*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:** 27/09/18 |
| **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

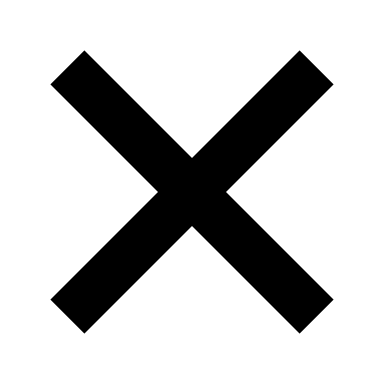
Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

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 |
| Maintain ISO 9001:2015 accreditation | Achieve re-certification by end of 2021 | 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.*

Potential reduced spend from main customer discussed. Considered more likely – see item 3.

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.*

#1 ‘Key customers may reduce spend’ Potential Loss of Customer column score upgraded to ‘Very High’. Mitigation plan not required but discussed opportunities to plan for in the event of it happening – see item 4.

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.*

Potential addition to scope from introducing a training delivery service into the QMS discussed. Further investigation required

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.*

No audits since last Management Review

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

Only CAR 050 remains open but within the deadline set.

All other CAR’s have been resolved and closed within the deadlines set.

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:**

CAR 052 - It is decided that two new vans are required to meet our anticipated work load and to replace some ageing vehicles. It is also decided to acquire these vehicles as lease purchase as to avoid cash flow suppression. To be ordered Sept/Oct. LP to organise.

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**WORK ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS:**

No further requirements required at the moment.

**QUALITY SYSTEM & OTHER RESOURCE REQUIREMENTS:**

None

**HUMAN RESOURCES & TRAINING NEEDS:**

Operations Manager – Training & Development now recruited.

Some accreditations are expiry and are to be renewed. Training to be booked and recorded using the procedure QMD 008.

CAR 050 remains open but within the deadline set 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.*

| **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 from our top 3 clients by 2% each financial year | 1st customer spend is circa +14.7% versus last year.  2nd biggest customer is circa -1.5% versus last year.  3rd biggest customer is -100% versus last year.  Overall our 3 biggest clients spend is +11.9% 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 | Continued investment made in both equipment and structure. See item 7 | Y |

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

Positive feedback received from McCanns for the M23 technology clearance works via email from John Henham on 25/09/18.

Also, feedback from McCanns on M6 site clearance works has also been fantastic. Email from John Harte on 06/09/18.

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

No update.

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.

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.**
2. Further review of van needs for the next 1-2 years required to decide on acquisition plans for the remainder of this year. LP to conduct. Completed via CAR 052
3. **Set date for next Management Review:**

20 December 2018

1. **CARs FILED:**

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| **Line Item or**  **CAR #** | **Corrective / Preventive OFI?** | **Nature of Issue** |
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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. Potential addition to scope from introducing a training delivery service into the QMS discussed. Further investigation required
3. CAR 052 - It is decided that two new vans are required to meet our anticipated work load and to replace some ageing vehicles. It is also decided to acquire these vehicles as lease purchase as to avoid cash flow suppression. To be ordered Sept/Oct. LP to organise.
4. Some accreditations are expiry and are to be renewed. Training to be booked and recorded using the procedure QMD 008.