

Version History

<i>Ver. No.</i>	<i>Authors</i>	<i>Date</i>	<i>Reviewers</i>	<i>Review Date</i>	<i>Release Date</i>
1.0	Management Representative	27-Aug-2018	QMF	31-Aug-2018	03-Sep-2018
2.0	Management Representative	16-Dec-2019	QMF	13-Dec-2019	16-Dec-2019

Change History

<i>Ver. No.</i>	<i>Section</i>	<i>Date</i>	<i>Change Information</i>	<i>RFC No.</i>
1.0	All	03-Sep-2018	New Release	-
2.0	All	16-Dec-2019	Annual Review and no changes	-

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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
Checklists	<i>Checklist for Meeting</i>	QMS-L4-CK-MR-01
Forms	<i>MRM Minutes of Meeting Form</i>	QMS-L4-FR-MR-07
	<i>Management Review Meeting Agenda</i>	QMS-L4-FR-MR-08
	<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>	QMS-L4-FR-MR-19
	<i>Risk Management Plan</i>	QMS-L4-FR-MR-03
	<i>Customer Feedback Form</i>	QMS-L4-FR-MR-09
	<i>Improvement Register</i>	QMS-L4-FR-MR-10
Guidelines	<i>Guidelines for Quality Objectives</i>	QMS-L4-GD-MR-01
Lists	NA	NA
Standards	NA	NA
Templates	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 Feedback	Customer Satisfaction Process

6.0 Responsibilities

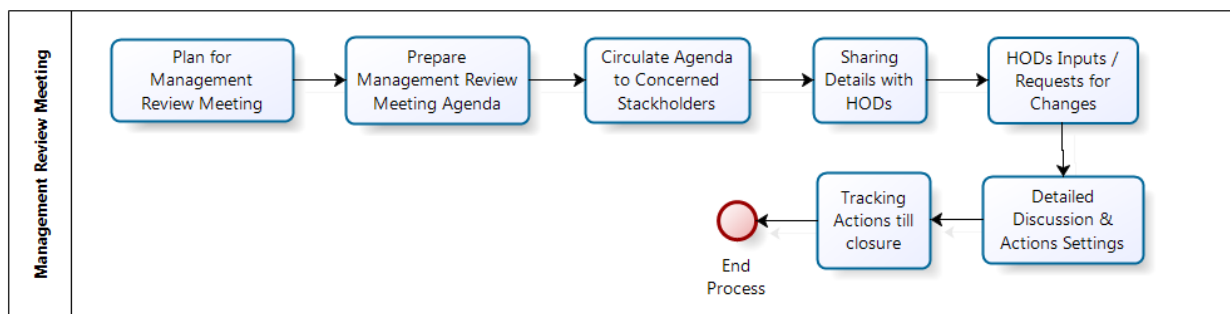
Role	Responsibilities
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<i>Role</i>	<i>Responsibilities</i>
MR / CISO	<ul style="list-style-type: none"> Scheduling Management Review Meeting Preparing Agenda for Management Meeting Collecting necessary records / information Preparation of Presentation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

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

<i>Sr. No</i>	<i>Objectives</i>	<i>Responsibility</i>	<i>Frequency of Measurement</i>	<i>Reporting of Measurement</i>	<i>Target to Achieve</i>
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

Outputs
<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>