*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:** 03/02/20 |
| **Recorded by:** Lee Payne |

**In attendance:**

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

1. **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 with no revisions required.

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.*

COTO Log reviewed with risks and associated risk assessments deemed unchanged.

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 with no revisions

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.*

Audit 008 and 009 carried out in Dec 19. No CARs raised with all procedures seemingly working well.

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

CAR 050 overdue. Discussed and agreed that, while not essential and it does not impact on our service quality, that we should extend the due date until 31/12/20 to alllow for this to be carried out. CAR Form and Log to be updated.

All other CARs are complete with no outstanding actions.

No trends visiable.

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:**

The increase in subcontracting of HIAB hire since the accident on 11/11/19 which resulting in one HIAB being out of service since was discussed. It was agreed to discuss finance options with the bank to fund a replacement HIAB so that reliance can be reduced on subcontract resource.

**WORK ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS:**

None

**QUALITY SYSTEM & OTHER RESOURCE REQUIREMENTS:**

FORS Bronze accreditation was gained on 29/08/19.

ISO 14001 accreditation was discussed. It is still an ambition for the company to hold this accreditation, but it was agreed to not progress further at this time due to resource issues.

**HUMAN RESOURCES & TRAINING NEEDS:**

CAR 050 - as detailed above.

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 well co-ordinated.

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.*

Steve Wood and Peter Wood removed from Approved Supplier List as their work has now come to an end. No new additions.

No quality or CAR's raised against any subcontractor.

1. **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.*

Continuous Improvement Log continues to work well with some improvements made feeding into our overall Quality Objectives. Objectives remain unchanged

| **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 | Overall our 3 biggest clients spend is +6.8% 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. | Y |
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1. **Review customer feedback.** *Discuss customer feedback, customer satisfaction survey results and complaints not already discussed as part of the CAR system review.*

Review meeting held with Swarco Traffic on 09/01/20. Some really positive feedback received for our work last year. Discusion was had around this years opportunities and it seemed that they will increase their order volume with us.

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 new formal management review timetable was discussed and deemed to be better.

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 - other than reviewed as a CAR.

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

31/07/20

1. **CARs FILED:**

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| --- | --- | --- |
| **Line Item or**  **CAR #** | **Corrective / Preventive OFI?** | **Nature of Issue** |
| 050 | OFI | Change deadline for implementation to 31/12/20 |
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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. HIAB - investigate funding options to purchase a new HIAB.