*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:** 07/12/20 |
| **Recorded by:** Lee Payne |

**In attendance:**

|  |  |  |
| --- | --- | --- |
| **NAME** |  | **TITLE** |
| David Bullock |  | Managing 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 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.*

External audit carried out on 16/11/20. No NCR's raised and system seems to be 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 remains open with a deadline of 31/12/20. Agreed that due to the low prority of the requirement, that this to be extended to 31/12/21.

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:**

Second new tractor unit HIAB purchased through financing via Barclays. No other requirements needed at the moment.

**WORK ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS:**

None

**QUALITY SYSTEM & OTHER RESOURCE REQUIREMENTS:**

ISO 14001 accreditation was discussed gain. Still on hold due to our resource issue.

**HUMAN RESOURCES & TRAINING NEEDS:**

With the increased number of HIABs, and a driver leaving, we need to review our driver resource so that machine usuage can be optimised. Recruitment ads running on Linkedin and Indeed.

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.*

No quality or CAR's raised against any subcontractor. No new additions

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 +8.2% 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 |
|  |  |  |  |  |

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

The order book and feedback from Colas and Swarco Traffic continue to be positive.

Dave has spoken to Andy Jackson from Henry Comms who has heard from various sources that our reputation is growing from the quality of work we are doing at the moment.

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.*

QMS system seems to be performing well and is coping with our increased workload.

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:**

28/06/21

1. **CARs FILED:**

|  |  |  |
| --- | --- | --- |
| **Line Item or**  **CAR #** | **Corrective / Preventive OFI?** | **Nature of Issue** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

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. Review driver resource to ensure new HIAB capacity is maximised.