



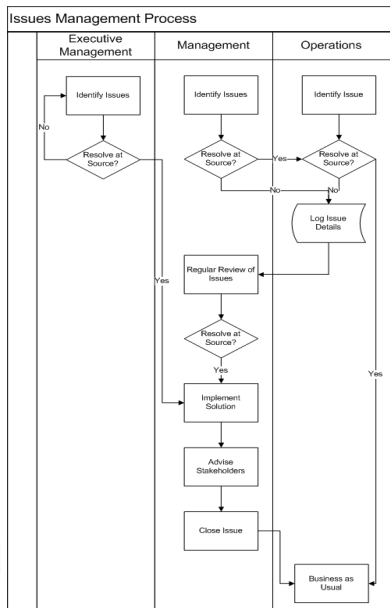
IMS CORP.

Operational Framework – Issues Management

Empowered Decision Making

empowering business for today and tomorrow

Identify Risk but Solve Issues



The flowchart, titled 'Issues Management Process', is organized into three columns: Executive Management, Management, and Operations.

1. **Executive Management:** Starts with 'Identify Issues', leading to a decision 'Resolve at Source?'. If 'No', it loops back to 'Identify Issues'. If 'Yes', it proceeds to the Management column.


2. **Management:** Starts with 'Identify Issues', leading to a decision 'Resolve at Source?'. If 'Yes', it proceeds to the Operations column. If 'No', it leads to 'Regular Review of Issues'.

3. **Operations:** Starts with 'Identify Issue', leading to a decision 'Resolve at Source?'. If 'Yes', it proceeds to 'Close Issue'. If 'No', it leads to 'Log Issue Details', which then feeds into the 'Regular Review of Issues' in the Management column.

4. **Management (Continued):** From 'Regular Review of Issues', it leads to a decision 'Resolve at Source?'. If 'Yes', it leads to 'Implement Solution', then 'Advise Stakeholders', and finally 'Close Issue'.

5. **Operations (Continued):** From 'Close Issue', it leads to 'Business as Usual', which then loops back to the start of the process in the Executive Management column.

- What are issues?
- Ownership of issues
- Resolution of issues
- Tracking
- Governance



IMS CORP.

empowering business for today and tomorrow

Questions



empowering business for today and tomorrow