

## Innovation Management System (IMS) Implementation Summary

ISO 56000 is the series of ISO Management System Standards. ISO 56002 the Guidance for Implementation of the Management System. This Gantt chart shows the flow of a typical project over an 18 month period. For more information, please contact Peter Merrill at Quest Management (pm@questmgt.com).

IMS Implementation Plan	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	<b>Leadership and Strategy</b>																	
Gap Analysis																		
Leadership Workshop																		
Context and SWOT Analysis																		
Initiate Culture																		
Opportunity and Risk																		
Strategy Refinement																		
Measurable Objectives																		
<b>Culture and Process</b>																		
Innovation System Summary																		
Employee Awareness																		
Competence Development																		
Opportunity Assessment																		
Ideation for Solutions																		
Working Solution																		
Solution Delivery																		
<b>Assess and Improve</b>																		
System Assessment Training																		
System Assessment																		
Corrective Action																		
System Adjustments																		
Management Review																		

## Phase 1: Leadership and Strategy

### • 1 – Context, Leadership and Planning; Activities for Clauses 4, 5 and 6

A **Gap Analysis** report shows the status of the organization against the ISO 56002 Standard and the key actions needed. A **Leadership Workshop** then gives a quick understanding of ISO 56002 with the Gap Analysis report integrated into the workshop. **Innovation opportunity** areas are then determined through a SWOT Analysis and customer areas are identified. The strategic **Innovation Objectives** are developed and built into the innovation strategy. The Scope of the IMS is agreed and decisions taken on **Structure**, whether to Spin-Off Innovation, develop a structure within the business and whether to partner.

A specific **Culture Assessment** identifies issues for attention and these are also built into strategy. Key cultural issues are the coexistence of creativity and execution behaviors. **Risk** is quantified, and **Measurable Objectives** are set. Innovation **Strategy** is detailed and integrated with existing business strategy. The **Innovation Portfolio** is a key output, balancing Risk v R.o.I and enables Leadership to monitor progress. It includes the criteria for initiative termination. Innovation strategy will change and pivoting will be imperative.

### • 2 – System Support and Process Activities for Clauses 7 and 8

The **IMS Summary** will be a high-level description of innovation management in the business, addressing each clause of the standard. This is a reference source for the IMS and later provides a basis for assessing the system. Innovation is explained to the people in the organization through **Awareness** sessions together with the methods by which they will engage in the IMS. The importance of collective knowledge will be explained. IMS Progress will be regularly communicated to people. This develops their **Engagement** and involvement.

Innovation **Competence** is identified in detail. These competences would range through Research, Creativity and Project Management. Competences will be developed in parallel with the development of the innovation process. The **Innovation Process** breaks into elements. **Opportunity** is identified through ethnographic studies and competitor research. **Concept Solutions** are found using creative problem solving. **Selection of Solutions** based on Risk, RoI and the ability to be copied. **Development of Working Solutions** and **Solution Delivery** are supported by a value proposition. Solutions improve through evaluation of user feedback and value impact. **Process Measurement** at each step in the process ensure that data is analyzed to measure performance.

### • 3 – Assessment and Improvement Activities for Clauses 9 and 10

**Performance indicators** will include number of ideas, speed of development, customers secured and ease of use. Ultimately measures of performance will be cost savings, IP value and RoI. Data is continually analyzed to enable business decisions based on fact.

The **System Assessment** Team for the IMS will be a cross section of people from prime functions in the organization. It identifies any weaknesses in the system but is also a key to continual improvement. System Assessment **Training** develops the skills required to evaluate the IMS and the Assessment Team will learn how to ensure staff sees this as a process audit and not a personal assessment. System Assessment, KPI's, Customer Satisfaction and Supplier performance are used to drive improvement.

**Reporting on Performance** of the IMS is similar to reporting by the financial controller and the report is provided to the **Management Review**. It will include decisions and actions on KPI results, Process and portfolio performance and achievement of innovation objectives

**Please contact Peter Merrill at Quest ([pm@questmgt.com](mailto:pm@questmgt.com)) if you would like more information**