



8.11.3 Risk Assessment								8.2.3
<b>8.12. Business Continuity Strategy</b>								8.3
8.12.1 Determination and Selection								8.3.1
8.12.2 Establishing Resource Requirements								8.3.2
8.12.3 Protection and Mitigation								8.3.3
<b>8.13 Establish and Implement Business Continuity Processes</b>								8.4
8.13.1 General								8.4.1
8.13.2 Incident Response Structure								8.4.2
8.13.3 Warning and Communication								8.4.3
8.13.4 Business Continuity Plan								8.4.4
8.13.5 Recovery								8.4.5
8.13.6 Exercising and Testing								8.5
<b>9 Performance evaluation</b>		9		9	4.5	9	9	9
<b>9.1 Monitoring, measurement, analysis and evaluation</b>	8	9.1	4.5.1	9.1	4.5.1	9.1	9.1	9.1
9.1.1. General	8.1	9.1.1		9.1.1		9.1.1		9.1.1
9.1.2. Evaluation of Compliance	8.2	9.1.2	4.5.2	9.1.2	4.5.2	9.1.2.		9.1.2
9.1.3. Customer Satisfaction	8.2.1.	9.1.3						
9.1.4. Analysis and Evaluation	8.4	9.1.4						
<b>9.2 Internal audit</b>	8.2.2.	9.2	4.5.5	9.2	4.5.5	9.2	9.2	9.2
9.2.1 Internal Audit Objectives						9.2.1		
9.2.2 Internal Audit Process						9.2.2		
<b>9.3 Management review</b>	5.6	9.3	4.6	9.3	4.6	9.3	9.3	9.3
<b>10 Improvement</b>	8.5	10	4.5.3	10		10	10	10
10.1. General		10.1						
<b>10.2 Incident, nonconformity, preventative and corrective action</b>	8.3	10.2	4.5.3	10.1	4.5.3.1 / 4.5.3.	10.1	10.1	10.1
<b>10.3 Continual improvement</b>	8.5	10.3		10.2		10.2	10.2	10.2
10.3.1. General								
10.3.2. Corrective Action								
10.3.3. Preventative Action								
Appendices								
A.1 Abbreviations & Acronyms								
A.2 Sequence & integration of IMS Processes								
A.3 Organisational Chart								
Management Procedures								
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