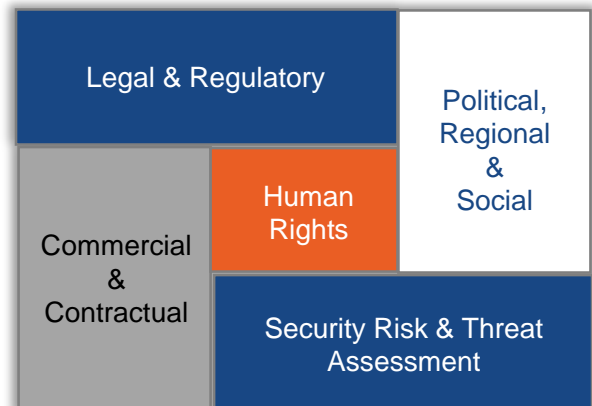


ISO 18788: 2015 Implementation Consulting Project

Security Operations Management Standard (SOMS) – ISO 18788:2015

BCMS Security Operations Management Standard is an emerging management system derived from principles established under International Code of Conduct (ICoC) for Private Security Providers, ethos of the United Nations' Guiding Principles of Business & Human Rights and The Montreux Document.

SOMS establishes an excellence framework for Security Operations aligned to regulatory requirements, service level agreements with clients and ethical practices within the industry.



A deliberate assessment is undertaken to ascertain quality assurance and professional steadiness. Depending upon the scope agreement, a pragmatic scan is done to map organizational strategy, tactical command & control systems, operating procedures in contrast with human capital management practices and values governing conduct of business. Findings & recommendations are tailored through consulting support across all tiers of security operations ranging from the corporate headquarters to stand alone facility or customer site.

ISO 18788:2015 Implementation Outcome

- Validate credibility of operating responsibly as a security function or service provider.
- Exhibit risk based thinking across all functions, processes and interactions.
- Minimize processes errors and deviations from service standards.
- Supplement brand reputation & ensure continual improvement.
- Enhance business value for customers and supply chain partners.
- Reduce costs related to human capital rights and turnover.



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Project Implementation Approach

SOMS is best adopted into business cycle of an organisation as a standalone system and gradually integrated with other management systems. Commonly practiced approach for implementation is the Plan, Do, Check, Act (PDCA) cycle which is the core of any Management Systems. Each part of the project life cycle is briefly described below as precursor to SORGEX's project deliverables. The level of engagement in each phase shall vary with a view to foster gradual shift of ownership to in-house team. We appreciate this can be challenging for some members of the team, however; it is a tried and tested model of building capabilities leveraging the consultant's experience. We, therefore; remain flexible to enhance support to address any performance issues

Plan

The organization reviews its current status and identifies where it needs to be in the future, in light of both internal and external context. A high level agreement of what needs to be achieved and how; who will be responsible for what, and the associated measures of success are transmitted by creating or updating a policy and plans to achieve the objectives.

Do

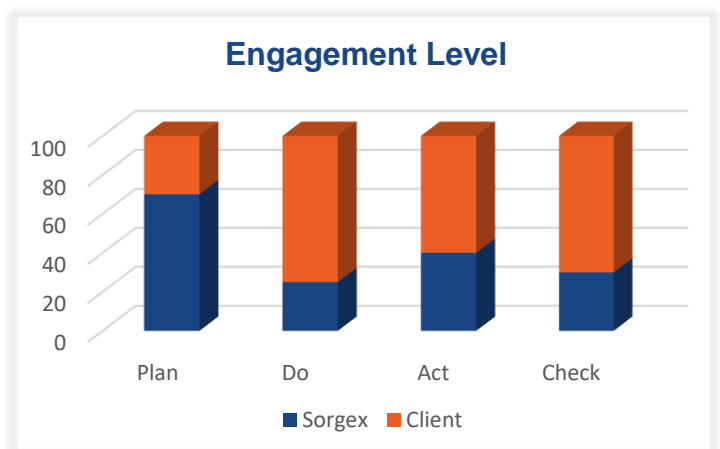
By Implementing the management system standard, the organisation evaluates and mitigates a spectrum of risks, and defines processes to execute plans by engaging stake holders through provision of material & knowledge resources.

Check

This phase of implementation is reiterative and ensures that plans and / or changes have been transitioned successfully. Risk assessments are reiterated to align the objectives & performance measures with the needed changes, both internal and external. These improvements / variations are managed through change control process and necessary corrective and preventive actions.

Act

Performance reviews at periodic intervals by leadership at all levels, embrace the lessons learnt as organizational process assets and revised performance objectives are determined. Reiterative cycle of results evaluation and revised performance measures is key to continual improvement and results in organizational capacity building and processes maturity.





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Project Phases

SOMS implementing project phases are planned sequentially. Each project phase is goal-oriented and ends at a milestone. Reaching these overlapping milestones means the project progresses into next phase.

Phase 1

- Kick Off Meeting
- Gap Analysis & Report
- Security Operations Management System Training

Phase 2

- Security Operations Management Policy
- Objectives, Performance Measures, Review & Improvement Framework
- Set of Security Operations Management Documentation (Reports, Checklists)
- Security Risk Management Plan
- Human Rights Risk Management Plan

Phase 3

- Internal Audit Plan
- Audit Analysis Reports
- Corrective Actions & Improvements
- External Audit Support
- Continual Monitoring and Review



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Key Activities

The following table describes the key activities for each phase of SOMS Implementation project life cycle in contrast to the requirements of ISO 18788-2015.

PLAN	Establish Policy, Implement, Support and Update	CONTINUAL IMPROVEMENT
	Commitment of Resources, Human Rights, Improvement	
	Phased Implementation, Review, Update	
	Assessment of Risks, Legal & Other Requirements	
	Objectives Setting, plans to achieve	
DO	Implementation & Operation	
	Operational Controls	
	Roles, Responsibilities & Authorities	
	Competence, Training & Awareness	
	Communication	
	Documentation and Document Control	
	Prevention and Management of Undesirable Events	
CHECK	Performance Evaluation	
	Monitoring & Measurement	
	Evaluation of System Performance	
	Exercising & Testing	
	Non Conformities, Corrective & Preventive Actions	
	Internal Audit	
ACT	Management Review Results	
	Adequacy & Effectiveness	
	Need for Changes	
	Opportunities for Improvement	

Certification Process

We believe that essence of any management system is embedding the ISO system requirements into the business processes of our clients and enable them to go through rigorous process of third party audits. To support our clients, we provide guidance & support for selection of certification body and articulating an audit program. It is imperative that decision of such appointments are made by the clients independently.

GET IN TOUCH

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