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# ISO 9001:2015

## Control of Management Reviews

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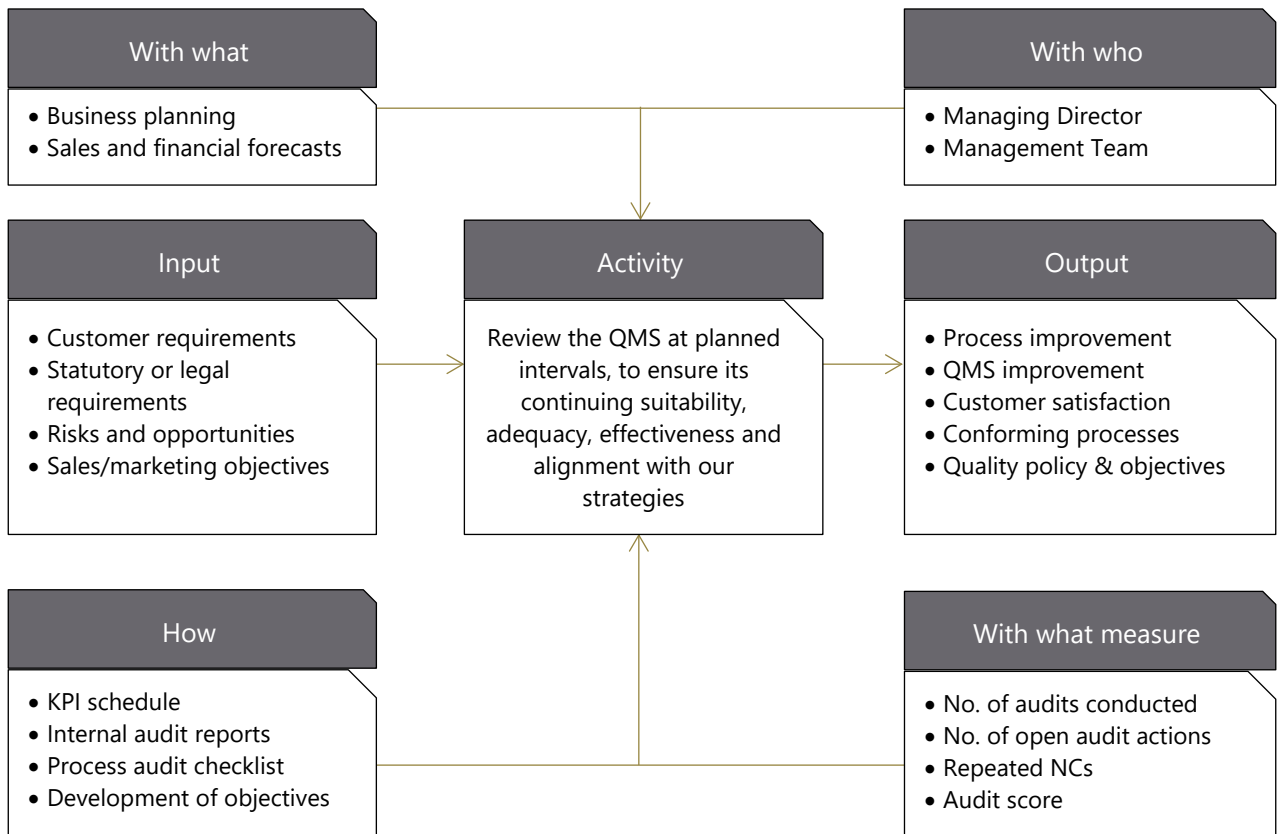
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# 1 Control of Management Reviews

## 1.1 Introduction & Purpose

The purpose of this procedure is to define **your organization's** process for undertaking management reviews in order to assess the effectiveness of the application of our quality management system and its compliance to ISO 9001:2015. This procedure also defines the responsibilities for planning, conducting, reporting results and retaining associated records.

### 1.1.1 Process Activity Map



### 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 9004:2000	Quality management systems	Guidelines for performance improvements
BS EN ISO 19011:2011	Auditing management systems	Guidelines for auditing

### 1.1.3 Terms & Definitions

Term	ISO 9000:2015 Definition
Management	Coordinated activities to direct and control an organization (3.2.1)
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

## 1.2 Application & Scope

The scope of this procedure details the method of reviewing the quality management system and describing how deficiencies are documented to ensure it is up to date, controlled and effective. The review ensures the quality systems' continuing suitability and effectiveness in satisfying the requirements of ISO 9001:2015 and [your organization's](#) quality policies and objectives. The management reviews are undertaken [annually](#).

## 1.3 Responsibilities

It is the responsibility of the Quality Manager [<amend as appropriate>](#) to coordinate the management review process, and to:

1. Prepare the management review agenda and minutes;
2. Ensure that management reviews are conducted at planned intervals;
3. Determine the review schedule and dates in coordination with participating attendees.

The Quality Manager [<amend as appropriate>](#) ensures that each management review includes:

1. Quality management system data, e.g. results of internal audits, KPIs, etc.;
2. Opportunities for improvement;
3. Monitoring of quality, environmental and health and safety objectives;
4. Results of the reporting and evaluation of the cost of poor quality.

Each Manager prepares a report to be circulated prior to the meeting, which summarizes our organization's performance. Representation at the review includes Top management, functional management, line management, process owners, process champions, lead process users and action owners.

### 1.3.1 Review Input

In addition to the Agenda and Minutes, the following information and data is presented during the management review:

1. Status of actions from previous meeting;
2. Changes in external and internal issues that are relevant to the quality management system (4.1);
3. Information on the performance and effectiveness of the QMS (4.4);
4. Customer satisfaction and feedback from relevant interested parties (9.1.2);
5. The extent to which quality objectives have been met (6.2);
6. The relevance of the quality policy (5.2);
7. Process performance and conformity of products and services (4.4, 8.6 & 8.7);
8. Non-conformities and corrective actions (10.2);
9. Monitoring and measurement results (9.1.3);
10. Audit results (9.2);
11. Performance of external providers (8.4);
12. Adequacy of resources (7.1);
13. Effectiveness of actions taken to address risks and opportunities (6.1);
14. Opportunities for improvement (10.3);
15. Supplier quality and delivery (8.4);
16. Review of action items.