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Management Review

Purpose

Our management review activities maintain the quality management system with respect to continual improvement. The quality management system is evaluated to ensure continual improvement as to suitability, adequacy, and effectiveness in satisfying customer and product requirements stated in our policy manual, registration criteria, and the facility's quality policy and objectives

Scope

This procedure encompasses the Management Review process.

Definitions

Audit Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which agreed criteria are fulfilled.

Corrective Action - Action taken to eliminate the cause of a detected nonconformity or other undesirable situation.

Corrective Action Plan - Document specifying actions to be implemented for correcting a process or part quality issue, with responsibilities and target dates assigned.

Management Review - A periodic formal evaluation of the effectiveness of the quality system in achieving the quality plan and objectives.

Management System - System to establish policy and objectives and to achieve those objectives.

QMS - Quality Management System

Quality Management System - Management system to direct and control an organization with regard to quality.

Quality System Organizational structure, responsibilities, procedures, processes and resources needed to implement the quality system.

Responsibilities

MGMT REP Management Representative

EXEC MGMT Executive Management

QUAL MGR Quality Manager

PRES President

Note: Printed versions of this document are uncontrolled. The published Web version (Internet or Intranet) is assumed to be current.

Procedures

1. MGMT REP Summarize Activity Results

The Management Representative prepares reports summarizing the internal audit results, corrective and preventive action plans for the current review period.

2. EXEC MGMT Scheduling of Management Review

Notifies a multi-disciplinary team of senior managers of the pending meeting. Schedules the management review meetings and determines the meeting schedule in conjunction with the Management Representative.

3. QUAL MGR Management Review Frequency

The management review meetings shall be conducted biannually (5.6.1[1]). All of the elements of the quality management system shall be reviewed at least once annually.

4. MGMT REP Administration for Management Review

Arranges for an individual to take meeting minutes, prepares and distributes the agenda, tracks action items, and distributes the meeting minutes. The agenda for management review activities shall include but are not limited to the following:

- Management Review Action Items arising from the previous management review activities (5.6.2[1]e[1]);
- proposed Action Plans submitted for review;
- results of external audits (including corrective actions taken);
- results of the performance evaluation of progress toward
- objectives and targets and product conformity (5.6.2[1]c[1]);
- results of internal quality management system audits (5.6.2[1]a[1]);
- details of communications from customers and other interested parties (5.6.2[1]b[1]);
- the status of corrective and preventive actions taken (5.6.2[1]d[1]);
- recommendations for improvements (5.6.2[1]f[1]) or other changes to the Quality Management System (5.6.2[1]g[1]).
- Other matters such as staff training, adequacy of staff, equipment, facility resources, plans, and projections for new work are also to be placed on the management review agenda.

5. PRES Convene Management Review

Chairs the management review meeting. Ensures that the Management Representative report is reviewed to judge the adequacy of the corrective and preventive actions. Review of the performance analysis provides the opportunity to make recommendations to improve the suitability and effectiveness of our quality management system (5.6.1[2]).

A detailed investigation into corrective and preventive action taken is to be documented and verified. Such changes are to be reflected in the business mission, the organizational structure, objectives, targets, quality policy and the business program for Insulation Supply Company as deemed appropriate (5.6.1[2]).

6. MGMT REP Assign Management Responsibilities

The Management Representative shall assign Action Items to responsible individuals. These are to be addressed in much the same manner as corrective actions to the quality management system. Our documented process for corrective actions is to be followed.

7. MGMT REP Prepare Meeting Summary Report

Upon conclusion of the management review meeting, a report is prepared summarizing the decisions and actions that took place regarding the items discussed. This report will, at a minimum, specifically address items related to resource Requirements (5.6.3[1]c[1]), product enhancements related to contractual requirements (5.6.3[1]b[1]) and improvements in our QMS and related processes (5.6.3[1]a[1]).

8. MGMT REP Maintain Quality System

Ensures the maintenance of the quality system documentation as needed to support improvements in any corrective or preventive action plans or other changes in the QMS.

Related Procedures

Continual Improvement QSP-8.5.104
Corrective Action and Problem Solving QSP-8.5.101
Internal Audits QSP-8.2.103
Preventive Action QSP-8.5.103

Reference Documents

ISO 9000 -- Quality management systems - Fundamentals and vocabulary ISO 9000:2000
ISO 9001 -- Quality management systems – Requirements ISO 9001:2000
ISO 9004 -- Quality management systems – Guidelines for performance improvements ISO 9004:2000

Records

Management Review Minutes QF-24 Retain for 3 Years

Policy References

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Revision Notes

- Changed format from Powerway to Word and then saved as .pdf
- Rev C – fixed typo under Related Procedures from QSP-8.2.101 to QSP-8.2.103 and changed management review meeting from quarterly to biannually.