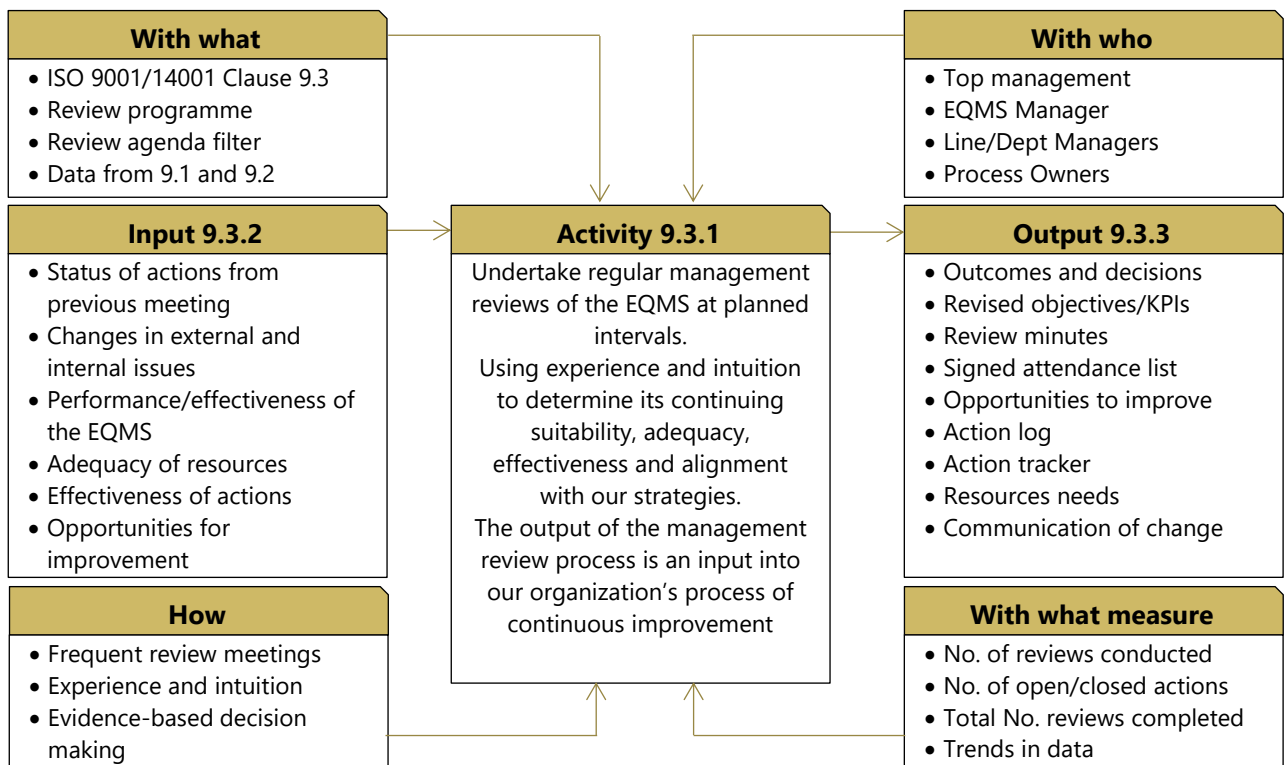# 1 Management Review Procedure

## 1.1 Introduction & Purpose

This procedure aims to define your organization's process for undertaking management reviews to assess the effectiveness of applying our quality and environmental management system and its compliance with ISO 9001:2015 and ISO 14001:2015. This procedure also defines the responsibilities for planning, conducting, reporting results, and retaining associated records.

### 1.1.1 Process Overview

The process overview (turtle diagram) provides internal and external auditors, process owners, and participants an overview of the elements that are required by the management review process:

| With what | Activity 9.3.1 | With who |
|---|---|---|
| • ISO 9001/14001 Clause 9.3<br>• Review programme<br>• Review agenda filter<br>• Data from 9.1 and 9.2 | | • Top management<br>• EQMS Manager<br>• Line/Dept Managers<br>• Process Owners |

| Input 9.3.2 | Activity 9.3.1 | Output 9.3.3 |
|---|---|---|
| • Status of actions from previous meeting<br>• Changes in external and internal issues<br>• Performance/effectiveness of the EQMS<br>• Adequacy of resources<br>• Effectiveness of actions<br>• Opportunities for improvement | Undertake regular management reviews of the EQMS at planned intervals.<br>Using experience and intuition to determine its continuing suitability, adequacy, effectiveness and alignment with our strategies.<br>The output of the management review process is an input into our organization's process of continuous improvement | • Outcomes and decisions<br>• Revised objectives/KPIs<br>• Review minutes<br>• Signed attendance list<br>• Opportunities to improve<br>• Action log<br>• Action tracker<br>• Resources needs<br>• Communication of change |

| How | With what measure |
|---|---|
| • Frequent review meetings<br>• Experience and intuition<br>• Evidence-based decision making | • No. of reviews conducted<br>• No. of open/closed actions<br>• Total No. reviews completed<br>• Trends in data |

### 1.1.2 References

| Standard | Title | Description |
|---|---|---|
| BS EN ISO 9000:2015 | Quality management systems | Fundamentals and vocabulary |
| BS EN ISO 9001:2015 | Quality management systems | Requirements |
| BS EN ISO 14001:2015 | Environmental management systems | Requirements |
| BS EN ISO 9004:2018 | Quality management systems | Guidelines for performance improvements |
| BS EN ISO 19011:2018 | Auditing management systems | Guidelines for auditing |

### 1.1.3 Terms & Definitions

| Term | Definition |
|---|---|
| Effectiveness | Extent to which planned activities are realized and planned results achieved (3.7.11) |
| Review | Determination (3.11.1) of the suitability, adequacy, or effectiveness |
| Corrective action | Action to eliminate the cause of a nonconformity (3.6.9) and to prevent recurrence |
| Top management | Person or group of people who directs and controls the organization (3.2.1) |