

Management Review

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018

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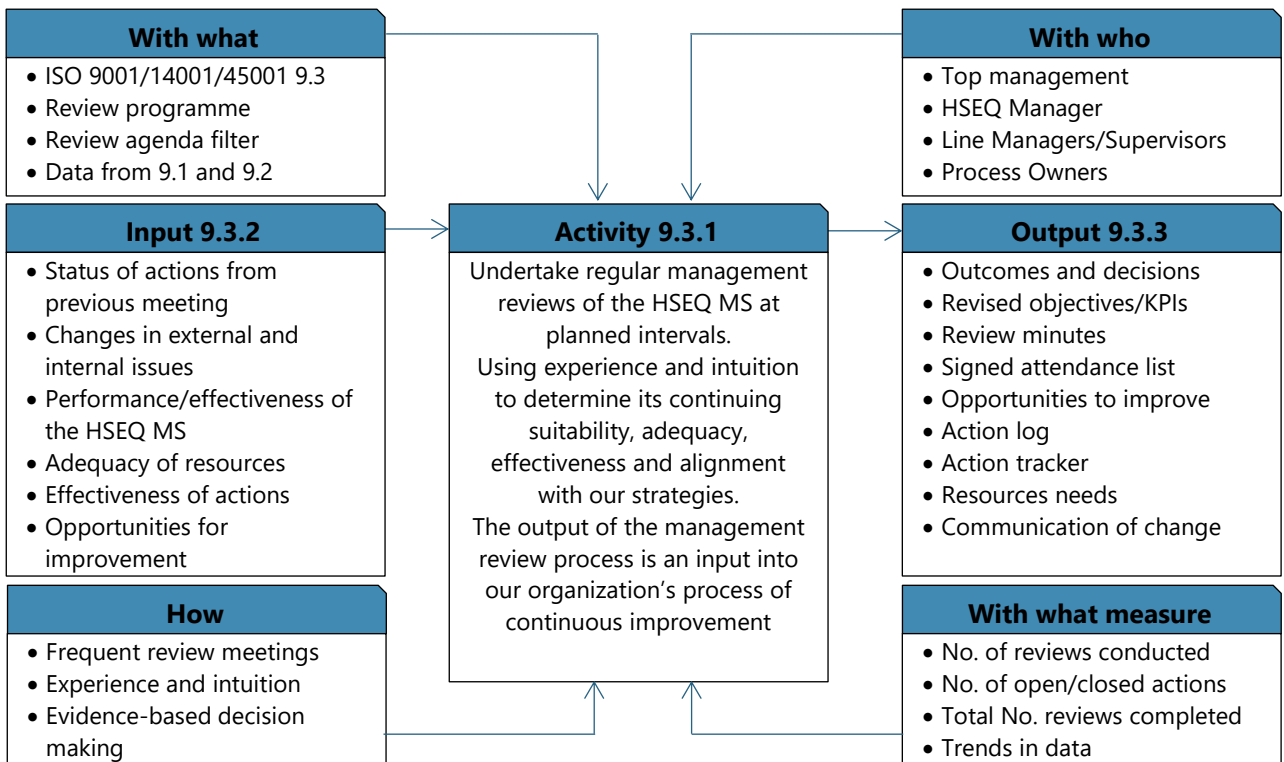
1 Procedure

1.1 Introduction & Purpose

This procedure aims to define **your organization's** process for undertaking management reviews to assess the effectiveness of applying our health, safety, environmental and quality management system and its ongoing compliance with ISO 9001, ISO 14001 and ISO 45001. 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:



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 45001:2018	OH&S management systems	Requirements
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)

1.2 Application & Scope

The scope of this procedure details the method of reviewing the health, safety, environmental and quality management system and describing how deficiencies are documented to ensure it is up to date, controlled, and effective. The review ensures the systems' continuing suitability and effectiveness in satisfying the requirements of ISO 9001, ISO 14001 and ISO 45001, and **your organization's** policies and objectives. The management review is carried out once a year as a minimum.

1.3 Roles, Responsibilities & Authorities

Regardless of the scope, roles, and responsibilities are agreed by **Top management** and incorporated into existing job descriptions and included in yearly objectives. All roles and designated person(s), team(s), or group(s) are clearly communicated across **your organization** in order to encourage or improve collaboration and cooperation for cross-functional process activities.

1.3.1 Roles & Responsibilities

The roles and responsibilities associated with the management review process are defined in the context of the management function and are not intended to correspond with organizational job titles. A role refers to a set of connected behaviors or actions that are performed by a person, team, or group in a specific context.

1.3.1.1 Top Management

Top management are accountable for the effectiveness of the management system, for participating in management review meetings, and leading the discussion on strategic direction, business planning, and strategic objectives, and for:

1. Reviewing the management system at planned intervals;
2. Setting the review frequency;
3. Ensuring the continuing suitability (fit for purpose);
4. Ensuring the continuing adequacy (meets the needs of the organization);
5. Ensuring the continuing effectiveness (achieves intended results);
6. Ensuring that management reviews are conducted at planned intervals;
7. Determining requirements for resources and training needs;
8. Making judgments about the adequacy of HSEQ performance;
9. Attending management review meetings as required.

1.3.1.2 HSEQ Manager

The **HSEQ Manager** ensures the provision of quality services and products to customers (internal and external); additionally, the structure allows for independence and authority of the quality and environmental functions:

1. Implementing and coordinating the *Management Review Programme*;
2. Preparing and distributing the *Management Review Agenda*;
3. Determining the review schedule and dates in coordination with participating attendees;
4. Preparing summaries of internal and external audits results;
5. Acting as liaison with customers, regulatory authorities, and registrars regarding HSEQ issues;
6. Preparing summaries of nonconformities and corrective action reports;
7. Assessing changes in legislation/statutory requirements and legal compliance;
8. Summarizing stakeholder feedback;
9. Determining requirements for resources and training needs;

Agenda Item (9.3.2)	Impact on Customer or Business	Frequency	Type of Meeting
Performance of the HSEQ	Very High	Weekly/Daily	Quality review
Customer satisfaction	High	Monthly	Functional review
Legal & Compliance Obligations	Low	Six-monthly	HSEQ review
HSEQ objectives	Medium	Quarterly	Planning review
Product/Process conformity	Very High	Weekly/Daily	Quality review
NCR/CAR/Incident root-causes	Medium	Quarterly	Planning review
Monitoring and measurement results	Very High	Weekly/Daily	Quality review
Internal audit results	Low	Six-monthly	HSEQ review
Consultation and participation	Medium	Quarterly	Planning review
External providers	Medium	Quarterly	Planning review
Resources required	Medium	Quarterly	Planning review
Actions to address risk	Low	Six-monthly	HSEQ review
Improvement actions	High	Monthly	Functional review

Top management will determine the actual date for the review, coordinating with participating Line Managers and Department Managers.

1.4.3 Programme

The management review programme is prepared and distributed by the HSEQ Manager in order to coordinate the management review activities. As per Section 1.4.2, critical agenda items, such as; process performance, product conformity, and monitoring and measuring results, are reviewed monthly, while less critical agenda items, such as reviewing the HSEQ objectives is undertaken quarterly.

Agenda Item (9.3.2)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Previous actions	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Changes to the HSEQ	✓						✓					
Aspects and Hazards	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Performance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Customer satisfaction	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Compliance Obligations		✓			✓			✓			✓	
HSEQ objectives		✓			✓			✓			✓	
Product conformity	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NCR/CAR/Incidents		✓			✓			✓			✓	
Monitoring results	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Internal audit results						✓						✓
Consultation		✓			✓			✓			✓	
External providers	✓			✓			✓			✓		
Resources required			✓			✓			✓			✓
Actions to address risk					✓						✓	
Improvement actions	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

1.4.4 Agenda

The inputs required for the management review process will be clearly defined in the form of an agenda for each meeting.

The HSEQ Manager will distribute the meeting notice by e-mail to the required attendees. Based on the frequency and topics to be addressed, the agenda will cover the selected management review input items listed in Section 1.5 of this procedure.