Insert your company's name or logo, and address.	

ISO 9001:2015

Control of Management Reviews

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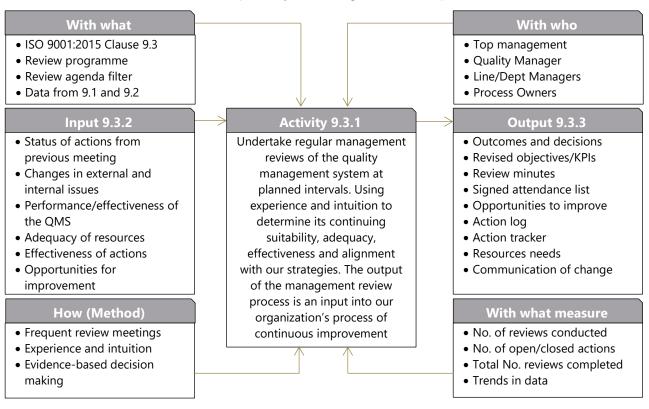
1 Management Review Procedure

1.1 Introduction & Purpose

The purpose of this procedure is to define your organization's process for undertaking management reviews in order to determine the continuing suitability, adequacy, and effectiveness of our QMS in meeting the requirements of ISO 9001, customer requirements and our quality objectives. This procedure also defines the responsibilities for planning, conducting, reporting results and retaining the associated documentation.

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 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	ISO 9000:2015 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 non-conformity (3.6.9) and to prevent recurrence
Top management	Person or group of people who directs and controls the organization (3.2.1)

1.4 Management Review Process

1.4.1 General

In order leverage management meetings that already take place, management review meetings are undertaken as standalone review meetings or combined with other business reviews, such as strategic planning, business planning, operations meetings, process reviews, and functional reviews as appropriate.

The management review meeting will include representation from Top management, functional managers, line managers, process owners, process users and action owners. Top management's arrangements for reviewing the QMS at planned intervals, are as per ISO 9001:2015 - Clause 9.3.1, to ensure our QMS remains:

- 1. Suitable (fit for purpose);
- 2. Adequate (meets the needs of the organization);
- 3. Effective (achieves intended results).

Records of these management review meetings are maintained in the form of minutes and where actions are identified, these are assigned to named personnel with timescales for their completion. The management review will also decide if any corrective action is required.

1.4.2 Frequency

Management reviews are conducted regularly using the data collected from the monitoring and measurement process to identify areas for further improvement.

The process is driven by the continuous assessment of the risks related to internal and external changes and performance-related issues. Various performance metrics are monitored by your organization with varying frequencies, some hourly; some daily, weekly and some monthly, or six-monthly.

Each management review meeting may require multiple subjects and departmental input, relying upon multiple metrics and data analysis. When more frequent meetings are conducted, the meeting agenda is reduced to focus on operational or customer-critical issues, with the full review cycle of the QMS occurring annually.

Agenda Item (ISO 9001:2015 9.3.2)	Impact to Customer or Business	Frequency	Type of Meeting
Previous actions	High	Monthly	Functional review
Changes to the QMS	Low	Six-monthly	QMS review
Performance of the QMS	Very High	Weekly/Daily	Quality review
Customer satisfaction	High	Monthly	Functional review
Quality objectives	Medium	Quarterly	Planning review
Product/Process conformity	Very High	Weekly/Daily	Quality review
NCR/CAR root-causes	Medium	Quarterly	Planning review
Monitoring and measurement results	Very High	Weekly/Daily	Quality review
Internal audit results	Low	Six-monthly	QMS review
External providers	Medium	Quarterly	Planning review
Resources required	Medium	Quarterly	Planning review
Actions to address risk	Low	Six-monthly	QMS review
Improvement actions	High	Monthly	Functional review

Responding to changing or special conditions and events, the frequency of management review activities will increase. Responding to changing or special conditions and events, the Quality Manager or the Managing Director will call for an unscheduled extraordinary review.