

other suggestions for improvement should be submitted to the Management Representative. The Management Representative reviews all proposed changes as they are submitted and otherwise reviews this document annually for compliance with ISO 9000 requirements and consistency with established policy, objectives and other QMS processes/systems.

Records are to be stored in a dry and clean environment. Cabinets containing records are clearly labeled to display their contents. Records and other quality documents may not be stored in private desk drawers or other obscure locations that are not generally known. Records are retained by record holders in either their active location or their final storage locations.

Records retained beyond their specified retention period shall be clearly marked 'archive or obsolete records' and placed in the archive location.

## **16.8 Continual Improvement**

The principles of continual improvement shall be employed from the outset of this IMS. This shall be achieved by continually monitoring and reviewing the system and documentation as it develops and incorporating improvements during its operation.

Objectives and goals will be set and recorded on an 'Objectives and Goals Register' covering Quality, Environmental and OHS issues. Goals will be assigned to staff and progress against these goals will be reported on at review meetings. The vehicle for ensuring continual improvement shall be the management review meeting and shall address:

- a) Achieving objectives and targets
- b) Changes to controlled documentation
- c) Other incidents that may affect the quality system; and
- d) Opportunities for improvement
- e) Data shall be collected and analyzed which addresses:
- f) Client satisfaction;
- g) Conformity to product requirements;
- h) Characteristics and trends of processes and products including opportunities for improvement;
- i) Performance of suppliers

During the management review meeting, issues of quality and IMS improvement shall be identified. These issues shall be formally documented in the meeting minutes.