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| Rev. # | **Description of Change** | | | **Clause #** |
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| **A**  **B** | **Initial Release - ISO 9001 : 2008 Requirements**  **Included requirements of the ISO 9001:2015 standard** | | | **N.A.**  **4.2.3/4.3.1** |
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| **Prepared and Reviewed By** | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Signature) | | **MANAGEMENT REPRESENTATIVE**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Designation) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Date) | |
| **Approved By** | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Signature) | | CEO  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Designation) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Date) | |

**1. Purpose :** (i) To define a procedure for management review of the quality system to ensure its continuing suitability, adequacy and effectiveness.

(ii) To define and implement a continual improvement process to improve the organization’s performance, and the QMS effectiveness.

**2. Scope :** This procedure applies to all functions.

**3. Responsibility :**

3.1 The Management Review Meeting led by the CEO is responsible for management review of the quality system to ensure its continuing suitability, adequacy, effectiveness and continual improvement.

The Meeting shall be chaired by the CEO and supported by the Management Representative(s) of the Company.

The Meeting is represented by all Functional Heads.

3.2 Each representative should be prepared (with data - i.e., facts and figures) to participate actively and provide positive contribution and improvement in the Management Review Meeting.

**4. Procedure :**

4.1 **Planning**

* + 1. The CEO shall schedule Management Review to commence upon completion of Internal Audit cycle, before external audits.
    2. Management Review agenda shall be prepared and circulated at least one(1) week before hand for finalization of Review items and inputs.

4.2 **Execution**

4.2.1 **Frequency of Management Review Meeting**

The Management Review Meeting shall be held once in every six(6) months to perform a management review.

4.2.2 **Objectives of Meeting**

1. To review and ensure the continuing suitability, adequacy and effectiveness of the Quality Management System (QMS);
2. To assess improvement opportunities and the need for QMS changes.

4.2.3 **Meeting Inputs**

Inputs to Management Review by the respective Managers or their delegates, presented in monthly statistics or consolidated data, shall include current performance and improvement recommendations related to the following :

1. results of audits (e.g., internal / customer / 3rd party);
2. customer satisfaction & feedback / complaints / compliments from relevant interested parties;
3. process / external provider performance and product / service conformance;
4. status of non conformities & corrective actions;
5. follow-up actions from previous management reviews;
6. Opportunities for improvement.
7. Changes in external and internal issues that are relevant to the Quality management system;
8. Adequacy of resources
9. The effectiveness of actions taken to address risks and opportunities;
10. QMS performance and effectiveness of QMS
11. Monitoring and measurement results;
12. The extent to which quality objectives have been met;

4.2.4 **Action Highlights**

.1 The Meeting shall act to review minutes of the last meeting and ensure clearance of "outstanding actions" from the last meeting.

.2 The Meeting shall analyze all data generated from “monitoring & measurement” and other relevant sources to provide information relating to : (1) customer satisfaction, (2) product conformity, (3) characteristics and trends of processes and products including opportunities for preventive action, (4) suppliers and (5) quality objective achievement. The Meeting shall base on the information to conclude if the QMS is effective and its continual improvement can be made.

.3 The monthly statistics shall be reviewed against set Quality Objectives. A favourable trend in these statistics should be visible, or data-based corrective actions shall be seen effected immediately and effectively.

.4 The Meeting shall also act to review status of previous Improvement Plan and its implementation and any further necessary action.

4.3 **Monitoring (Checking) / Improvement Actions**

4.3.1 **Review Outputs**

The outputs from management review shall include actions related to :

* 1. judgement of the QMS adequacy, suitability and effectiveness that requires any need for changes to the QMS;
  2. improvement of the QMS effectiveness and its processes; (opportunites for improvement)
  3. improvement of product related to customer requirements;
  4. resource / time frame needs;
  5. business benefits;
  6. changes to its Policy, Objectives and other elements of the Management System - consistent with the commitment to continual improvement.

The agreed improvement items shall be recorded in the “Continual Improvement Plan” (see Form No. MR-QR-01 for sample) for onward management monitoring.

4.4 **Documentation**

4.4.1 Minutes of the Management Review Meeting shall be recorded and maintained (as "Quality Record") by the Top Management or his delegate.

4.4.2 The Top Management shall consider and initiate document revisions and the Management Representative shall ensure dissemination of the relevant documents to all.

4.4.3 Any change in the documented QMS to preserve proven methods shall be handled in accordance with the Document Control procedure.

**5. Reference Quality Records / Forms**

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|  |  | - | Continual Improvement Plan [sample] |