*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:** 28/06/21 |
| **Recorded by:** Lee Payne |

**In attendance:**

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| **NAME** |  | **TITLE** |
| David Bullock |  | Managing Director |
| Lee Payne |  | Commercial Manager |
| Lee Ratcliff |  | Operations Director |
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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 011 and 012 carried out in December 2020. No CARs were 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 remains open as discussed at MR09.

CAR 065, 066 067 & 068 raised since last MRM.

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:**

**WORK ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS:**

Office space is becoming an issue. We should investigate expansion options to help support growth and the business opportunities that we're currently discussing.

**QUALITY SYSTEM & OTHER RESOURCE REQUIREMENTS:**

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

**HUMAN RESOURCES & TRAINING NEEDS:**

Our recruitments ads haven't managed to recruit a new driver(s). Issues with Brexit and demand for HGV drivers, we believe, is a real issue. Investigate recruiting a LGV driver and training up.

Business Admin is another area that we need to strenghten. Investigate possibilities.

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.*

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 |
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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.*

Customer testimonials have been received for the new website. All customers that have provided them have provided really good feedback. Shared with the team.

Recent meeting held with Tony from Swarco. He thanked us for the support again this year and is pleased with how things are going.

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.

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.*

Having looking at some of Service Delivery Processes, LP identified that some procedures needed updating including QMD 011, 012 and 018 as well as QMP 001. Discussed why these had changed and to be fed into the root cause analysis

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

Review driver resource to ensure new HIAB capacity is maximised. Ongoing - see item 7.

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

21/12/21

1. **CARs FILED:**

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| **Line Item or**  **CAR #** | **Corrective / Preventive OFI?** | **Nature of Issue** |
| 065 | Corrective | QMD 011 - Customer enquiry / quotation procedure. Due to new customer requirements, the procedure in reality has now changed |
| 066 | Corrective | QMD 012 - Forecasting / Planning procedure. No longer believe we should use the shared calendar, and therefore the procedure needs updating. |
| 067 | Corrective | QMD 018 - Existing procedure is not effective and needs refining. |
| 068 | Corrective | QMP 001 - Due to changes, in QMD 011, 012 and 018, this process overview will need updating. |
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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. Investigate recruiting a LGV driver and training up.
3. Iinvestigate expansion options for office space to help support growth and the business opportunities that we're currently discussing.
4. Business Admin is another area that we need to strenghten. Investigate possibilities.