



MANAGEMENT REVIEW PROCEDURE

MR-QSP-003

Revision 00

Issue Date: 05/Feb/2020


PREPARED BY:
MANAGEMENT REPRESENTATIVE

REVIEWED & APPROVED BY:
CEO

MANAGEMENT REVIEW PROCEDURE

ISO 9001:2015

MR-QSP-003



Prepared By:
Management Representative



Reviewed & Approved By:
CEO



This procedure is the property of:
SMART SUPPORT SOLUTIONS TRADING EST.

COPYRIGHT

No part of this procedure may be reproduced in any form by print, photocopy, microfilm or any other means wholly or in part or disclosed to any person outside Smart Support Solutions Trading Est. without the written permission of the CEO.

FEBRUARY 2020



MANAGEMENT REVIEW PROCEDURE

MR-QSP-003

Revision 00

Issue Date: 05/Feb/2020

PREPARED BY:
MANAGEMENT REPRESENTATIVE

REVIEWED & APPROVED BY:
CEO

Table of Contents

1.0 PURPOSE	3
2.0 REFERENCES	3
3.0 RESPONSIBILITIES	3
4.0 PROCEDURE	3
5.0 RECORDS	4

TABLE 1: CHANGE RECORD

Revision	Date	Section Changed	Summary of Changes	Authorized By



MANAGEMENT REVIEW PROCEDURE

MR-QSP-003

Revision 00

Issue Date: 05/Feb/2020

PREPARED BY:
MANAGEMENT REPRESENTATIVE

REVIEWED & APPROVED BY:
CEO

1.0 PURPOSE

To define the procedure to be followed by the Top Management to evaluate the implementation and maintenance of the quality systems and to ensure it achieves the organisational objectives.

2.0 REFERENCES

ISO 9001: 2015 Clause 9.3
Quality Manual Section 9.3

3.0 RESPONSIBILITIES

CEO / Management Representative / Head of Departments

4.0 PROCEDURE

Responsibility	4.0 Procedure Sequence
CEO	4.1 The Quality Management System shall be evaluated and reviewed twice in a year every six month and upon the completion of each cycle of Internal Audit.
<i>For Information</i>	4.2 The "Invitation for Meeting "shall be issued; to all the Department Managers, Supervisors and other special invitees; at least 6 days prior the meeting schedule.
CEO	4.3 Extra ordinary Management Review shall also be conducted to review any critical aspects on quality and quality improvement.
<i>For Information</i>	4.4 The following shall be agenda for the review meeting, but not limited to: <ul style="list-style-type: none"> • Results of the Internal Quality Audit and External Audits. • Customer Complaints & Customer Satisfaction results • Process Performance (Objective Achievement) • Service and product Non-Conformity • The effectiveness of actions taken for identified risks and opportunities • Suppliers' and sub-contractors' performance • Corrective Action Status • Implementation of actions initiated during the previous review outputs • Changes made/proposed in the Quality Management System (including Review of Quality Policy & Objectives) • Suggestions for improving the Quality Management System and Process Performance
Mgmt. Representative	4.5 Relevant data and analysis report on the agenda points defined in Para 4.4 shall be compiled and if found required, issued to the concerned personnel for their review prior to the Management Review.
Mgmt. Representative	4.6 Management Meeting Report (MR-FRM-011) shall be established containing a record for meeting participation.
CEO	4.7 During the Management Review, the suitability and effectiveness of the established quality system shall be ensured. Opportunities for the system improvement shall be assessed and the necessary actions shall be initiated.
Mgmt. Representative	4.8 A head of meeting shall be ensuring the full coverage of the agenda.



MANAGEMENT REVIEW PROCEDURE

MR-QSP-003

Revision 00

Issue Date: 05/Feb/2020

PREPARED BY:
MANAGEMENT REPRESENTATIVE

REVIEWED & APPROVED BY:
CEO

Mgmt.
Representative

4.9 The proceedings of the review meeting shall be recorded in the Management Meeting Report **(MR-FRM-011)**.

Mgmt.
Representative

4.10 The completed of minutes shall be distributed to the meeting participants and other relevant personnel involved in the implementation of the decisions taken.

Mgmt.
Representative

4.11 In accordance with the Management Meeting Report **(MR-FRM-011)**, corrective actions for the non-conformances and for improving the quality management system shall be initiated.

Mgmt.
Representative

4.12 The implementation and maintenance status of the actions initiated shall be obtained from the respective personnel.

Mgmt.
Representative

4.13 The implementation of the actions shall be verified and reported to the CEO.

5.0 RECORDS

Records generated during the implementation of this procedure shall be retained for three (03) years at the Management Representative's Office.

Management Review Meeting Report
Minutes of Meetings

MR-FRM-011
MR-FRM-012