

# BUSINESS

# MANAGEMENT BLUEPRINT

1



**BUSINESS STRATEGY**

(What and Why)

5

**HEALTH & SAFETY / ENVIRONMENT / QUALITY**  
(Controls)



2



**BUSINESS MANAGEMENT**

(What and How)

7

**SYSTEMS AND TECHNOLOGY**  
(Automation / Leverage)



3



**SERVICE DELIVERY**

(How and Who)

4



**PRODUCT DELIVERY**

(How and Who)

6



**PROCEDURES / WORK INSTRUCTIONS / SOP'S / FORMS / TEMPLATES**

(What and Why)

8



**MANAGEMENT REVIEW / CONTINUAL IMPROVEMENT / AUDIT**

(What and Why)

