Glossary

Algorithms  A process of rules for calculation and the notation of numbers.

Brainstorming  A group process lead by an individual where a problem is defined and thoughts generated. Ideas should flow freely in a relaxed informal environment where criticism, negativity, judgements and body language do not influence the group. Variations should be encouraged.

Closed System  Closed systems do not interact with the environment. It only deals with systems within the organisation or department.

Heuristic  System of education under which a learner is trained to find out things for themselves.

Imagineering  Is a variation to brainstorming and starts by listing ideals and actuals, then noting and ranking any differences. An analysis of what can be done to remove or to minimise these differences then follows.
Open System  Open systems interact with their environment. They take into consideration outside factors that impact upon the system.

Procedure  A way to complete a task each day that will meet standards and achieve goals.

Standard Procedure

Manual  This manual details the purpose and scope of nominated processes. It identifies who does what, and when, how and why they do it. Working instructions are also included that relate to specific goods or services, equipment, handling etc.

Synergy  In an organisation we talk of culture, within a group of people we refer to synergy. That is the “mood”, “chemistry” or “atmosphere” created when a particular group of people comes together. The concept of synergy suggests that the individual components are more productive as a whole than when they are working individually.
A system can be defined as a series of connected steps that stabilise operations.