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Data generated from the monitoring and measurements of processes and the risk and opportunities associated with its processes are analyzed regularly to determine areas that need to be continually improved to ensure effective implementation of the QMS, fulfillment of customers' and interested parties' requirements, and compliance to regulatory and statutory requirements. This information is taken from the regular reviews of the quality policy, objectives, audit results, corrective and preventive actions, result of management reviews and analysis of customer *feedback*. The concerned functional unit heads are responsible for ensuring that continual improvement activities are carried out.

Prepared by:	Approved by:
 Quality Management Representative	 Regional Director