

**Version History**

<b>Ver. No.</b>	<b>Authors</b>	<b>Date</b>	<b>Reviewers</b>	<b>Review Date</b>	<b>Release Date</b>
1.0	CISO	27-Aug-2018	ISMF	31-Aug-2018	03-Sep-2018
2.0	CISO	11-Dec-2019	ISMF	13-Dec-2019	16 -Dec-2019
3.0	CISO	02-Nov-2020	ISMF	06-Nov-2020	10-Nov-2020

**Change History**

<b>Ver. No.</b>	<b>Section</b>	<b>Date</b>	<b>Change Information</b>	<b>RFC No.</b>
1.0	All	03-Sep-2018	New Release	-
2.0	All	16-Dec-2019	Annual Review	-
3.0	All	10-Nov-2020	Annual Review	-

---

**Table of Contents**

1.0	Objectives .....	3
2.0	Scope .....	3
3.0	Policy .....	3
3.1	Policy Statement .....	3
3.2	Framework to Support or Implement this Policy .....	3
4.0	References to (checklists, forms, guidelines, lists, standards, templates, other processes) .....	3
5.0	Entry Criteria .....	3
6.0	Responsibilities .....	4
7.0	Process Description .....	4
7.1	Preparation of Agenda .....	4
7.2	Circulation of Agenda .....	5
7.3	Sharing Details to HODs .....	5
7.4	HODs Input / Request for Changes .....	5
7.5	Detailed Discussion and Action Plans .....	5
7.6	Tracking of Action Points .....	5
8.0	Quality Mechanisms .....	6
9.0	Quality Objectives .....	6
10.0	Identified Risk .....	6
11.0	Exit Criteria .....	6

## Management Review Process

### 1.0 Objectives

The objective of this document is to define the process for the Management Review Activities.

### 2.0 Scope

This Process applies to all Management Reviews at the level of Engagement, Project, Practice / Function and QMS & ISMS.

### 3.0 Policy

#### 3.1 Policy Statement

- NA

#### 3.2 Framework to Support or Implement this Policy

- NA

### 4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

Process Element	Description	ID
<b>Checklists</b>	<i>Checklist for Meeting</i>	QMS-L4-CK-MR-01
<b>Forms</b>	<i>MRM Minutes of Meeting Form</i>	ISMS-L4-FR-CISO-04
	<i>Management Review Meeting Agenda</i>	ISMS-L4-FR-CISO-05
	<i>Internal Audit Report</i>	QMS-L4-FR-MR-13
	<i>Internal Audit Summary Report</i>	QMS-L4-FR-MR-14
	<i>Metric Measurement Report</i>	ISMS-L4-FR-CISO-07
	<i>Risk Assessment Sheet</i>	ISMS-L4-FR-CISO-03
	<i>Customer Feedback Form</i>	QMS-L4-FR-MR-09
	<i>Improvement Register</i>	ISMS-L4-FR-CISO-06
<b>Guidelines</b>	<i>Guidelines for Quality Objectives</i>	QMS-L4-GD-MR-01
<b>Lists</b>	NA	NA
<b>Standards</b>	NA	NA
<b>Templates</b>	NA	NA

### 5.0 Entry Criteria

Inputs	Source Processes
Project Status Report	Project Execution and Control Process
Audit Calendar	Internal Quality Audit Process
Audit Summary Report/s	Internal Quality Audit Process
Customer Satisfaction	Customer Satisfaction Process

Feedback

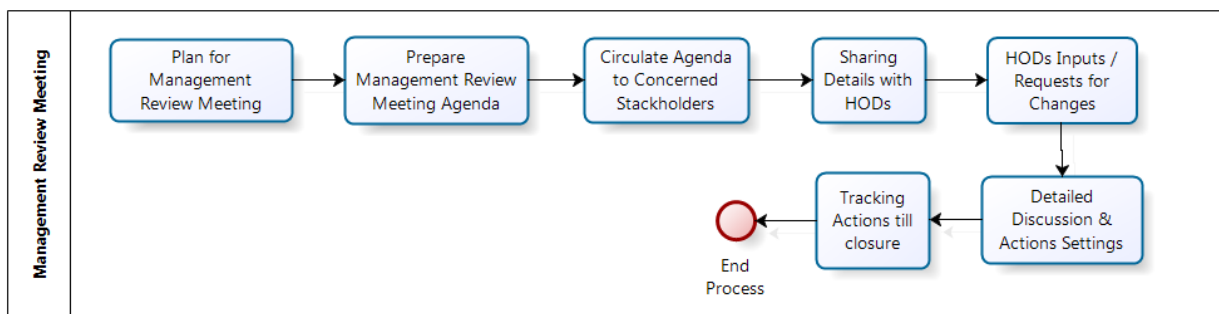
## 6.0 Responsibilities

Role	Responsibilities
MR / CISO	<ul style="list-style-type: none"> <li>Scheduling Management Review Meeting</li> <li>Preparing Agenda for Management Meeting</li> <li>Collecting necessary records / information</li> <li>Preparation of Presentation</li> <li>Preparation of Minutes of Meeting</li> <li>Circulate minutes of meeting to all HODs and stakeholders</li> <li>Preparation of Action Plan</li> <li>Circulates action plans with all HODs and stakeholders</li> <li>Keep track of Action Points</li> <li>Follows up with concerned people for closure of Action Points</li> <li>Collect Customer Complaint Details</li> <li>Collect Customer Feedback Form</li> <li>Review and Updation of Improvement Register</li> </ul>
MD	<ul style="list-style-type: none"> <li>Held Management Review Meeting</li> <li>Review progress of activities related to QMS</li> <li>Review objectives and action plan</li> <li>Provide guidance to team</li> </ul>
HOD	<ul style="list-style-type: none"> <li>Give inputs to MR / CISO for preparation of presentation</li> <li>Review Presentation and give feedback</li> <li>Provide input for changes in QMS / ISMS</li> </ul>

## 7.0 Process Description

### Overview Diagram

Refer below to specific process for flowchart.



### 7.1 Preparation of Agenda

- Review meeting shall be held after receipt of every Internal Quality Audits.
- Agenda of meeting typically includes the items listed below:
  - Status of actions from previous management reviews

- Changes in external and internal issues that are relevant to the quality management system
- Information on the performance and effectiveness of the quality management system including trends in:
  - Customer Satisfaction from relevant interested parties
  - The extent to which quality objectives have been met
  - Process performance and conformity of products and services
  - Non-conformities and corrective actions
  - Monitoring and measurement results
  - Audit results
  - Performance of external providers
- Adequacy of resources
- Effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement

## **7.2 Circulation of Agenda**

- MR prepares Management Review agenda
- MR shares Management Review agenda with all HODs

## **7.3 Sharing Details to HODs**

- MR collects data from different sources
- MR prepares presentation to share with all HODs
- MR shares this presentation with all HODs

## **7.4 HODs Input / Request for Changes**

- HOD provides inputs to MR
- HOD suggests changes to Quality Management System

## **7.5 Detailed Discussion and Action Plans**

- MR gives presentation to all HODs and stakeholders
- MR shares all details during meeting
- HOD / MR discuss details as per agenda and gives their inputs
- Improvement register is reviewed during meeting
- New items are added in Improvement Register and closed items are updated
- Action plans are discussed and agreed
- MR prepares minutes of meetings and circulate to all HODs and stakeholders
- MR circulates action plans with all HODs and stakeholders

## **7.6 Tracking of Action Points**

- MR keeps track of Action Points
- MR follows up with concerned people for closure of Action Points

### **8.0 Quality Mechanisms**

- Follow-up on open action items
- Review of Meeting Agenda Items
- Review of Presentation Material

### **9.0 Quality Objectives**

<b>Sr. No</b>	<b>Objectives</b>	<b>Responsibility</b>	<b>Frequency of Measurement</b>	<b>Reporting of Measurement</b>	<b>Target to Achieve</b>
1	Management Review Meetings	MR / CISO	Once in Six Months	Management Review Agenda	Minimum Two Meetings in Year
2	Closure of Action Points within given timelines	MR / CISO	Monthly	MOM / Improvement Register	100%

### **10.0 Identified Risk**

- All risks identified for the process will be recorded into the Risk Management Plan (RMP)
- Risks will be reviewed and monitored as per the agreed schedule

### **11.0 Exit Criteria**

<b>Outputs</b>
<i>Checklist for Meeting</i>
<i>Minutes of Meeting Form</i>
<i>Management Review Meeting Agenda</i>
<i>Internal Audit Report</i>
<i>Internal Audit Summary Report</i>
<i>Metric Measurement Report</i>
<i>Risk Assessment Sheet</i>
<i>Customer Feedback Form</i>
<i>Improvement Register</i>
<i>Guidelines for Metrication</i>