



Process Improvement Credentialing Standards

A Division of the Management and Strategy Institute

Corporate Ethics Management Standards

Introduction

These open source standards represent the minimum required standards for credentialing the above-named process improvement methodology. To comply with Process Improvement Credentialing Standards, organizations must conduct testing which covers all body of knowledge elements below. Organizations must also comply with Process Improvement Credentialing Standards 15-point organization standard v 0.1.115 or higher. Elements do not necessarily need to be presented in the order shown below. These standards are completely independent of other standard-setting bodies. Practitioners involved in ethics management should be familiar with both **MSI 07.07.115** and **ISO** standards (multiple ISO standards may apply). Trainers and organizations are encouraged to teach additional information above and beyond these standards. All knowledge levels should be taught/demonstrated to the Bloom's Taxonomy level of **Apply**, unless otherwise noted.

Body of Knowledge

1. What is Business Ethics
 - 1.1. Define ethics
 - 1.2. Business ethics
2. Benefits of Managing Ethics
 - 2.1. Advantages of strong ethical management
3. Implementing Ethics Policies
 - 3.1. How ethics and ethics policies are implemented
4. Guidelines for Managing Ethics
 - 4.1. Guidelines for implementing ethical policies

5. Roles and Responsibilities

5.1. Who is responsible for ethics within an organization

6. Privacy Policies

6.1. privacy policies within ethics policies

7. Harassment Issues

7.1. Types of harassment

7.2. How they effect a company

8. Business and Social Responsibilities

8.1. Identifying types of responsibilities

8.2. Handling conflicting social and business responsibilities

9. Ethical Decisions

9.1. Understanding how ethical decisions are made

9.2. Balancing personal and organizational ethics

9.3. Common dilemmas

10. Whistle Blowing

10.1. Understand the process

10.2. Criteria

10.3. Risks

11. Managerial Ethics

11.1. Understand ethical management

11.2. Identifying the characteristics

11.3. Ensuring ethical behavior

12. Unethical Behavior

12.1. Recognize and identify

12.2. Preventing

12.3. Addressing

13. Ethics in Business

- 13.1. Understand organization basics
- 13.2. Addressing the needs of the company and ethical principles
- 13.3. Ethical safeguards
- 13.4. Developing a Code of Ethics
- 13.5. Performing an internal ethics audit

14. Science of Behavior

- 14.1. Psychology (Bloom's Taxonomy Level – Remember)
- 14.2. Sociology (Bloom's Taxonomy Level – Remember)

15. Benefits of Corporate Behavior

- 15.1. Benefits of employee safety
- 15.2. Conservation of materials
- 15.3. Stronger employee engagement
- 15.4. Improved employee performance

16. Company Values and Ethics

- 16.1. Environmental
- 16.2. Charity and community outreach
- 16.3. Integrity
- 16.4. Diversity

17. Employee Accountability

- 17.1. Employee attitude
- 17.2. Attendance
- 17.3. Honesty
- 17.4. Substance abuse
- 17.5. Workplace violence policies

18. Designing and Implementing Ethics Policies

- 18.1. Group planning
- 18.2. Hiring
- 18.3. Training employees
- 18.4. Define preferred organizational behaviors

19. Auditing Corporate Behavior

- 19.1. Ethical auditing policies
- 19.2. Affirm ethical behavior
- 19.3. Investigate and review reported incidents
- 19.4. Determine Progress, get employee feedback & revise policies

20. Standards (Bloom's Taxonomy Level – Remember)

- 20.1. ISO (General knowledge)
- 20.2. ISO 26000
- 20.3. ISO 31000
- 20.4. OSHA
- 20.5. Sarbanes-Oxley