Procedure: Management Review

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| Document information, authorship and approvals | | | |
| Author signs to confirm technical content | | | |
| Prepared by: | Job title: | Signature: | Date: |
| Subject matter expert reviewer signs to confirm technical content | | | |
| Reviewed by: | Job title: | Signature: | Date: |
| Quality representative signs to confirm document complies with quality management system | | | |
| Authorised by: | Job title: | Signature: | Date: |

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# Purpose

This procedure describes the system and assigns responsibilities for scheduling, conducting and recording management reviews of the QMS (Quality Management System) at [Company].

# Scope

The scope of this procedure includes all activities of the QMS but in particular, those identified in Section 4.4 of this procedure.

# Responsibilities

Identify the executive or executive team responsible.

|  |  |
| --- | --- |
| Role | Responsibility |
| Managing Director | Implementation of this procedure. |
| Quality Manager |  |
| Production Manager |  |

# Procedure

## Frequency and scheduling

A review of the effectiveness, suitability and adequacy of the QMS (a management review) is carried out by the Managing Director every year and additionally whenever there has been a significant change to the company’s operations.

A review is not required after the first six months, but it is good practice and will be useful in ensuring the system is working effectively.

For the first year of the life of this QMS, management reviews will be conducted every six (6) months.

## Attendance

Amend this section so it reflects your organisational structure

Management reviews are chaired by the Managing Director and are attended by the Quality Manager and Production Manager at a minimum.

Management representatives of human resources, marketing, customer services, facility management, engineering, finance, OHS&E and purchasing may be invited as required by the agenda.

Managers unable to attend may send a representative. A representative must be fully briefed and be given authority to act for the manager in their absence. Absent managers will receive minutes and may submit input to the Managing Director or Quality Manager.

## Agenda

The agenda is drafted by the Quality Manager and reviewed by the Managing Director.

The approved agenda is distributed at least one week prior to the meeting.

The agenda must cover all items listed in Section 4.4 Review input.

## Review input

The exact inputs will vary from company to company and reflect the products, processes that the company undertakes.

The following minimum information and data must be presented for review at least once each year or more frequently if appropriate.

|  |  |
| --- | --- |
| Items for Review | Description |
| Follow up actions from previous management reviews | Reports on the previous meeting’s actions. Incomplete items are carried forward as outstanding actions. |
| Process performance and product conformity | A summary of quality performance data for the period since the last review. This includes process and product non-conformities, on-time delivery performance, supplier quality performance and reprocessing activities |
| Results of audits | Details of all audits carried out since the last review including audit findings against particular elements of the QMS, progress made to address any action items and discussion of significant findings and the company’s performance. |
| Corrective and preventive actions | Discussion of key corrective and preventive actions implemented and still pending (including their status) through the period to prevent the repeat of non-conformances and the improvement of processes and products to meet customer requirements. |
| Customer feedback | Summary of customer complaints as described in Procedure QP808: Customer Complaints.  Summary of customer satisfaction data and trends as defined in Procedure QP801: Feedback and Customer Satisfaction. |
| Training | The status and effectiveness of training programs including if necessary correlation of training with quality and productivity performance trends in corresponding areas. |
| Continual improvement | Examination of improvement recommendations, data demonstrating progress toward achieving continual improvement goals and revision of current and completed improvement projects. |
| New or revised regulatory requirements | If necessary, an update of any new or changed regulations and their impact on the QMS and operations. |
| Changes that could affect the QMS | A review of any changes made since the last review that affect the effectiveness of the QMS. |
| Review of quality policy and objectives | A review to ensure continuing suitability and relevance of policies and objectives. The policy may be changed when the goals expressed in the policy have been achieved or when changes within or outside the company render the policy inadequate or inappropriate. |

## Management review output

Management reviews aim to achieve:

* assurance that the QMS is suitable and effective
* effective remediation plans where the QMS is not sufficiently effective
* improvements in products and/or services to better meet customer requirements and give greater customer satisfaction.

They achieve this by:

* discussing each of the issues thoroughly
* identifying and agreeing actions to address issues; including the initiation of corrective or preventative actions, or Form FP501-1: Quality Management Action Record as appropriate
* providing resources for the actions to be carried out; (including assignment of responsibility, timeframes and allocation of human, equipment, know-how and other resources)
* publishing and keeping a permanent record of these details which are then distributed to meeting participants (and any absent managers) for their action.

## Records to be kept

Amend this section to ensure it is appropriate to the reviews you undertake.

The following documents are to be retained. The location and retention period for management review records are specified in Procedure QP403: Control of Records:

* agenda for management review meeting: an agenda distributed to participants in management reviews in advance of the review meeting
* minutes of management review meeting: records of management review meetings are to include discussed topics and issues, conclusions, policies, changes and any actions initiated
* formal reports presented at the review
* other records of actions: records of work carried out to achieve quality objectives and of their implementation, review and closeout are based on Form QP501-1: Quality Management Action Record.

Appendices

Amend as required or delete.

Definitions

Amend as required or delete.

| Term | Definition |
| --- | --- |
|  | Insert terms/abbreviations and definitions for those used within the procedure. Do not include any terms or abbreviations not used within the procedure. |
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Document Information

| Revision History | | | |
| --- | --- | --- | --- |
| Revision | Modified by | Change Control No. | Description of Change |
| 01 |  |  |  |
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Complete the above fields for each revision of this document. Ensure that there is sufficient description of changes so that the change history of this document can be followed. Additional columns can be added to include document/change tracking numbers generated by your company’s systems if required (eg. change control).

| Associated forms and procedures | |
| --- | --- |
| Doc. No. | Document Title |
| QP403 | Control of Records |
| QP801 | Feedback and Customer Satisfaction |
| QP808 | Customer Complaints |
| FP501-1 | Quality Management Action Record |

List all controlled procedural documents referenced in this document (for example, policies, procedures, forms, lists, work/operator instructions

| Associated records | |
| --- | --- |
| Doc. No. | Document Title |
|  |  |

List all other referenced records in this document. For example, regulatory documents, in-house controlled documents (such as batch record forms, reports, methods, protocols), compliance standards etc.

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