



When Recognition Matters



5 REASONS WHY MANAGEMENT
SYSTEM FOR RECORDS
IS IMPORTANT

Many organizations still encounter difficulties keeping up with the increasing amount of records necessary to be managed and controlled. In order to move along with the fast pace digital world and shift from paper records to digital ones, it is utterly important for an organization to implement a management system for records (MSR). The MSR is a specific management system fit for the purpose of directing and controlling organization's records system.

The MSR can be implemented by every type of organization regardless of their size, sector, and industry. According to ISO 30300, "the purpose of implementing an MSR is the systematic management of information as records about business activities." These records can be used to maintain information about business activities, as well as support current business decisions. Therefore, a management system for records (MSR) can be considered as a critical component to ensure accountability to present and future interested parties.

ISO 30301 is compliant with Annex SL, which defines the structure of management systems standards in terms of identical clause sequence, common text, and terminology. As organizations increasingly have to manage several compliance frameworks simultaneously, it is recommended to implement an integrated management system. MSR integration with other management systems can help organizations manage records properly, knowing that most of these systems rely heavily on documentation.

There are also other benefits that organizations can gain by implementing an MSR, and they include the following:



1. IMPROVE BUSINESS EFFICIENCY

Similar to other company assets, proper records management allows organizations to make use of their value through faster access to and retrieval of information. Implementation of a sound records management can help organizations avoid extra costs (storage and server costs), have records supported decision-making and have improved customer services due to the ease of locating information. Consequently, records management leads organizations towards time and cost efficiency of their business operations. MSR implementation reduces the overall costs associated with storage (on-site and off-site), server costs (for electronic records and e-mail) and costs associated with servicing records.



2. SUPPORT STRATEGIC DIRECTION

A proper records system supports the organization's development because MSR requirements implementation must be aligned with the strategic direction of the business. The organization's mission, vision, values and objectives must be continuously communicated to relevant interested parties to ensure that they are understood by them. This culture embedded in the organization will bring about management system improvement, as well as efficacy and efficiency in administrative processes. Additionally, the MSR implementation will direct and support continual improvement throughout the organization.



3. MAINTAIN ACCOUNTABILITY

A sound records management system demonstrates legal and regulatory compliance, as MSR can be used to comply with different applicable laws and regulations. Organizations must have evidence of their activities with regards to external and internal environment such as economic, political, social and technological. In addition, records are a reliable and verifiable source for accountability purposes. The MSR certification proves and guarantees conformity to the standard, to industry standards, and to national and regional laws.



4. MANAGE RISK

Management System for Records can also benefit organizations in terms of risk reduction. Proper management of records can be helpful in terms of evidence of the organization's actions and decisions. The relationship between records and risks can be seen in two ways, risks deriving from bad records management, and records used as a tool to mitigate risks. The former means that organizations can face business risks associated with records management, such as compliance concerns, **disaster recovery issues, public relations crises, discrete information breaches and security threats**. Whereas, the latter is related to a records management system in place to prevent the above mention issues from happening.



5. OPTIMIZE BUSINESS CONTINUITY

Providing your organization with the proper records and information management systems associates with recognizing potential risks in maintaining records, and acquiring a strategic plan to moderate the likelihood of damaged or loss data. Organizations preventing the loss of vital records and information prepare a Disaster Recovery plan that should identify and evaluate the risks that are most probable to affect business continuity through the systems that maintain records and vital information. The impact of data loss in the organization's overall business operations should be taken into account, and systems should be set up to identify methods to protect vital records, monitoring, maintenance systems, improvement processes and the addition of records as required.

Organizations still encounter difficulties keeping up with the increasing amount of documentation needed to be managed and controlled. This can occur simply because records managers lack professional training and development prospects. For that reason, acquiring trained and MSR certified professionals to implement management systems for records would have significant benefits to the organization's overall business, and have a smooth follow of documentation processes and procedures.

Here at PECB, we support organizations in implementing and managing a Management System for Records. As a global provider of training, examination, audit, and certification services, PECB offers its expertise on multiple fields, including ISO 30301 training and certification services.

ABOUT THE AUTHORS:

Arta Limani is an Account Manager for Quality Management Systems at PECB. She is in charge of conducting market research while developing and providing information related to Quality Management Systems at PECB. If you have any questions, please do not hesitate to contact: marketing.qms@pecb.com.

Lorika Bina is the Operations Supervisor at PECB. She is in charge of managing the Operations Division, particularly the Training Development Department and Compliance Department. During her time as Course Development Manager for Quality Management Systems at PECB, she developed the ISO 30301 training material. If you have any questions, please do not hesitate to contact her at: operations@pecb.com.

