*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.*

MR011

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| **Date of Review:** 21/12/21 |
| **Recorded by:** Lee Payne |

**In attendance:**

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| **NAME** |  | **TITLE** |
| Lee Payne |  | Commercial Manager |
| David Bullock |  | Managing Director |
| 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 and management of 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 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. No change

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 risk and associated risk assessments 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.*

COTO log reviewed. Ln#8 added following the closure of VMSL. Agreed by DB and LP, but quesioned by LR. No Opportunity Pursuit Plan required at this stage (Opp factor 4.3). Agreed to continually review.

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

Audit 014 & 015 carried out in November. CAR 069 created an currently open. No issues or areas of concern

External

BSI Assessment carried out on 25/11/21. No non-conformities found and overall a very good assessment.

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. Agreed that due to the low priority of this OFI, that the deadline be extended until 31/12/22. CAR adjusted by LP.

CAR 069 open. Again, at this moment in time, this item is a low priority OFI and therefore the deadline will be 31/12/22. CAR adjusted by LP

Trends analysed and from the 28 CARs raised, pleasingly 53% are for OFI, with 29% corrective and 18% preventative. The main source of CARs are from these Management Reviews. We should continue to encourage staff to log CARs.

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:**

From CI Log. Storage solution. With more stock potentially being held, new racking and storage system to be installed which will help facilitate the introduction of a stock control system.

From CI Log. Stock control system. With the introduction of new storage and more stock being held, a system to be introduced to identify stock, movements and location

It was also discussed that we should investigate the purchase of a new MEWP. By replacing our machinery with new, state-of-the-art equipment, this will improve both the quality of our service delivery.

**WORK ENVIRONMENT & INFRASTRUCTURE REQUIREMENTS:**

New office extension now complete and is a much improved environment. Feedback from the team is positive.

**QUALITY SYSTEM & OTHER RESOURCE REQUIREMENTS:**

ISO 14001 and 45001 accreditation discussed again. Still part of our plan but it has to continue to be on hold due to our resource levels.

**HUMAN RESOURCES & TRAINING NEEDS:**

New Admin Support now recruited and settling in well. Coaching and OTJ training being conducted by LP.

New LGV driver now recruited and performing well.

Training matrix reviewed. All required training complete with just the optional ones outstanding.

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 crticial training continues to be well co-ordinated with the new Admin Support now also becoming involved.

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 CARs raised against a 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 reviewed and amended as below

| **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 by a minimum of 5% 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.*

John McDonagh from McCann called last week. Wanted to pass on his thanks to the team for all the help over the last few months.

Pleasingly no complaints received.

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

Service Agreement now signed with Hill & Smith for support VMS equipment until March 2023. Addition to our existing services but well done to the team involved in shaping this deal.

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 seems to be peforming well supported by BSI's latest assessment too.

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. **Review environmental management performance** *Use Environment Management Log to identify issues, areas of improvement and trends*

n/a

1. **Review and discuss any amendments to environmental management procedures to ensure effectiveness in reducing/preventing significant impacts on the environment**

n/a

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

Investigate recruiting a LGV driver and training up. Now recruited and undergoing OTJ training.

Investigate expansion options for office space to help support growth and the business opportunities that we're discusssing. Office extension now completed and working well.

Business Admin is another area that we need to strengthen. Investigate possibilities. Admin Support person now started and undergoing coaching and OTJ training.

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

27/06/22

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. Review Ln#8 for COTO Opps tab.
3. From CI Log. Storage solution. With more stock potentially being held, new racking and storage system to be installed which will help facilitate the introduction of a stock control system.
4. From CI Log. Stock control system. With the introduction of new storage and more stock being held, a system to be introduced to identify stock, movements and location
5. It was also discussed that we should investigate the purchase of a new MEWP. By replacing our machinery with new, state-of-the-art equipment, this will improve both the quality of our service delivery.