

<b>Meeting Date:</b>	<b>Meeting Title:</b> Management Review
<b>Purpose:</b> To evaluate overall QMS effectiveness. Actions arising from the management review are noted on the Action Items page of this checklist. All subjects must be reviewed at least quarterly, bi-annually or annually as required. Each Manager prepares a report to be circulated prior to the meeting, which summarizes our organization's performance. Forward minutes of the management review meeting to those on the distribution list and those with actions.	
<b>Required Attendance:</b> Representation at the review includes Top management, functional management, line management, process owners, process champions, lead process users and action owners.	

## Agenda

1. Status of actions from previous meeting;
  2. Changes in external and internal issues that are relevant to the quality management system;
  3. Information on the performance and effectiveness of the QMS;
  4. Customer satisfaction and feedback from relevant interested parties;
  5. The extent to which quality objectives have been met;
  6. The relevance of the quality policy;
  7. Process performance and conformity of products and services;
  8. Non-conformities and corrective actions;
  9. Monitoring and measurement results;
  10. Audit results;
  11. Performance of external providers;
  12. Adequacy of resources;
  13. Effectiveness of actions taken to address risks and opportunities;
  14. Opportunities for improvement;
  15. Supplier quality and delivery;
  16. Review of action items.

## Attendees

Absent with apologies

Review written by S. KHAIRUL NAIM

Review approved by

Management personnel present:



- NORI BIDA AL-JEFFERY
  - AZRI ABAS
  - HATTA ZAKARIA
  - SYAMKUL NIZAM
  - KHAIRUL NAIM.

**1 Status of actions from previous meeting**

## Prior Action Items Review

- This is the 1st Meeting for MRM

## Prior Meeting Minutes Review

- Not Applicable.

**2 Changes in external and internal issues**

## Discussion

- Petrogas identified 40 process need to be assessed in internal & external issues.

## Conclusion

- Refer Document Master List

- Human resources
- Quality
- Asset & workshop
- Business Development
- Procurement
- operation

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
Identified 40 process in internal & external issues.		Khairul Naim	10/11/2019

**3 Information on the performance and effectiveness of the QMS**

## Discussion

- Review of the QMS effectiveness planned to be done Dec 2019.

## Conclusion

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
Review effectiveness		Syamru Nizam	Dec 2019
		Khairul Naim	

**4 Customer satisfaction and feedback from interested parties**

## Discussion

Currently Petrogas received feedback from Petrogas Gas Berhad  
 ↳ Good observation & feedback : Petrogas perform daily QHSE briefing before perform their task.

## Conclusion

- Need to maintain the activity and improve on the QHSE campaign.

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
- prepare package for QHSE campaign		Khairul Naim	25/7/2019.

**5 Quality objectives and KPIs**

## Discussion

- Need to revise the existing quality objectives & KPI due to lack of resources : manpower

## Conclusion

- Need to revise our quality objectives

Objective	KPI	Status
competence personnel	80% training execution	Not start (10%)
reliable machine & equipment	10% breakdown for project	Not start (0%)
safe efficient reliable service	100% close on PAP	Not start (100%)
client satisfaction.	minimum achievement 50% from client.	On going - Petrogas Gas Berhad. - 1 feedback

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
- revise quality objectives		Fyansul Nizam Khairul Naim.	31/7/2019.

## 6 Relevance of the quality policy

## Discussion

- Quality policy still relevant for time being but need to amend few items based on current requirements.

## Conclusion

- Change statement ISO 9001 : 2008 → ISO 9001 : 2015.

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
- review & change statement ISO 9001 : 2008 → ISO 9001 : 2015.		Syamsul Nizam Khairul Naim	31/7/2019.

## 7 Process performance and product conformity

## Discussion

- Petrogas identified 40 process performance indicator of currently managed to maintained satisfactory achievement - 100%.

## Conclusion

- Need to review every month on the KPI

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
- monitor KPI		Khairul Naim	Monthly

## 8 Non-conformities and corrective actions

## Discussion

- No NC were determined during internal audit

## Conclusion

- Not applicable.

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
N/A		N/A	N/A

## 9 Monitoring and measurement results

### Discussion

- Limited data for monitoring & measuring results.
  - ↳ Analysis of data.
  - ↳ Leading & lagging indicators.

### Conclusion

- Next surveillance audit

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
N/A		N/A	N/A

## 10 Audit results

### Discussion

- Stage 1 Audit - CI International highlighted to Petrogas that they need to continue / strengthen the implementation of the QMS by taking appropriate actions to areas of concern as per reported

### Conclusion

- Monthly review on the QMS implementation to strengthen of the management system.

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
- monthly review QMS		All	Monthly

## 11 Performance of external providers

### Discussion

- Ecopracinos - manage Petronas Gas Berhad project.
- Supply Network Agency - consultant for management system.

### Conclusion

- Perform vendor performance assessment.

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
Vendor performance assessment.		Syamsul Nizam	30/12/2019.

**12 Adequacy of resources**

## Discussion

Manpower - currently Petrogas have staff and planned to hire new staff to strengthen their Quality Management System.

## Conclusion

- plan for hiring new staff

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
- Hiring new staff .	<input checked="" type="checkbox"/>	- Noor Riza	30 / 12 / 2019 .
	<input checked="" type="checkbox"/>	- Azri Abas	
	<input checked="" type="checkbox"/>		

**13 Effectiveness of actions taken to address risks & opportunities**

## Discussion

- no actions need to be taken for addressing risks & opportunities  
 but  
 Petrogas will monitor closely the risks & opportunities

## Conclusion

- Monitor closely risk & opportunities

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
-monthly monitor risk & opportunities	<input checked="" type="checkbox"/>	Ichaival Nain	Monthly
	<input checked="" type="checkbox"/>		
	<input checked="" type="checkbox"/>		

**14 Opportunities for improvement**

## Discussion

central communication, reporting & information system (CCPIS)

## Conclusion

utilizing IT infrastructure to enhance doc control coordination & date retrieval

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
CCPIS	<input checked="" type="checkbox"/>	Syamsul Nizam	25 / 01 / 2020
	<input checked="" type="checkbox"/>	Ichaival Nain	
	<input checked="" type="checkbox"/>		

**15 Supplier quality and delivery**

Discussion

Ecopracinas

Supply Network Agency

Conclusion

Planned to execute the vendor performance assessment

Action items	<input type="checkbox"/> None	Person Responsible	Deadline
Vendor performance assessment		Fyansul Nizam	30/12/2019.
		Khairul Nizam	

**16 Action items**

Agenda Ref.	New Action Item Detail & Owner	
	Action item:	When: Who:
	Action item:	When: Who: