

Management Review

1. PURPOSE

- 1.1. This procedure defines the process and methods for conducting both formal and informal management reviews of the quality management system.
- 1.2. The Management Representative (QA Manager) is responsible for implementation of this procedure.
- 1.3. Top management is responsible for attending formal Management “QMS” Review Meetings.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
1.0	9/22/2021	Initial Release	<i>Harlene Jason</i>
1.01	12/1/2021	Section 3.3.removed Chief Operations Officer and added Director of Operations. Updated Service Manager title to Customer Service and Support Manager.	<i>Harlene R</i>

3. PROCEDURE: CONDUCTING MANAGEMENT REVIEWS

- 3.1. Top Management reviews the suitability, adequacy and effectiveness of the Quality Management System through two primary methods: a formal “Management “QMS” Review Meeting” held periodically, and ongoing management activities conducted throughout the rest of the year.
- 3.2. The formal “Management “QMS” Review Meeting” is held at a minimum of two times per year.
- 3.3. The minimum attendance for Management “QMS” Review Meeting shall be the Chief Commercial Officer, Director of Operations, Engineering Manager, Customer Service and Support Manager, and Quality Manager. Other employees shall attend as needed to meet the requirements of the agenda indicated below.
- 3.4. If any attendee is absent, drafted minutes will be sent to him/her, for review and so that the person may amend the minutes with any additional data, notes, opinions or opportunities for improvement they may wish to add.

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- 3.5. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.
- 3.6. Minutes of the meetings are taken and maintained. The form **QMSF-201 Management Review Meeting Agenda and Minutes** shall be used for the records and shall be filed as the finished record.
- 3.7. The Management “QMS” Review Meeting shall include analysis of the following inputs:
- review and updating of the **Context of the Organization Log**, including Issues, Risks and Opportunities
 - review and updating of the Strategic Plan
 - review and updating of process objectives, metrics and Key Performance Indicators
 - review of customer feedback
 - review of the Corrective Action system and related trends
 - review of the QMS internal and external audit results
 - review of the performance of external providers;
 - review of the adequacy of resources;
 - review of the effectiveness of actions taken to address risks and opportunities;
 - review of opportunities for improvement;
 - review of the Quality Policy for adequacy and to ensure it remains consistent with the needs of customers and the industry;
 - recommendations for improvement of the quality management system
 - follow-up activities from previous Management Reviews
- 3.8. The Management “QMS” Review Meeting shall generate Corrective and/or Preventive Action Requests (see procedure **QMSP-103 Corrective & Preventive Action**), or take other recorded action, as a result of review topics in an effort to improve the management system, products, processes and services, and to address resource needs.
- 3.9. This includes any decisions and actions related to the improvement of the effectiveness of the quality management system and its processes, improvement of product related to customer requirements, and resource needs.
- 3.10. Additional informal management review activities are also conducted, and include:
- 3.10.1. Update and monitor key performance indicators and other metrics as they trend in real time and make such data available on the company server for constant review. This includes product nonconformity data, CAR data, QMS internal audit data, and customer complaints.

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- 3.10.2. Weekly meetings are held with the management team to discuss issues and problems encountered, and to ensure ongoing compliance with established quality objectives.
 - 3.10.3. Daily, informal meetings between the management team to ensure ongoing compliance with established quality objectives, as well as to manage daily processing of orders and design and development efficiency.

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