

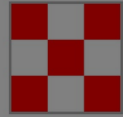
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Practical MS Tips for Accountable Managers on CMS

7 key steps every AOC holder needs

→ Swipe to protect your operation & stay compliant

MS: *Management System*

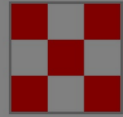


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1. Own your ultimate Accountability

You are the single person the authority holds responsible for the entire Compliance Monitoring System (CMS).

- You cannot fully delegate **compliance**
- You have the final say on resources and stopping **non-compliant** operations
- Be visible and engaged, staff must see you as “in charge of **compliance**”

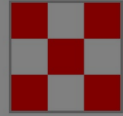


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2. Sign & actively live the **Compliance Statement**

Your signature is not enough – make **CMS** real every day

- Keep the **compliance statement** short, clear, signed and dated by you
- Include a strong commitment to **independent auditing** and Just Culture
- Personally present **CMS** at least once per year
- Review the **CMS** with the Nominated CMM regularly so it stays relevant

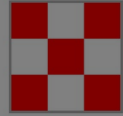


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3. Define and drive clear **Compliance** Objectives

Compliance objectives turn your statement into measurable results.

- Set specific, realistic, and time-bound **Compliance** Objectives
- Link every objective to **Compliance Monitoring Indicators** (CPIs)
- Review progress yourself in every Management Review
- Allocate extra resources immediately when a **CMS** objective is at risk



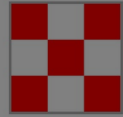
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4.

Allocate real resources

No resources = no effective **CMS**.

- Give the **NP Compliance Monitoring** (CMM) enough time, people and budget
- Create a dedicated **CMS** line in the annual budget
- Fund ISO 19011:2026 auditor training and corrective actions without delay
- Document how money is used (auditors love this)

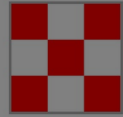


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5. Partner closely with your Compliance Monitoring Manager (**CMM**)

You and the CMM are part of the team in the Management System (MS).

- Schedule regular (monthly or quarterly) **CMS** briefings
- Review the **CMS** Objectives, CPIs, audit findings, open NCRs and status of the corrective action together
- Support the **CMM** in front of other Nominated Persons
- Never shoot the messenger, thank people who raise non-compliances



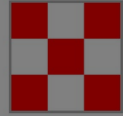
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6.

Make Compliance Monitoring Programme Work

The audit programme is the heart of **CMS**.

- Ensure the **audit plan** is risk-based, covers all areas and is actually followed
- Use simple, consistent finding classification (**Level 1 / Level 2**)
- Assign every **agreed finding** an owner + deadline
- Personally decide on **Level 1 findings**, fund corrective actions and require evidence of their implementation and effectiveness, including regular follow-up

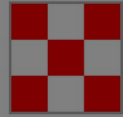


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7. Stay visible & Accessible

Staff must see you as “in charge of **compliance**” and feel they can reach you without fear.

- Walk the operation regularly, so the people see you, not just hear about you
- Maintain open-door policy for **compliance** concerns – no appointment, no hierarchy barrier
- Respond quickly and constructively to every report that reaches you (even the uncomfortable ones)
- Make it clear that raising a **non-compliance** issue never damages careers, thank the messenger every single time



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Want the full practical guide with examples & checklist?

I expanded these 7 steps into a detailed article on mycs.swiss/acm

Comment the GUIDE below
or check the first comment for the link.

Continuous Safety
sms@mycs.swiss
+41 79 287 80 99

Looking for **nominated persons**, just contact us.