

Management Review Details

Issue Number	
Date of Meeting	
Attendees	
Preparation	<ul style="list-style-type: none">• Documentation review• Audit review and analysis• Quality objective performance analysis• Corrective and preventive actions• Customer feedback review Obtain copies of Policies relevant to the Management System.
Materials to Bring	<ul style="list-style-type: none">• Minutes of previous Management Review meeting• ISO 9001 Management System documentation• Internal and external audit reports• Quality records (including customer feedback, corrective action log etc.)• Register of legal and other requirements• Complaints analysis• Corrective and preventive actions and close-out of Management Information Reports• Policies review
Meeting Objective	Quality Team review of the Management System to ensure suitability, adequacy and effectiveness. The review is to include the assessment of opportunities for improvement and any potential changes to the Management System and its alignment with business objectives and strategy.

Agenda Item	Things to consider (Not all have to be used, just those that are relevant)
Status of actions from previous Management Reviews	Have all the actions from previous management reviews been carried out and confirmed as effective?
	Have any actions from previous management reviews not been carried out?
	Have any actions from previous management reviews been ineffective?
Evaluation of trends in the requirements of relevant external interested parties	Does the Interested Parties Log include all the external stakeholders that are relevant to the scope of the Management System?
	What are the trends in the requirements of relevant external interested parties?
	Is the Organisation communicating effectively with external interested parties in order to maintain current information about their requirements?
Evaluation of compliance with applicable legislation, regulations and other requirements	What are the methods used to verify legal compliance?
	Are the people responsible for testifying to the Organisation's legal compliance sufficiently qualified to be able to do this?
	Is the Organisation able to respond effectively to changes in legal compliance requirements?
Evaluation of trends in the requirements of relevant internal interested parties	Does the Interested Parties Log include all the internal stakeholders that are relevant to the scope of the Management System?
	What are the trends in the requirements of relevant internal interested parties?
	Is the Organisation communicating effectively with internal interested parties in order to maintain current information about their requirements?
Evaluation of actions taken towards identified risks and opportunities	Have risks and opportunities been identified through access to a variety of sources, e.g. historical data, theoretical analysis, informed opinions, expert opinions, values of interested parties, or perceptions of interested parties?
	Has the Organisation identified examples of risks associated with not pursuing an opportunity?
	Have risks and opportunities been analysed and evaluated to determine appropriate risk treatment, as necessary?
Evaluation of trends in changes to products, services and processes	What are the trends in change requests in the Issues, Actions and Decisions Log?
	What are the implications of changes to products, services and processes upon quality management?
	Have Change Implementation Plans been used to control larger projects and what was the effect of these changes?

Agenda Item	Things to consider (Not all have to be used, just those that are relevant)
Review of performance towards the Management System objectives and targets from the previous period	Which significant objectives and targets were achieved?
	Which significant objectives and targets were not achieved?
	Which significant objectives and targets have been carried forward to the next period?
Agreement upon Management System objectives and targets for the next period	Have all the previous objectives and targets been met?
	Have any objectives and targets not been met?
	Have any objectives and targets been carried over to the next period?
Review of changes to policies relevant to the Management System	Does the Quality Policy require revision following the review of objectives and targets?
	Does the Environmental Policy require revision following the review of objectives and targets?
	Does the Health and Safety Policy require revision following the review of objectives and targets?
Evaluation of the resources required for the effective operation of the Management System	Is there sufficient evidence to be able to confirm the suitability of the Organisation's buildings, facilities, work environment, equipment and vehicles?
	Are any improvements required for the Organisation's buildings, facilities, work environment, equipment and vehicles?
	Is there a need to recruit further staff, change people's roles or make certain roles redundant?
Evaluation of staff competence, training, awareness and knowledge management	What were the trends in significant staff training and learning activities during the previous period?
	Do staff demonstrate sufficient awareness of the Management System and their responsibilities towards its successful implementation at various levels throughout the Organisation?
	What are the trends in new competence requirements that are anticipated for the next period?
Evaluation of the performance of external providers	What were the trends in the performance of newly approved suppliers and sub-contractors during the previous period?
	What were the trends in the performance of existing suppliers and sub-contractors during the previous period?
	What were the trends in the unsatisfactory performance of suppliers and sub-contractors that led to their removal during the previous period?

Agenda Item	Things to consider (Not all have to be used, just those that are relevant)
Evaluation of trends in the conformity of products and services provided	Is there sufficient evidence to demonstrate that products and services provided consistently meet customer requirements?
	Is there evidence of an adverse trend in product returns, warranty claims or technical support requirements after products and services have been delivered?
	Is there sufficient evidence to demonstrate that products and services provided are consistently fit for purpose?
Evaluation of customer satisfaction and customer complaints	Is there sufficient evidence of customer satisfaction feedback being obtained for all categories of products and services?
	Is there a sufficient amount of customer satisfaction feedback to allow the Organisation to determine trends?
	Is there evidence of a trend in customer complaints, e.g. complaints associated with a particular product or service, or function of the Organisation?
Evaluation of trends in nonconformity and the effectiveness of corrective actions taken in response	Is there evidence of the Organisation's capability to consistently identify, report and investigate non-conformances arising from internal or external sources?
	What were the trends in the non-conformances that were reported during the period?
	Were the actions taken to correct the non-conformances and to prevent their recurrence found to be effective?
Evaluation of the results of internal and external audits	What were the results of the audits carried out during the previous period?
	What actions were taken in response to any non-conformances identified as a result of the audits?
	What actions were taken in response to any observations identified as a result of the audits?
Consideration of opportunities for the improvement of the Management System	Does the Management System appear to be meeting the requirements of interested parties?
	Does the Management System appear to be resilient to a change in the Organisation's scope of Certification?
	What opportunities exist for the Management System be further developed, so that the organisation can achieve additional Certifications?
Any other business	What were the results of any other third-party audits carried out during the previous period?
	Do the implications of other business brought to the Management Review require an update to the Interested Parties Log?
	Do the implications of other business brought to the Management Review require an update to the Risk Register?