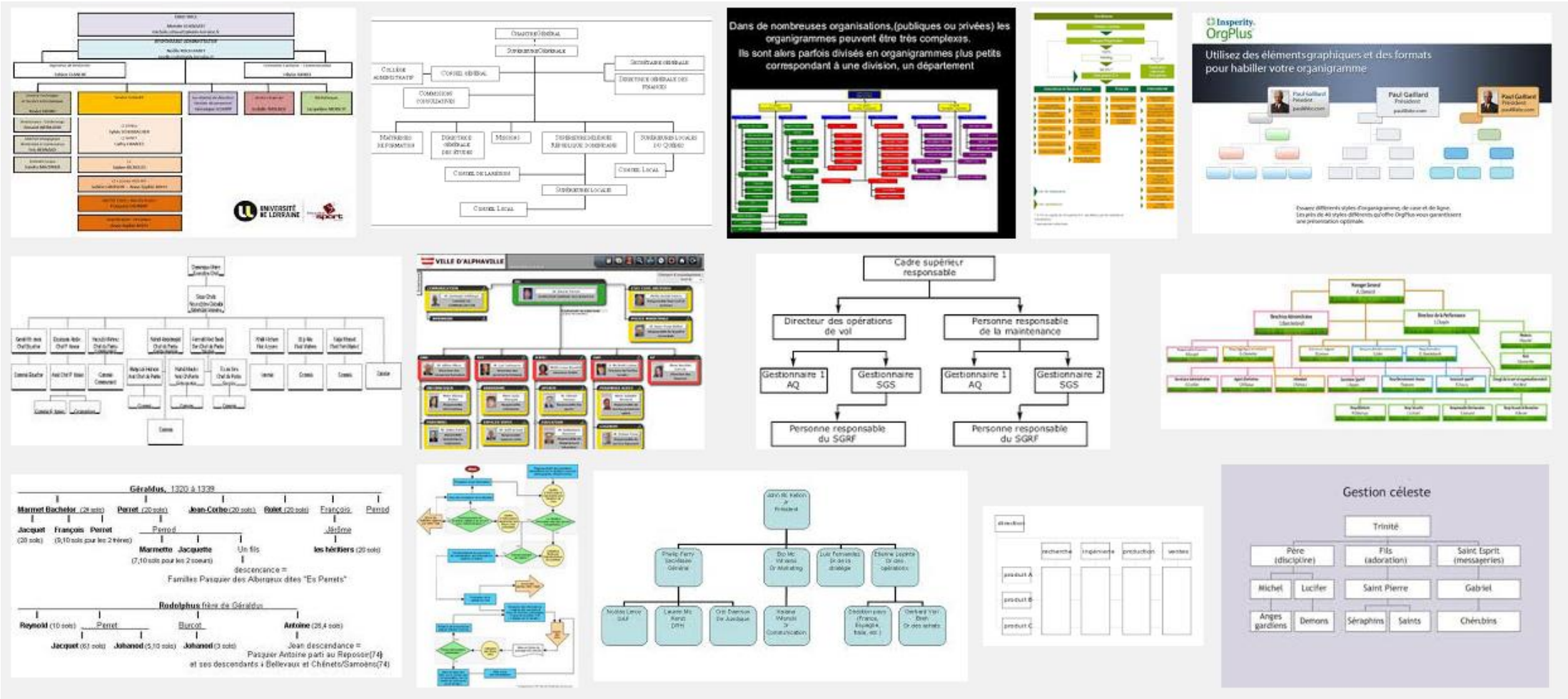
Organigram – Organisational Chart

Standard [Part] 4.3

"The Quality Management Plan shall include, or summarize and reference, an organizational chart of key positions and functions within the Processing Facility."



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Describe the organisation of your transplant programme

- Prepare organisational chart of your centre
- Show “as is” (reality) and not “should be” (desirable)
- 10 minutes

WIKIPEDIA
The Free Encyclopedia

Article Talk

Organizational chart

From Wikipedia, the free encyclopedia

"An **organizational chart** (often called

- **organization chart**
- **org chart**
- **organigram(me)**
- **organogram**)

is a diagram that shows the structure of an organization and the relationships and relative ranks of its parts and positions/jobs"

http://en.wikipedia.org/wiki/Organizational_chart

Use of Organisational Chart

- Organisational and supervisory communication
- Workforce planning
- Departmental or team planning
- Visualise the organisation
- Communicate operational information across the organisation
- Decision making about resources for managers
- Organisation restrucing or redesign

How should it be?

Clear & Concise

- Invaluable tool for management

Clear responsibilities, titles and lines of autority

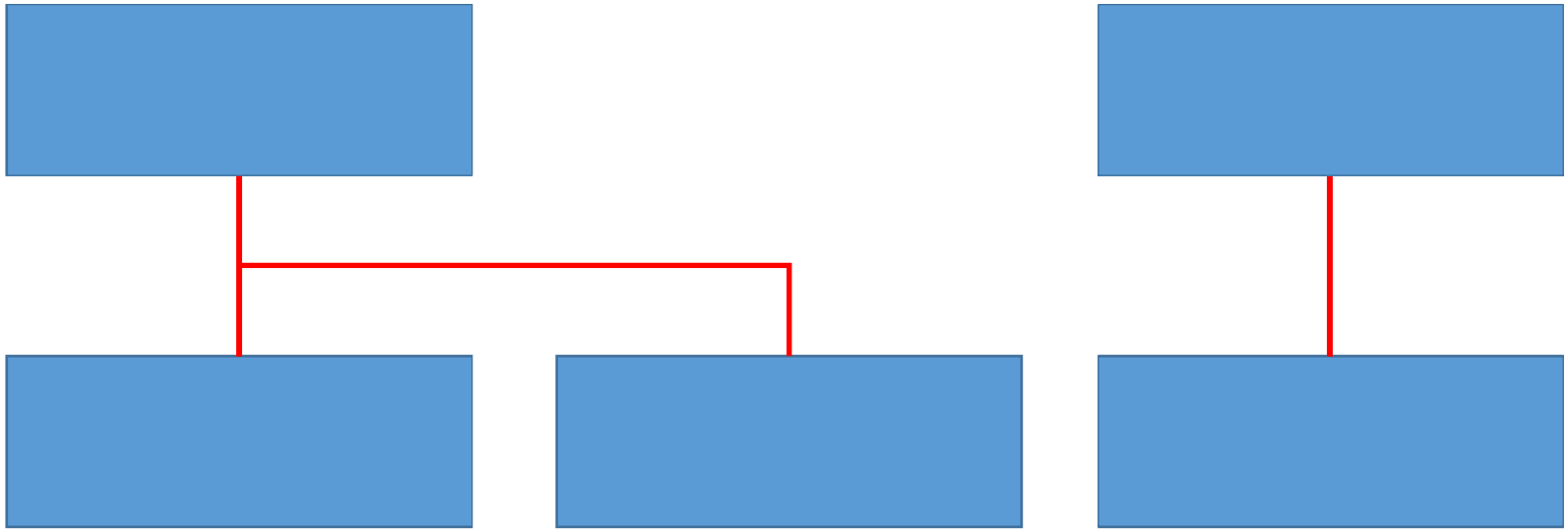
- Facilitate team organisation

Distributing & sharing

- Communicate valuable organisational information to employees
- Sharing organisation strategic visión and responsibilities, dependencies and relationships

Remember!

- Too simplistic or too complicated = useless
- Not isolated but linked



Examples of Poor Organizational Structure in Companies

Steep Hierarchies

- Chain of command too steep
- Top echelon remote from the workers
- Immediate supervisors only managers who understand staff jobs

Role Confusion

- Roles are not clearly defined
  - confusion is almost inevitable
  - Create wasteful redundancies and contradictions.

Procedural Issues

- Outdated methods
- Handbook is out-of-date
- Overregulation and messy procedural

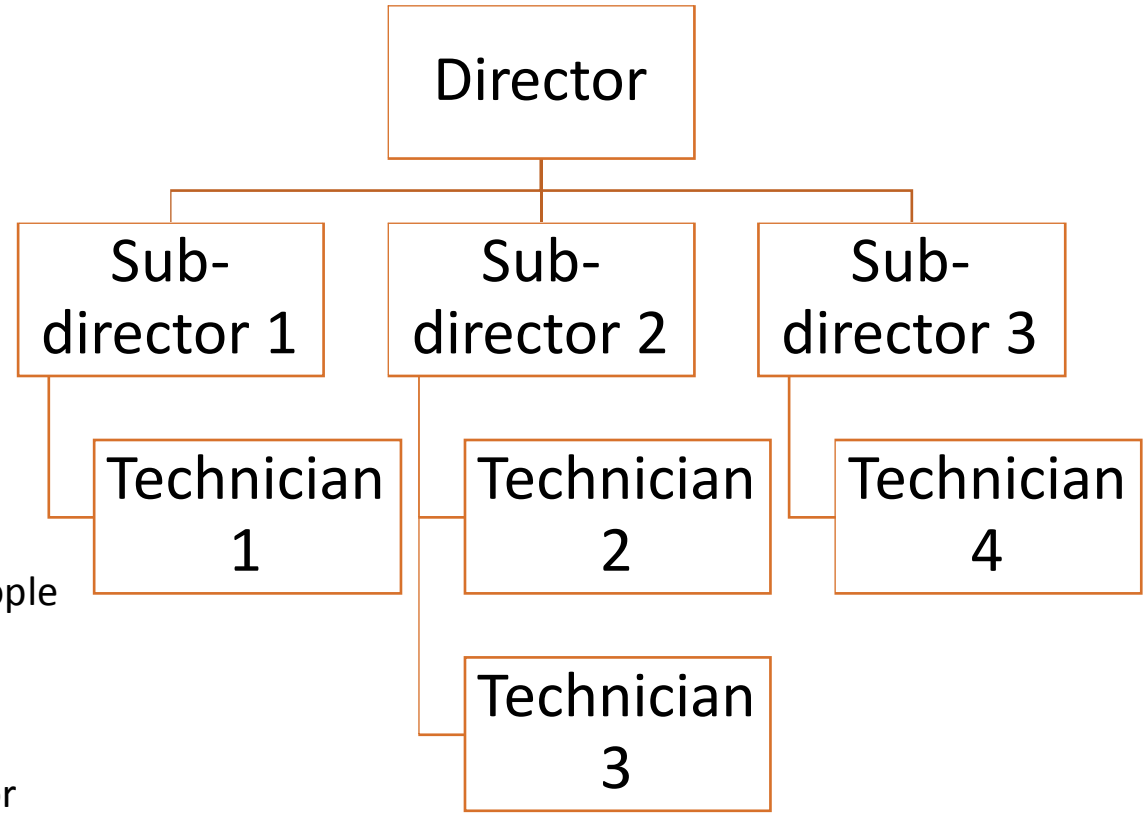
Lack of Coherence

- Individual departments have different goals

http://smallbusiness.chron.com/examples-poor-organizational-structure-companies-61056.html

Simple hierarchical organizational chart

- Pyramid-shaped
- At the top is a single person, who has a small number of people reporting directly to them.
- Each of these people has several people reporting into them and the number of people at each level increases as you move down the structure.



Advantages of hierarchical structures

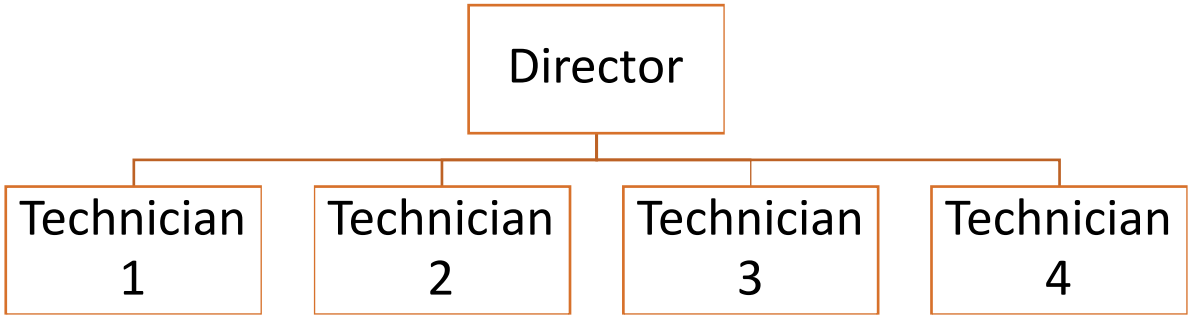
- Clear reporting lines
- Easy to see what each team is called, how many people there are in each team and how they relate to other people in the system.

Disadvantages of hierarchical structures

- People can feel stuck in a 'silo' and miss opportunities for co-operation, both for themselves and the organisation.

Flat structures

There are fewer levels in the flat structure organisation. In this example structure, there is one person at the top with everyone else reporting into them on an equal level.



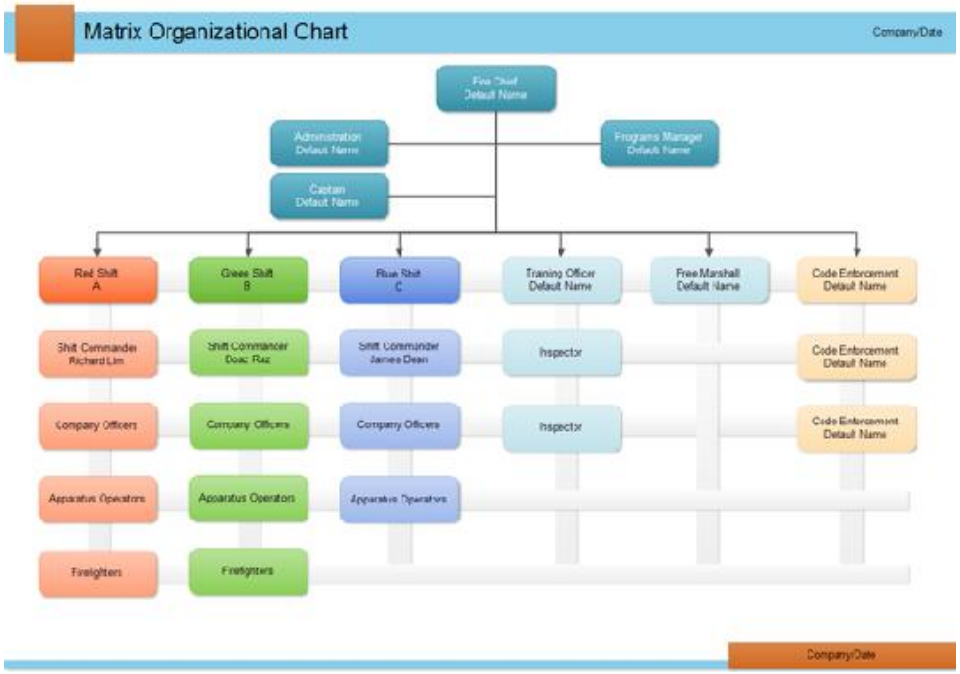
Advantages of flat structures

- people feel more involved and can take on more responsibility
- greater communication
- better team spirit
- less bureaucracy and easier decision making
- lower costs

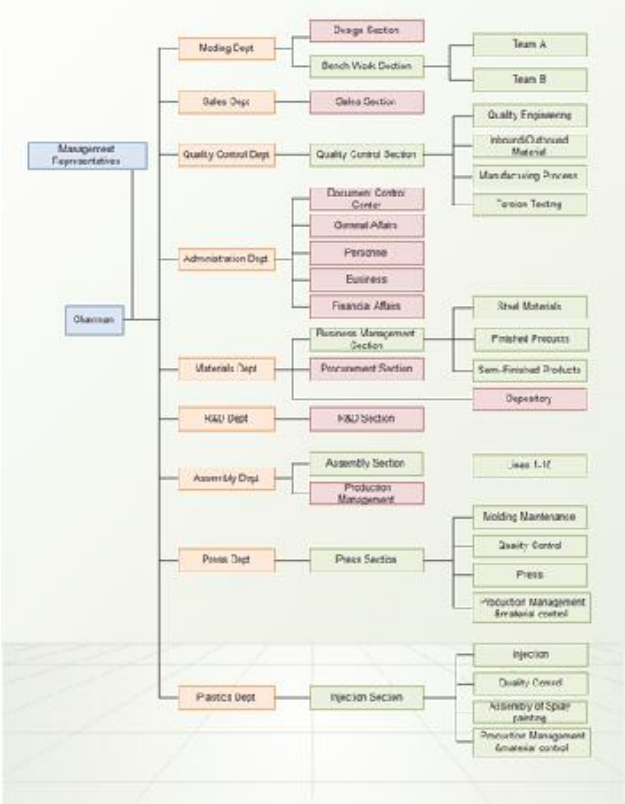
Disadvantages of flat structures

- Decisions can get stuck as a result of consulting with many people.
- People may have 'matrix management', with more than one manager.
- Limited to smaller organisations.
- The function of each department gets blurred as roles merge.

Matrix organizational chart



Divisional Organizational Chart



Limitations

- They often do not include users/customers/clients
- If updated manually, organizational charts can very quickly become out-of-date, especially in large organizations that change their staff regularly
- Show "formal relationships" and tell nothing of the pattern of human (social) relationships which develop
- No information about the managerial style adopted e.g. "autocratic", "democratic"
- Don’t show non-linear, non-hierarchical relationships in an organization

http://en.wikipedia.org/wiki/Organizational_chart#History

Summary

- Essential tool in any organisation
- Effective QMS requires clearly defined organisation with clear responsibilities
- Basis for communication, management and setting up Quality Management System

QMS = Management + Communication