

Management Review

ISO 9001:2015 & ISO 45001:2018

This procedure is the property of [Your Company](#). It must not be reproduced in whole or in part or otherwise disclosed without prior written consent.

The official controlled copy of this procedure is the digitally signed PDF document held within our network server and visible to all authorised users. All printed copies, and all electronic copies and versions, except the ones described above, are considered uncontrolled copies which should be used for reference only.

Contents

1	Procedure	3
1.1	Introduction & Purpose	3
1.1.1	Process Overview	3
1.1.2	References	3
1.1.3	Terms & Definitions	3
1.2	Application & Scope	4
1.3	Roles, Responsibilities & Authorities	4
1.3.1	Roles & Responsibilities	4
1.3.1.1	Top Management	4
1.3.1.2	HSQ Manager	4
1.3.1.3	Line Managers and Department Managers	5
1.4	Management Review Process	5
1.4.1	General	5
1.4.2	Frequency	5
1.4.3	Programme	6
1.4.4	Agenda	6
1.4.5	Attendance	7
1.4.6	Management Review Meeting	7
1.5	Management Review Inputs	7
1.6	Management Review Outputs	8
1.6.1	Outcomes & Actions	8
1.6.2	Action Log	9
1.6.3	Action Tracker	9
1.6.4	Meeting Minutes	9
1.7	Documentation	10
1.8	Process Map	11

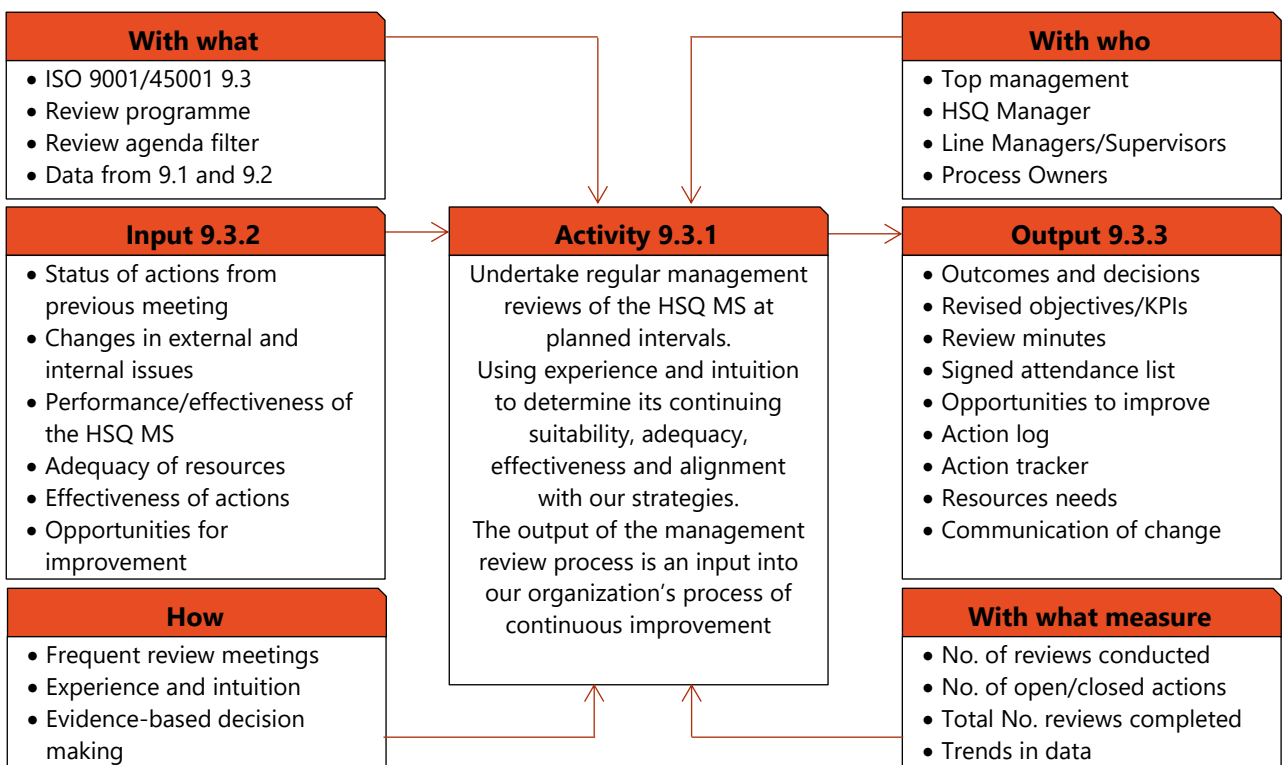
1 Procedure

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 and quality management system and its ongoing compliance with ISO 9001 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 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)

Agenda Item (9.3.2)	Impact on Customer or Business	Frequency	Type of Meeting
Performance of the HSQ	Very High	Weekly/Daily	Quality review
Customer satisfaction	High	Monthly	Functional review
Legal requirements	Low	Six-monthly	HSQ review
HSQ 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	HSQ 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	HSQ 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 HSQ 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 HSQ 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 HSQ	✓						✓					
H&S hazards	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Performance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Customer satisfaction	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Legal requirements		✓			✓			✓			✓	
HSQ 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 HSQ 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.

1.8 Process Map

Using a top-down approach, the management review process map describes how the process is structured into a hierarchy of activities that show the sequence of steps, as well as the responsibilities for each step or task:

