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| 1. Purpose  2. Scope  3. Establishment, revision, abolishment, and promulgation  4. Definitions  5. Fundamentals of quality management reviews  6. Conducting quality management reviews  7. Quality management reviews for all aspects of QMSs  7.1 Frequency  7.2 Attendees  7.3 Input to quality management reviews  7.4 Output from quality management reviews  7.5 Records of implementation  8. Approval of the results of quality management reviews  9. Corrective action in response to comments in quality management reviews  10.Follow-ups on comments in quality management reviews | The purpose of these Standards is to specify the details of quality management review that are necessary to appropriately promote such reviews at Living Appliances and Solutions Company (hereinafter referred to as "LAS") and overseas companies (hereinafter, “Business Divisions”) and to continually improve quality management systems (QMSs).  2-2  These Standards shall be applied to quality management reviews conducted by LAS and divisions to which LAS's quality standards apply (including overseas companies).  2-2  These Standards shall be established, revised, and repealed by the Director of the LAS Quality Innovation Center, and promulgated by the Product Safety Administrator.  2-2  The terms used herein shall be defined as set forth below.  (1) Performance  Measurable results  (2) Stakeholders  2-2  Individuals or organizations that the division has some influence on, or that influence / are deemed to influence the division (main stakeholders: customers, organization members, external suppliers, regulatory authorities, the general public, etc.)  (3) External suppliers  Suppliers that are external to and not a part of the division (suppliers, outsourced external organizations)  In order to verify that the quality management system of an organization is appropriate, valid, and effective, top management shall conduct a quality management review at intervals provided in 6 and 7.1 below. The quality management review thus conducted shall also evaluate any opportunities for improving quality management systems and the necessity of changing quality management systems, including quality policies and quality objectives.  Quality management reviews shall be conducted in steps (1), (2), and (3) below, which may be conducted simultaneously.  (1) Quality settlement meetings  Monthly quality settlement meetings (quality meetings) shall be conducted in accordance with the implementation procedures for “quality settlement meetings” provided in the “Quality Meeting Implementation Standards” (APQ-BG-004).  (2) Quality audits by top management  Quality audits conducted by top management (Division Director or president / managing director of overseas companies) at least once a year shall be conducted in accordance with the implementation procedures for “Quality Audits by the Division Director” provided in the Quality Audit Implementation Standards (APQ-BG-005).  2-2  (3) Quality management reviews for all aspects of QMSs  Quality management reviews for all aspects of QMSs conducted at least once a year shall be stipulated in Articles 7–10 below.  Quality management reviews for all aspects of QMSs shall be conducted prior to the formulation of a business plan for the following year. Items deemed necessary from among the review results shall be reflected in a business plan or quality business plan for the following year.  Quality management review of all aspects of QMSs shall be conducted periodically at least once a year (prior to the formulation of a quality business plan). At the request of top management, such reviews may be organized irregularly as occasion demands.  The following persons shall attend quality management reviews:  (1) Top management (Division Directors, presidents / managing directors of overseas companies, etc.)  (2) Quality management representatives  (3) Individuals reporting on input to quality management reviews as provided in 7.3 below  (4) Individuals whose attendance is deemed necessary by top management and quality management representatives  (5) Secretariat of quality management reviews  Input to quality management reviews shall include the following information. However, the following may be omitted if such has already been reported or reviewed at quality settlement meetings described in 6 (1) or quality audits by top management described in 5 (2).  (1) Follow-ups on the results of management reviews up to the previous one (reports on actions taken)  (2) Changes in external and internal issues related to quality management systems  (3) Information on performance and effectiveness of quality management systems, including the following trends  1) Customer satisfaction and feedback from closely related stakeholders  2) Extent to which quality objectives are satisfied  3) Process performance and product/service conformity  4) Nonconformity and corrective action  5) Results of monitoring and measurement  2-2  6) Audit results, results of quality compliance evaluation  7) Performance of external suppliers  (4) Validity of resources  (5) Effectiveness of activities on risks and opportunities  “Risks and opportunities” refer to the “impact of uncertainties (including possibilities that have yet to be realized but can be realized in the future)” and “conditions and situations advantageous for achieving goals for matters that have been already revealed,” and the effectiveness of activities that address these shall be reported.  (6) Opportunities for improvement (suggestions for improvement, etc.)  All decisions / actions concerning the following shall be specified as the output of quality management reviews.  (1) Opportunities for improvement (improvement of products related to customer requirements, etc.)  (2) Need for changes to quality management systems  (3) Resource needs  Implementation of quality management reviews shall be recorded in a quality management review implementation results report (Attached Table 1-1), provided, however, that the forms designated by each business division may be used so long as they contain equivalent contents.  A section serving as a secretariat shall keep such records for three (3) years.  In principle, top management shall approve the records of quality management review implementation results reports, provided, however, that such records may be approved by a quality management representative so long as the top management’s attendance is recorded.  In response to comments and instructions for improvement in quality management reviews, the section in charge shall specify its corrective actions and describe the same in the box for “Corrective Action” in Attached Table 1-1 to define when to implement improvement.  The quality management representative or quality management review secretariat shall verify the contents of their corrective actions and describe the results in the “Follow-Up” box in Attached Table 1-1.  The results of quality management reviews up to the latest one shall be followed up on in the quality management review in the following year. |