

Purpose	Role	Unit	
To achieve the organization's objectives and continuously improve its performance (MCI Level 5)	A: Manage activities	A3 Manage activities to meet customer requirements	
		A5 Manage change in organizational activities	
	B: Manage resources	B4: Determine the effective use of resources	
		B5: Secure financial resources for your organization's plans	
	C: Manage people	C3: Enhance your own performance	
		C6: Enhance productive working relations	
		C8: Select personnel for activities	
		C10: Develop teams and individuals to enhance performance	
		C13: Manage the performance of teams and individuals	
		C16: Deal with the poor performance in your team	
	D: Manage information	D3: Chair and participate in meetings	
		D5: Establish information management and communication systems	
		D6: Use information to take critical decisions	
	E: Manage energy	E1: Identify the scope for improvement in the way the organization manages energy	
		E3: Promote energy efficiency	
	F: Manage quality	F1: Promote the importance and benefits of quality	
		F3: Manage continuous quality improvement	
		F4: Implement quality assurance system e.g. COA	
		F6: Monitor compliance with quality systems	
	G: Manage projects	G4: Plan and prepare projects	
G5: Manage the running of projects			
G6: Complete projects			
H: Manage environmental performance	H5: Develop and maintain an environmental policy		
	H7: Plan, monitor and support auditing of environmental performance		
	H9: Report environmental performance to interested parties		
	H10: Identify , implement and monitor action to improve environmental performance		