## APPENDIX A - ISO 22301:2012(E) PDCA MODEL



|  |  |
| --- | --- |
| **Plan**(Establish) | Establish business continuity policy, objectives, targets, controls, processes and procedures relevant to improving business continuity in order to deliver results that align with UON’s overall policies and objectives.  |
| **Do**(Implement and operate) | Implement and operate the business continuity policy, controls, processes and procedures. |
| **Check**(Monitor and review) | Monitor and review performance against business continuity policy and objectives, report the results to management for review and determine and authorise actions for remediation and improvement. |
| **Act**(Maintain and improve | Maintain and improve the BCMS by taking corrective action, based on the results of management review and reappraising the scope of the BCMS and business continuity policy and objectives. |

**Table 1 – Explanation of PDCA model**