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| Instruction:  **QP-104** | Pages: **3** |
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| Authorized By: Quality Assurance Manager | |

**MANAGEMENT REVIEW PROCESS**

1. Purpose and Scope

**PURPOSE**

To establish responsibilities and methods for development, maintenance and review of the quality system to ensure its continuing suitability and effectiveness.

**SCOPE**

This procedure encompasses the Management Review Process for E.C. Styberg Engineering Co.

1. Definitions

**Audit:** An on-site verification activity based upon a sample used to determine the

effective implementation of a supplier’s documented quality system.

**Corrective Action Plan:** Plan for correcting a process or part quality issue.

**Management Review:** A periodic formal evaluation of the effectiveness of the quality

system in achieving the quality plan and objectives.

**Quality System:** Organizational structure, responsibilities, procedures, processes and

resources needed to implement the quality system.

1. Process Owner

**Quality Manager**

**4. Procedures**

**4.1 Quality Manager**

**Summarizes Audit Results**

The Quality Manager prepares a summary report of current internal audit results and corrective action plans.

**Schedules the Management Review**

The Quality Manager schedules the management review meeting at least twice annually.

The planned audits will be conducted in April and October.

**Administration for the Management Review**

An individual is appointed, by the Quality Manager, to take meeting minutes, prepare and distribute the meeting agenda, track action items and distribute the meeting minutes.

**Convenes the Management Review**

The Quality Manager chairs the annual management review meeting, where audit summary results are reviewed to assist in judging the adequacy of corrective actions and aid in making recommendations to improve the suitability and effectiveness of our quality system.

**Management Review Frequency**

The Quality Manager ensures that the frequency of meetings and elements discussed are adjusted and reviewed as appropriate, with priority given to those issues that pose the most risk.

**Inputs to review will include**

1. Cost of poor quality
2. Measures of process effectiveness
3. Measures of process efficiency
4. Product conformance
5. Assessments of manufacturing feasibility for changes to operations and for new facilities or new product
6. Customer satisfaction
7. Review of performance against maintenance objectives
8. Warranty performance (where applicable)
9. Review of customer scorecards (where applicable)
10. Identification of potential field failures identified through risk analysis (FMEA)
11. Actual field failures and their impact on safety or the environment

**Outputs to review will include**

1. Opportunities for improvement
2. Any need for changes to the quality management system
3. Resource needs

**Assigns Management Responsibilities**

After review**,** The Quality Manager assigns responsibility for corrective actions to department process owners or process designees.

**Ensures and Maintains** **QMS Documentation and Adherence**

The Quality Manager ensures the maintenance of quality system documentation as needed to support improvements in the corrective action plan. As a representative of E.C.S. and its customers, he ensures that all procedures are being followed and in accordance with ISO based requirements, he will notify the registrar within five (5) days if the customer places E.C.S in any status that is unfavorable.

**5 References**

**5.1 Related Procedure**

**None**

**5.2 Reference Documents**

Quality System Requirements:

ISO 9001:2015

IATF16949: 2016

**6. Records**

Manager’s Review MGMNT-101 Retain for 5 yr. Min.

**7. Policy References**

Management Responsibility

Quality Systems

Internal Quality Audits

**8. Revisions of QP-104**

Rev 1 9/17/2020: Updated frequency to minimum twice annually – para 4.1

Rev 2 8/27/2021: Updated audit frequency dates – April and October and added Inputs and Outputs – para 4.1