QUALITY MANAGEMENT PROCEDURE FOR MANAGEMENT REVIEWS

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1. APPROVAL

Document Control			
Document:	Q-MP-2 – Management Reviews		
Version:	1.0		
Released:	Insert Date		
Review Date:	+ 1 year		
Prepared By:	Insert Person	**Position:**	Insert Position
Reviewed By:	Insert Person	**Position:**	Insert Position
Approved By:	Insert Person	**Position:**	Insert Position

This procedure is reviewed to ensure its continuing relevance to the system and process that it describes. A record of contextual additions or omissions is given below.

Amendment Record				
Version	**Date**	**Context**	**Section**	**Summary of Amendments**
1.0	Insert Date	To outline and define management review processes		Original

The latest revision of this procedure is on the Insert Your Company intranet site.

It is the responsibility of the individual to ensure that any hardcopy is the current revision.

A printed version of this procedure is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.

Document Title:	Management Reviews		Rev:	1.0
Uncontrolled Copy:	✔	Controlled Copy: ✔	Date:	Insert Date

2. PURPOSE

The purpose of this procedure is to outline and define Company X's process for undertaking management reviews in order to assess the effectiveness of the quality management system and its compliance with AS/NZS *ISO 9001 Quality Management System – Requirements*.

3. SCOPE

This procedure applies to the methods of reviewing the quality management system to ensure that it is up to date, controlled and effective. The methods of reviews enable the quality systems' continuing suitability and effectiveness in applying requirements of AS/NZS *ISO 9001 Quality Management System – Requirements*, Company X's quality policy and objectives.

The 'strategic objectives and direction' management review is carried out once a year, at a minimum.

4. TERMS AND DEFINITIONS

Term	Definition
Continual Improvement	Recurring activity to enhance performance.
Corrective Action	An action to eliminate and control the cause of an identified non-conformance in the quality management system.
Non-Conformance Report (NCR)	A report that documents the details of a non-conformance identified in an audit or other process review.
Objective	The result to be achieved. Objectives must be SMART – Specific, Measurable, Achievable, Realistic and Timely.
Record	Document(s) stating results achieved or providing evidence of activities performed.

5. ROLES AND RESPONSIBILITIES

Management is responsible for:

- Preparing the management review agenda and ensuring minutes are recorded.
- Ensuring that management reviews are conducted at planned intervals.
- Determining the review schedule and agenda, in coordination with participating attendees.
- Ensuring that each management review includes the applicable quality management system data (e.g. results of internal audits, KPIs, opportunities for improvement, etc.).
- Reviewing quality, environmental and health and safety objectives.