain appropriate documented information as evidence of the fitness for purpose of the monitoring and measurement resources?		
Does your organization calibrate or verify measuring equipment?		
Does your organization calibrate or verify measuring equipment against measurement standards traceable to international or national measurement standards?		
Does your organization identify and safeguard its measuring equipment from adjustments, damage, or deterioration that would invalidate the calibration status and subsequent measurement results?		
Does your organization take appropriate action when measuring equipment is found to be unfit for its intended purpose?		
Did your organization determine knowledge necessary for the operation of its processes and to achieve conformity of products and services?		
Does your organization access current knowledge when determining necessity of additional knowledge?		
Does your organization determine necessary competence of its employees that affects the performance and effectiveness of the BMS?		
Does your organization ensure that employees are competent on the basis of appropriate education, training, or experience?		
Does your organization take action to acquire the necessary competence, and evaluate the effectiveness of the actions taken?		
Does your organization retain appropriate documented information as evidence of competence?		
Are employees aware of your Organization Policy?		
Are employees aware of relevant Organization Objectives?		
Are employees aware of their contribution to the effectiveness of the BMS?		
Are employees aware of the implications of not conforming to the BMS requirements?		
Does your organization determine the internal and external communication relevant to the BMS?		
Does your organization determine what it will communicate?		
How does your organization determine when to communicate?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
How does your organization determine with whom to communicate?		
How does your organization determine how it communicates?		
Does your organization's BMS include documented information required by the ISO 9001:2015 standard?		
Does your organization's BMS include documented information determined by your organization as being necessary for the effectiveness of the BMS?		
Does your organization create and update documented information?		
Does your organization ensure appropriate identification and description i.e. title, date, author or reference number?		
Does your organization ensure appropriate format i.e. language, software version, graphics etc. and media i.e. paper or elect?		
Does your organization ensure appropriate review and approval for suitability and adequacy?		
Does your organization control that its documented information is available and suitable for use, where and when it is needed?		
Does your organization ensure that its documented information is adequately protected?		
Does your organization address distribution, access, retrieval, and use of its documented information in order to control it?		
Does your organization address storage and preservation, including preservation of legibility, of its documented information in order to control it?		
Does your organization address control of changes of its documented information in order to control it?		
Does your organization address retention and disposition of its documented information in order to control it?		
Does your organization control and identify documented information of external origin that is necessary for the planning and operation of the BMS?		
Does your organization protect documented information from unintended alterations?		
Does your organization plan, implement, and control its processes needed to meet the requirements for the provision of products and services?		
Does your organization determine the requirements for its products and services?		
Does your organization establish criteria for the processes?		
Does your organization establish criteria for acceptance of products and services?		
Does your organization determine the resources needed to achieve conformity to the product and service requirements?		
Does your organization implement control of the processes in accordance with the criteria?		
Does your organization determine and keep documented information to the extent necessary to have confidence that the processes have been carried out as planned?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Does your organization determine and keep documented information to the extent necessary to demonstrate the conformity of products and services to their requirements?		
Does your organization control planned changes and review the consequences of unintended changes?		
Does your organization ensure that outsourced processes are controlled?		
Does the communication with customers include providing information relating to products and services?		
Does the communication with customers include handling inquiries, contracts, or orders, including changes?		
Does the communication with customers include obtaining customer feedback related to product and services, including complaints?		
Does the communication with customers include handling or controlling customer property?		
Does the communication with customers include establishing specific requirements for contingency actions, when relevant?		
Does your organization ensure that the requirements for the products and services are defined?		
Do the requirements for the products and services include any applicable statutory and regulatory requirements?		
Do the requirements for the products and services include those considered necessary by your organization?		
Can your organization meet the claims for the products and services it offers?		
Does your organization ensure that it has the ability to meet the requirements for products and services to be offered to customers?		
Does your organization conduct a review of requirements specified by the customer, before committing to supply products and services to a customer including delivery and post-delivery activities?		
Does your organization conduct a review of requirements not stated by the customer, but necessary for intended use, before committing to supply products and services to a customer?		
Does your organization conduct a review of requirements specified by your organization, before committing to supply products and services to a customer?		
Does your organization conduct a review of statutory and regulatory requirements applicable to products and services, before committing to supply products and services to a customer?		
Does your organization conduct a review of contract or order requirements to determine whether they differ from those previously expressed?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Does your organization ensure that contract or order requirements differing from those previously defined are resolved?		
Does your organization confirm the customer's requirements before acceptance, when the customer does not provide a documented statement of their requirements?		
Does your organization retain documented information about results of the review?		
Does your organization retain documented information on any new requirements for the products and services?		
When the requirements for products and services are changed, does your organization ensure that relevant documented information is amended and that relevant persons are made aware of the changed requirements?		
Does your organization establish, implement, and maintain a design and development process that is appropriate to ensure the subsequent provision of products and services?		
Does your organization consider the nature, duration, and complexity of the design and development activities?		
Does your organization consider the required process stages, including applicable design and development reviews?		
Does your organization consider required design and development verification and validation activities?		
Does your organization consider responsibilities and authorities involved in the design and development process?		
Does your organization consider internal and external resource needs for the design and development of products and services?		
Does your organization consider the need for involvement / interface with customers and users in the design and development process?		
Does your organization consider requirements for subsequent provision of products and services?		
Does your organization consider the level of control expected for the design and development process by customers and other relevant interested parties?		
Does your organization consider the documented information needed to demonstrate that design and development requirements have been met in determining the stages and control for design and development?		
Does your organization determine requirements essential for the specific types of products and services to be designed and developed?		
Does your organization consider functional and performance requirements?		
Does your organization consider information derived from previous similar design and development activities?		
Does the information consider statutory and regulatory requirements?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Does your organization consider standards or codes of practice that your organization has committed to implement?		
Does your organization consider potential consequences of failure due to the nature of the products and services?		
Does your organization use adequate inputs for design and development?		
Does your organization resolve conflicting design and development, when discovered?		
Does your organization apply controls to the design and development process to ensure that the results to be achieved are defined?		
Does your organization apply controls to the design and development process to ensure that reviews are conducted, to evaluate the ability of the results of design and development?		
Does your organization apply controls to the design and development process to ensure that verification activities are conducted, to ensure that the design and development outputs meet the requirements?		
Does your organization apply controls to the design and development process to ensure that validation activities are conducted, to ensure that the resulting products and services meet the requirements?		
Does organization apply controls to the design and development process to ensure that any necessary actions are taken on problems determined during the reviews, or verification and validation activities?		
Are documented information of these activities retained?		
Does your organization document information about applied controls to the design and development process?		
Does your organization ensure that design and development outputs meet the input requirements?		
Does your organization ensure that design and development outputs are adequate for the subsequent processes for the provision of products and services?		
Does your organization ensure that design and development outputs include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria?		
Does your organization ensure that design and development outputs specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision?		
Does your organization retain documented information on design and development outputs?		
Does your organization identify, review, and control changes made during design and development of products and services?		
Does your organization retain documented information on design and development changes?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Does your organization retain documented information on the results of reviews?		
Does your organization retain documented information about the authorization of the changes?		
Does your organization ensure that externally provided processes, products, and services conform to requirements?		
Does your organization apply controls to externally provided processes, services, or products when such kind of products and services are intended for incorporation into your organization's products and services?		
Does your organization apply controls to externally provided processes, services, or products when provided directly to the customer by external providers on behalf of your organization?		
Does your organization apply controls to externally provided processes, services, or products when a process, or its part, is provided by an external provider as a result of a decision by your organization?		
Does your organization determine and apply criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with the requirements?		
Does your organization retain documented information of these activities and any necessary actions arising from the evaluations?		
Does your organization ensure that externally provided processes, products and services do not adversely affect your organizations ability to consistently deliver conforming products or services to customers?		
Does your organization ensure that externally provided processes remain within control of its BMS?		
Does your organization define both the controls that it intends to apply an external provider and those it intends to apply to the resulting output?		
Does your organization take into consideration, the potential impact of the externally provided processes, products and services on your organization's ability to consistently meet customer and applicable statutory and regulatory requirements?		
Does your organization take into consideration, the effectiveness of the controls applied by the external provider?		
Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements?		
Does your organization ensure the adequacy of requirements prior to their communication to the external provider?		
Does your organization communicate to external providers its requirements for the processes, products, and services to be provided?		
Does your organization communicate to external providers its requirements for the approval of products and services?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Does your organization communicate to external providers its requirements for the competence of persons, including any required qualifications?		
Does your organization communicate to external providers its requirements for the external providers' interaction with your organization?		
Does your organization communicate to external providers its requirements for the control and monitoring of the external providers' performance to be applied by your organization?		
Does your organization communicate to external providers its requirements for the verification or validation activities that your organization, or its customer, intends to perform at the external providers' premises?		
Does your organization implement production and service provision under controlled conditions?		
Do your organization's-controlled conditions include the availability of documented information that defines the characteristics of the products to be produced, the services to be provided, or the activities to be performed?		
Do your organization's-controlled conditions include the availability of documented information that defines the results to be achieved?		
Do your organization's-controlled conditions include the availability and use of suitable monitoring and measuring resources?		
Do your organization's-controlled conditions include the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met?		
Do your organization's-controlled conditions include the use of suitable infrastructure and environment for the operation of processes?		
Do your organization's-controlled conditions include the appointment of competent persons, including any required qualifications?		
Do your organization's-controlled conditions include the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement?		
Do your organization's-controlled conditions include the implementation of actions to prevent human error?		
Do your organization's-controlled conditions include implementation of release, delivery, and post-delivery activities?		
Does your organization use suitable means to identify outputs when it is necessary to ensure the conformity of products and services?		
Does your organization identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Does your organization control the unique identification of the outputs when traceability is a requirement?		
Does your organization retain the documented information necessary to enable traceability?		
Does your organization exercise care with property belonging to customers or external providers?		
Does your organization identify, verify, protect, and safeguard customers' or external providers' property provided for use or incorporation into the products and services?		
Does your organization report to the customer or external provider when their property is lost, damaged, or otherwise found to be unsuitable for use?		
Does your organization retain documented information on what occurred when a customer's or external provider's property is lost, damaged, or otherwise found to be unsuitable for use?		
Does your organization preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements?		
Does your organization meet requirements for post-delivery activities associated with the products and services?		
Does your organization consider statutory and regulatory requirements in determining the extent of post-delivery activities that are required?		
Does your organization consider the potential undesired consequences associated with its products and services in determining the extent of post-delivery activities that are required?		
Does your organization consider the nature, use, and intended lifetime of its products and services in determining the extent of post-delivery activities that are required?		
Does your organization consider customer requirements in determining the extent of post-delivery activities that are required?		
Does your organization consider customer feedback in determining the extent of post-delivery activities that are required?		
Does your organization review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements?		
Does your organization retain documented information describing the results of the review of changes, the person authorizing the changes, and any necessary actions arising from the review?		
Does your organization implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met?		
Does your organization proceed with the release of products and services before planned arrangements have been satisfactorily completed?		
Does your organization retain documented information on the release of products and services?		



Business Management Services LLC

www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Does the documented information on the release of products and services include evidence of conformity with the acceptance criteria?		
Does the documented information on the release of products and services include traceability to the person authorizing the release?		
Does your organization ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery?		
Does your organization take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services?		
Does your organization take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services detected after delivery of products, during or after the provision?		
Does your organization deal with nonconforming outputs by correction?		
Does your organization deal with nonconforming outputs by segregation, containment, return, or suspension of provision of products and services?		
Does your organization deal with nonconforming outputs by informing the customer?		
Does your organization deal with nonconforming outputs by obtaining authorization for acceptance under concession?		
Does your organization verify conformity to the requirements when nonconforming outputs are corrected?		
Does your organization retain documented information that describes the nonconformity?		
Does your organization retain documented information that describes the actions taken?		
Does your organization retain documented information that describes any concessions obtained?		
Does your organization retain documented information that identifies the authority deciding the action with respect to the nonconformity?		
Does your organization determine what needs to be monitored and measured?		
Does your organization determine the methods for monitoring, measurement, analysis, and evaluation needed to ensure valid results?		
Does your organization determine when the monitoring and measuring is performed?		
Does your organization determine when the results from monitoring and measurement shall be analyzed and evaluated?		
Does your organization evaluate the performance and effectiveness of its BMS?		
Does your organization retain appropriate documented information as evidence of the results?		
Does your organization monitor customers' perception of the degree to which their needs and expectations have been fulfilled?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Did your organization determine the methods for obtaining, monitoring, and reviewing customer satisfaction information?		
Does your organization analyze and evaluate appropriate data and information arising from monitoring and measurement?		
Does your organization use results of analysis to evaluate conformity of products and services?		
Does your organization use results of analysis to evaluate the degree of customer satisfaction?		
Does your organization use results of analysis to evaluate the performance and effectiveness of its BMS?		
Does your organization use results of analysis to evaluate if planning has been implemented effectively?		
Does your organization use results of analysis to evaluate the effectiveness of actions taken to address risks and opportunities?		
Does your organization use results of analysis to evaluate the performance of external providers?		
Does your organization use results of analysis to evaluate the need for improvements to its BMS?		
Does your organization establish, implement, and maintain an internal audit program(s)?		
Did your organization determine the frequency, methods, responsibilities, planning requirements, and reporting of its internal audits?		
Did your organization plan, establish, implement and maintain an audit program including frequency, methods, responsibilities, planning requirements and reporting.		
When establishing the internal audit program, did your organization take into account the results of previous audits?		
When establishing the internal audit program, did your organization take into account the importance of the processes concerned?		
Did your organization define the audit criteria and scope of each audit?		
Does your organization select auditors and conduct audits to ensure the objectivity and impartiality of the audit process?		
Does your organization communicate audit results to the relevant management?		
Does your organization document information about audits and audit results? Also document corrective actions without undue delay?		
Does your organization retain documented information as evidence of the implementation of the audit program and the audit results?		
Does top management review your organizations' BMS at planned intervals?		
When planning and carrying out management review, does your organization take into consideration the status of actions from previous management reviews?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
When planning and carrying out management review, does your organization take into consideration changes in external and internal issues that are relevant to its BMS?		
When planning and carrying out management review, does your organization take into consideration information on the performance and effectiveness of its BMS?		
When planning and carrying out management review, does your organization take into consideration information on customer satisfaction and feedback from relevant interested parties?		
When planning and carrying out management review, does your organization take into consideration information on the extent to which Objectives have been met?		
When planning and carrying out management review, does your organization take into consideration information on process performance and conformity of products and services?		
When planning and carrying out management review, does your organization take into consideration information on nonconformities and corrective actions?		
When planning and carrying out management review, does your organization take into consideration information on monitoring and measurement results?		
When planning and carrying out management review, does your organization take into consideration information on audit results?		
When planning and carrying out management review, does your organization take into consideration information on the performance of external providers?		
When planning and carrying out management review, does your organization take into consideration information on the adequacy of resources?		
When planning and carrying out management review, does your organization take into consideration information on the effectiveness of actions taken to address risks and opportunities? (see 6.1)		
When planning and carrying out management review, does your organization take into consideration information on opportunities for improvement?		
Do management review outputs include decisions and actions related to opportunities for improvement?		
Do management review outputs include decisions and actions related to any need for changes to the BMS?		
Do management review outputs include decisions and actions related to resources needed?		
Does your organization retain documented information as evidence of the results of management reviews?		
Does your organization determine and select opportunities for improvement?		
Does your organization implement any necessary actions to meet customer requirements and enhance customer satisfaction?		



Business Management Services LLC



www.Business-MS.com

Business Management System (BMS) Self-Assessment (Cont.)

Assessment Question	Yes	No
Does your organization improve products and services to meet requirements, as well as to address future needs and expectations?		
Does your organization correct, prevent, or reduce undesired effects?		
Does your organization improve the performance and effectiveness of its BMS?		
Does your organization take actions to control and correct any existing nonconformity while dealing with the consequences?		
Does your organization evaluate the need for action to eliminate the cause(s) of the nonconformity in order to prevent its reoccurrence?		
Does your organization review and analyze the nonconformity?		
Does your organization determine the causes of the nonconformity?		
Does your organization determine if similar nonconformities exist, or could potentially occur?		
When a nonconformity occurs, does your organization implement any action needed?		
When a nonconformity occurs, does your organization review the effectiveness of any corrective action taken?		
When a nonconformity occurs, does your organization update risks and opportunities determined during planning (if necessary)?		
When a nonconformity occurs, does your organization make changes to the BMS (if necessary)?		
Does your organization undertake corrective actions appropriate to the effects of the nonconformities encountered?		
Does your organization retain documented information as evidence of the nature of the nonconformities and any subsequent actions taken?		
Does your organization retain documented information as evidence of the results of any corrective action?		
Does your organization continually improve the suitability, adequacy, and effectiveness of the BMS?		
Does your organization consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that should be addressed as part of continual improvement?		

After completed this Business Management System (BMS) Self-Assessment and if any questions are answered with a (No), Business Management Services can assist you.