Management system application Dual Inventive B.V.

Dual Inventive B.V.'s management system covers:

- Dual Inventive Holding B.V.
- Dual Inventive Europe B.V.
- Dual Inventive Ltd
- Dual Inventive Netherlands B.V.
- Dual Inventive Production B.V.
- Dual Inventive Technology Centre B.V.

The head office is located in Oisterwijk, the Netherlands, which is also where the company's central support is located (Shared Service Centre). The company also has an office in Doncaster, UK.

Purpose of the management system

Dual Inventive uses the EFQM-based integral performance management system called: Vico Connect. The aim is to:

- Support business operations, make them manageable and controllable.
- Improve the organisation, processes and products to continue to meet changing market and legislative requirements.
- Serve as a tool to understand activities, tasks, competences, information structure, results, control and perform analytics.
- Provide insight for (new) employees into business processes.
- Hold each other accountable for agreements made.
- Continuously improve and increase customer satisfaction.

Applied standard

The management system complies with the requirements set out in NEN-EN-ISO 9001:2015, NEN-EN-ISO 14001:2015 and NEN-EN-ISO 27001:2015.

Structure of the management system

The management system is designed from the process-oriented approach, where it represents the organisation as a collection of processes for the creation of products and services. The processes are divided into main topics and together form the business model, consisting of processes for:

- Policy and strategy
- Implementation
  - Sales
  - Development
  - Production
  - Operations

- Support processes (including HR, Finance, IT, QHSSE, Office Management and Legal, Security, Facility)
- Evaluation (including internal audits, management review, process evaluation, customer satisfaction, etc.)

Standards have been developed for all indicated processes. These standards form the overall management system and are described in process models, information descriptions, materials, working documents and forms and statements.

Version	Date	Author	Comment
1.0	28/09/2023	Rianne Nijhuis (QHSSE manager)	Final version