

Basics on management systems

管理体系基础知识

What is a management system?

管理体系是什么？

A management system is a set of documented measures, processes and/or procedures reviewed by management. This can be an internal system or a system developed according to a standard (certified management system).

管理体系是经过管理层审核的一组成文的措施、流程和/或程序。管理体系既可以是内部系统，也可以是根据标准要求开发出的系统（即经认证的管理体系）。

Certified Management System

经认证的管理体系

A certified Management System consists of implemented and documented processes and procedures accredited by an external certification body. A certification is issued for the verified company site and is valid for a specific period of time. In regards to the field of sustainability, examples of relevant certifications are ISO 45001 (Occupational Health and Safety) and ISO 14001 (Environmental Management System).

经认证的管理体系包括由外部认证机构认可的、已实施并形成文件的流程和程序。通过验证的公司将获得证书，证书在规定时间内持续有效。就可持续性而言，有关认证实例包括 ISO 45001（职业健康与安全管理体系）和 ISO 14001（环境管理体系）。

Internal Management Systems

内部管理体系

Companies that are not certified (yet) have the possibility to present their implemented processes and procedures in an internal management system. In the Self-Assessment Questionnaire on sustainability (SAQ) there is a possibility to provide proof of an internal management system instead of a certification for respective questions. To present an internal management system, a so-called PDCA cycle (PDCA - Plan, Do, Check, Act) is recommended. Using the example of an Environmental Management System, the following steps should be included:

尚未通过认证的公司可以在内部管理体系中介绍其实施的流程和程序。在可持续性自我评估调查问卷（SAQ）中，可以提供内部管理体系的相关证明，而不是针对各个具体问题的。如若需要展示某个内部管理体系，建议使用 PDCA（计划、执行、检查、处理）循环。以环境管理体系为例，需要完成以下步骤：

- **Plan:** Definition of environmental objectives and corresponding measures, responsibilities and procedures;
- **计划:** 定义环境目标以及相应的措施、责任和程序。
- **Do:** Implementation of the defined measures and procedures
- **执行:** 已明确的措施和程序的执行。
- **Check:** Monitoring of the responsibilities, procedures and measures in regards to the organization's environmental objectives and guidelines (so-called "environmental policy")
- **检查:** 监视与所在组织的环境目标和准则有关的职责、程序和措施（即所谓的“环境政策”）
- **Act (Follow-up activities):** Adoption of responsibilities, procedures, measures and, if applicable, of environmental objectives and guidelines as well; consequences of non-compliance.
- **行动（跟进活动）:** 采纳责任制、程序、措施和环境目标及指南（如适用）；确定不遵守规定的后果。

A presentation of internal processes and procedures will be accepted by the Volkswagen Group if it fulfills the aspects described above in a structured and explicit way. One exception, however, is the requirement for production sites with more than 100 employees, for which the Volkswagen Group requires a certified management system in the field of ecological sustainability.

如果内部流程和程序结构层次清晰明确且满足上述要求，大众汽车集团则会通过。然而例外的是，对于拥有超过 100 名员工的生产基地，大众汽车集团要求其在生态可持续性方面有经过认证的管理体系。