This template is intended as a tool to prepare records of Management Review Meetings. Please complete each section; this form may be used as the final report, or used as a template to type and publish more formal Management Review Meeting records. At all stages, management must consider proper, proactive measures to take to improve the company, and where it is necessary to apply preventive action. CAR Forms filed in last section of this template.

MR013

Date of Review: 19/12/22

Recorded by: Lee Payne

In attendance:

NAME	TITLE
David Bullock	Managing Director
Lee Ratcliff	Operations Manager
Lee Payne	Commercial Manager
Bill Hamilton	Financial Controller

Absent:

NAME	TITLE

For absent members, the minutes of this meeting must be sent to them afterwards, and opportunity for review and comment given. Any comments, changes, or additional inputs from these individuals must be incorporated into the final minutes or issued as an addendum.

ITEM 1. Review of the Quality Policy for current adequacy, and the need for changes to it. *Review the Quality Policy to ensure it still represents the company's goals.*

INFRATEC-UK Ltd was established in 2013 to provide planning, installation and commissioning services for driver information and traffic monitoring systems to the infrastructure construction industry. We are based in Middlesbrough and employ 7 people.

Quality is important to our business because we value our customers. We strive to provide our customers with services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance. The extent and boundaries of the Quality Management System include the transportation of equipment from the manufactures, installation, onsite testing, commissioning and maintenance across the highway network.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for our employees
5. Regular audit of our internal processes
6. Measurable quality objectives which reflect our business aims
7. Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and can also be found in the staff handbook.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

☒ Quality Policy reviewed and accepted as is.

☐ Quality Policy needs revision. Following changes recommended:

ITEM 2. Review of internal and external issues of concern. *Review the COTO Log and update it with any new or revised issues of concern.*

COTO log reviewed. No change

ITEM 3. Review of risks. *Review the Risk Register within the COTO Log with a focus on managing the negative risks indicated therein, and assessing the effectiveness of actions taken to date.*

COTO log reviewed with risk and associated risk assessments unchanged

ITEM 4. Review of opportunities. *Review the Opportunity Register within the COTO Log with a focus on managing the positive opportunities indicated therein, and assessing the effectiveness of actions taken to date.*

COTO log reviewed. No changes

ITEM 5. Internal and external audit results. *Report on the status of internal quality audits: review results of audits conducted since last meeting, and issues discovered.*

BSI carried out an audit on 17/11/22.
1no minor nonconformity found. CAR 071 Raised and corrective action identified.
Corrective Action Plan also raised on BSI portal.

ITEM 6. Status of corrective and preventive actions via the CAR System. *Review overdue CARs. Review trends indicated by the CARs filed.*

All existing CARs are complete.

ITEM 7. Review of resources needed to maintain and improve the effectiveness of the company and its quality management system. *Discuss resource needs for each of the following points.*

EQUIPMENT RESOURCES REQUIREMENTS:

New MEWP now received and in use.

No other equipment required.

WORK ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS:

New webconferencing and meeting room now in place.

QUALITY SYSTEM & OTHER RESOURCE REQUIREMENTS:

ISO 14001 and 45001 accreditation discussed again. See item 12.

HUMAN RESOURCES & TRAINING NEEDS:

No new needs identified.

ITEM 8. Review of the effectiveness of training and training programs in place.
Include opportunities for improvement for training.

Staff continue to be well trained through a variety of trusted suppliers. Role and business crticial training continues to be well co-ordinated.

ITEM 9. Review of suppliers. *Discuss issues regarding suppliers of critical materials, hardware or software. Review supplier performance and any quality or delivery issues. Review open supplier corrective action notices issued since last meeting. Note any trends for individual suppliers. Indicate changes of supplier status or restrictions.*

No quality or CARs raised against a subcontractor.

ITEM 10. Review of quality objectives, data and goals. *Review the current Quality Objectives as outlined in the previous Management Review Meeting minutes against the Continuous Improvement Log to track progress and modify goals accordingly. Complete the Objectives table on the next page.*

Objectives reviewed. No Changes

Top-Level Process	Quality Objective(s)	Metric(s) / KPIs	Current Standing	Goal Met? (Y/N) (If no, a CAR must be filed)
Management Responsibility Process	Maintain ISO 9001:2015 accreditation	Achieve re-certification by end of 2021	Certification remains in place.	Y
Measurement, Analysis & Improvement Process	Satisfy clients' needs	Increase turnover by a minimum of 5% each financial year	Overall our 3 biggest clients spend is +11.52% v last year.	Y
Resource Management Processes	Staff professional development	Provide all essential ongoing training to all staff as well as adhoc desirable training	All essential training has been completed	Y
Resource Management Processes	Improve service quality	Invest in structure and equipment	Continued investment made in both equipment and structure. See various items invested in on the CI log	Y

ITEM 11. Review customer feedback. *Discuss customer feedback, customer satisfaction survey results and complaints not already discussed as part of the CAR system review.*

No complaints received.

ITEM 12. Update the Strategic Direction of the company. *Include or attach the updated Strategic Direction.*

Following recent SMT discussions, it is noted that the company will change the strategic direction of the company to also include the manufacture of variable message signs.

To supply National Highways, the company will need to be accredited to ISO 45001 and 14001. To begin conversations with BSI. CAR to be raised.

Scope of ISO will need to be changed.

As we are going to go for three standards, it makes sense to move the Managament system to an Integrated Management System (IMS) too. CAR to be raised.

ITEM 13. Discuss the overall performance of the quality system, any changes to the company that may affect the quality system. *Include new opportunities for improvement.*

QMS seems to be peforming well.

ITEM 14. Note other recommendations for improvement to the company's products, services, and/or QMS. *Include explanation of any changes to the QMS that have been deemed necessary.*

None

ITEM 15. Review environmental management performance *Use Environment Management Log to identify issues, areas of improvement and trends*

n/a

ITEM 16. Review and discuss any amendments to environmental management procedures to ensure effectiveness in reducing/preventing significant impacts on the environment

n/a

ITEM 17. Note follow-up activities from prior Management Review issues.

1 - James Paul (Installation Operative) started 05/09/22. Paul Rye (Workshop Manager) started 03/10/22.
2 - QMD 004 and QMD 007 updated on 24/10/22.

ITEM 18. Set date for next Management Review:

26/06/2023

ITEM 19. CARs FILED:

Line Item or CAR #	Corrective / Preventive OFI?	Nature of Issue
072	OFI	ISO 45001 & 14001 accreditation required.
073	OFI	Move to an integrated management system (IMS)

ITEM 20. ITEMS FOR FOLLOW-UP AT NEXT MEETING: *Read through the entire minutes above and copy any items that need to be looked at again, or followed up on, at the next meeting.*

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