*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.*

|  |
| --- |
| **Date of Review:** 20/12/18 |
| **Recorded by:** Lee Payne |

**In attendance:**

|  |  |  |
| --- | --- | --- |
| **NAME** |  | **TITLE** |
| David Bullock |  | Managing Director |
| Lee Ratcliff |  | Operations Director |
| Lee Payne |  | Commercial Manager |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**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.*

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 objectives include:

|  |  |  |
| --- | --- | --- |
| Quality Objective | Target | Measure |
| Maintain ISO 9001:2015 standard | 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:

Suggested by LP to remove quality objectives from ISO QMS Manual and update in each MRM. Then create a Continuous Improvement Objectives log to see what has been done to achieve these objectives. The Continuos Improvement Log can then be reviewed as part of the MRM. Agreed by all. CARs to be raised.

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

All existing Parties and Issues reviewed and remain. End road user suggested to be added to Parties by LP. Agreed - COTO Log updated.

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.*

All exisiting risks reviewed and agreed. Suggested that we need to include driverless cars as a risk by LP which was agreed by all.

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.*

All existing opportunities reviewed and agreed. Suggested that whilst driverless cars could pose a risk to the business, it may also provide an opportunity as it is expected to increase the need for infrastructure technology and therefore should also be added to opportunities. Agreed by all.

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.*

Internal - none conducted since last MRM. Next one scheduled for 31/01/19.

LP suggested the following for the first audit of every year

- Add which procedure - including the version, covers which clause in Appendix B of QMS Manual

- Then at audit, check if the versions or standards have changed. If not, all procedures are OK to pass.

- Then use the remainder of the audit to review the reality against the documented procedure using an Audit Checklist.

Agreed by all

LP suggested that some processes could be audited more frequent / less frequent to ensure quality objectives are met. Suggested the following frequency:

- Service Delivery - Annually

- Resource Management - Annually

- Measurement, analysis & improvement - Every 3 years

- Management Reponsibility - Every 3 years

- Review of procedures versions (as above) - Annually

Agreed by all

CARs to be raised

External - BSI audit completed on 15/11/19. QMS working well. No minor or major issues raised. Next audit arranged for 22/11/19.

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

CARs reviewed. No new ones since last MRM.

CAR 050 remains open. Discussed and agreed that the deadline set for this CAR to be moved to 31/12/19.

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 changes

**WORK ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS:**

No changes

**QUALITY SYSTEM & OTHER RESOURCE REQUIREMENTS:**

No changes

**HUMAN RESOURCES & TRAINING NEEDS:**

No changes

1. **Review of the effectiveness of training and training programs in place.** *Include opportunities for improvement for training.*

Training plans up to date.

Requirement for Safety Critical Medicals to be carried out in the new year.

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

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

Not reviewed due to the agreed change stated in Item 1.

| **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 +1.5% versus last year.  2nd biggest customer is circa +12.3% versus last year.  3rd biggest customer is +0.3% versus last year.  Overall our 3 biggest clients spend is +6.7%% 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. | Y |

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

It's been a quite quarter and expected to pick up in the new year. As a result, no customer feedback gained recently.

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

No strategic 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.*

QMS is working well. Some changes already discussed.

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.*

It was suggested that it would help if procedure references were stated on Appendix A of the QMS Manual.

Agreed by all

CAR to be raised

Suggested to change 11.2 in QMS Manual from:

• recording customer complaints using the document QMD 025 – Complaints.

• obtain customer scorecards from certain customers

• submittal of customer satisfaction surveys

to:

• recording customer complaints using the document QMD 025 – Complaints.

• regular feedback from clients, both written and verbal which is to be discussed at Management Reviews

Agreed by all

CAR to be raised

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

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

Agreed to not include at this stage.

2.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.

Quantity reviewed and 1 van ordered for delivery in the new year.

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

Actioned.

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

01/04/19

1. **CARs FILED:**

|  |  |  |
| --- | --- | --- |
| **Line Item or**  **CAR #** | **Corrective / Preventive OFI?** | **Nature of Issue** |
| 053 | OFI | Remove quality objectives from QMS Manual. |
| 054 | OFI | Create a Continuous Improvement Log |
| 055 | Preventive | Update Management Review agenda and procedure as a result of the introduction of the Continuous Improvement Log. |
| 056 | OFI | Change the first internal audit of each year to audit procedure versions against any changes |
| 057 | OFI | Change internal audit frequencies of some processes |
| 058 | OFI | Change Appendix A in QMS Manual with procedure references |
| 059 | OFI | Change 11.2 in QMS Manual for changes to complaints |

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.*