*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.*

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| **Date of Review:** 17/05/18 |
| **Recorded by:** Lee Payne |

**In attendance:**

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| --- | --- | --- |
| **NAME** |  | **TITLE** |
| David Bullock |  |  |
| Lee Ratcliff |  |  |
| Lee Payne |  |  |
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**Absent:**

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| **NAME** |  | **TITLE** |
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*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.*

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 in North East, England.

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

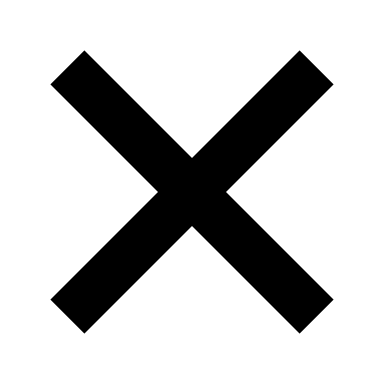
Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

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 objectives include:

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| --- | --- | --- |
| Quality Objective | Target | Measure |
| Implement the transition to ISO 9001:2015 standard | Achieve certification by end of Q1 2018 | ISO 9001 Certificate |
| Satisfy clients’ needs | Increase turnover from our top 3 clients by 2% each financial year | Financial Performance reports |
| Staff professional development | Provide all essential ongoing training to all staff as well as adhoc desirable training | Training Register and Plans. |
| Improve service quality | Invest in structure and equipment | Management Financial Reports. HR reports |

 Quality Policy reviewed and accepted as is.

Quality Policy needs revision. Following changes recommended:

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

Reviewed and no additional issues logged.

1. **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.*

Reviewed and no additional issues logged.

1. **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.*

Reviewed and no additional opportunities logged.

1. **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 Assessment – 21/12/17. 3 minor nonconformities identified (logged on CAR Log). Action plan submitted and each have now been closed.

Internal Audit 29/03/18. 2 minor nonconformities identified (Logged on CAR Log). Action plan submitted and each have now been closed.

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

All CAR’s have been resolved and closed.

It is deemed that no relevant trends are visable.

1. **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:**

No specific additional or replacement equipment required at this time.

**WORK ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS:**

Following observations and following staff feedback, it was discussed that investing in a Test Area to be built inside the unit would be worthwhile.

**QUALITY SYSTEM & OTHER RESOURCE REQUIREMENTS:**

None

**HUMAN RESOURCES & TRAINING NEEDS:**

No further changes to the team at this time following the creation of two new roles at the start of the year.

It was discussed that it would be beneficial if a Supervisor attend the CITB SMSTS course to offer us the ability to provide a Site Manager should a client require us to do so moving forward.

Though not essential, we still need to provide training for Forklift use and also IOSH working safely.

1. **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 critical training continues to be co-ordinated well.

1. **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 issues from current suppliers/subcontractors. No quality issues or CAR’s raised.

1. **Review of quality objectives, data and goals.** *Review the current Quality Objectives as outlined in the INFRATEC-UK Quality Policy and modify goals accordingly.* *Complete the Objectives table on the next page.*

Implement the transition to ISO 9001:2015 standard goal needs to be removed or amended as it has been fully completed.

| **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 | Implement the transition to ISO 9001:2015 standard | Achieve certification by end of Q1 2018 | Complete | Y |
| Measurement, Analysis & Improvement Process | Satisfy clients’ needs | Increase turnover from our top 3 clients by 2% each financial year | 1st customer spend is circa +104% versus last year.  2nd biggest customer is circa +79% versus last year.  3rd biggest customer is -100% versus last year.  Overall our 3 biggest clients spend is +60% 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 and adhoc training has been completed | Y |
| Resource Management Processes | Improve service quality | Invest in structure and equipment | Two new roles created at the end of 2017 and start of 2018. Investment where required. | Y |

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

Dave Bullock discussed positive feedback received from Balfour Beatty via VMS Ltd for the M3 ROTTMS project. Aspects such as flexibility and attitude to get the job done where mentioned.

bmJV have also provided some positive feedback with the promise that we will be considered for some additional work.

Once again, discussed the use of customer satisfaction surveys and it continues to be agreed that we do not wish to invite clients to complete these. The small number of clients we have means that this will be an onerous task for them and will provide little meaningful results

A new complaints procedure (QMD 025) has been written and established.

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

No change

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

The QMS seems to be performing well. CAR’s are being resolved in a timely manner.

The new internal auditing arrangements via Dave Rodwell are improved with positive results coming from his first audit.

1. **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.

1. **Note follow-up activities from prior Management Review issues.**

None.

1. **Set date for next Management Review:**

12 July 2018

1. **CARs FILED:**

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| **Line Item or**  **CAR #** | **Corrective / Preventive OFI?** | **Nature of Issue** |
| 048 | OFI | Build a Test Area within the unit to aid electrical testing |
| 049 | OFI | A Supervisor to attend the CITB SMSTS course to offer us the ability to provide a Site Manager should a client require us to do so moving forward. |
| 050 | OFI | Though not essential, we still need to provide training for Forklift use and also IOSH working safely for those staff identified. |
| 051 | Preventive | Implement the transition to ISO 9001:2015 standard goal needs to be removed or amended from the Quality Objectives as it has been fully completed. |
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1. **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.*
2. Following observations and following staff feedback, it was discussed that investing in a Test Area to be built inside the unit would be worthwhile.
3. It was discussed that it would be beneficial if a Supervisor attend the CITB SMSTS course to offer us the ability to provide a Site Manager should a client require us to do so moving forward.
4. Though not essential, we still need to provide training for Forklift use and also IOSH working safely.
5. Implement the transition to ISO 9001:2015 standard goal needs to be removed or amended from the Quality Objectives as it has been fully completed.