

A system is a set of agreements the objective of which is regulating activities and staff management with one or more linked organizational processes. As such, the systems are agreements on internal processes, and give guidelines on them.

The systems can, on the basis of clear agreements, be described in one procedure. A system does not have to be formally described. Informal agreements can also create a system that is sometimes more important than the formal systems. With good systems, the issue of what should be done, when it should be done and who should do it is clear. With good systems, the efficiency of processes increases, and the problems in communication and coordination diminish. A number of good systems are considered as immaterial property, and they are of equal importance as the material property is.

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