

# ■ e-Learning course on integrated management systems ■

Organizations today face many risks when trying to maintain quality performance. To avoid such risks, management practices must be approached from different directions using diverse sets of requirements to develop a more holistic strategy for improving operations. Many organizations worldwide have taken initiatives to set up integrated management systems (IMS), and the APO region could benefit from a deeper understanding of how to utilize an IMS approach.

Such needs were addressed in the e-learning course on Integrated Management Systems (ISO 9001, ISO 14001, and OHSAS 18001) organized by the APO using the World Bank's Global Development Learning Network platform. This course was conducted in two phases, 4–7 July and 22–25 August 2011, and attended by a total of 230 participants from Bangladesh, Cambodia, Indonesia, IR Iran, Malaysia Mongolia, Nepal, Pakistan, the Philippines, and Sri Lanka.

During this four-day course, participants were asked to examine the benefits and challenges of IMS through conceptual and practical approaches. In the first two days, APO experts Jimmy Chua and Yi Yan Lee, from the Independent European Certification (M) Sdn. Bhd. of Malaysia, guided the group through basic concepts of an IMS and then examined the integration of ISO 9001, ISO 14001, and OHSAS 18001 as an example of combining management systems for addressing the quality, health, environmental, and safety requirements of an organization. On day 3, participants visited local organizations to learn about their IMS experiences. The conclusions of participants on the challenges and benefits of IMS for an organization,



*APO experts Yi Yan Lee and Jimmy Chua (L–R) with the Malaysian group in phase 1 of the e-learning course on IMS. Photo courtesy of MPC.*

as well as recommendations for maximizing the IMS approach, were shared during group presentations on the final day of the course.

Upon completion of the course, a participant from Malaysia stated that she would “propose the concept to top management with advantages and disadvantages.” “I will actively participate in the IMS implementation process of the company,” noted another participant from Bangladesh. Ma. Theresa A. Agustin, the local coordinator for the Philippines, commented that the course was “...an enriching and enjoyable learning opportunity. A great deal of learning was gained both from online and offline sessions.” *Contributed by Y. Yamashita/APO Industry Department.* 🌐