

Management Review

ISO 9001:2015 Guidance

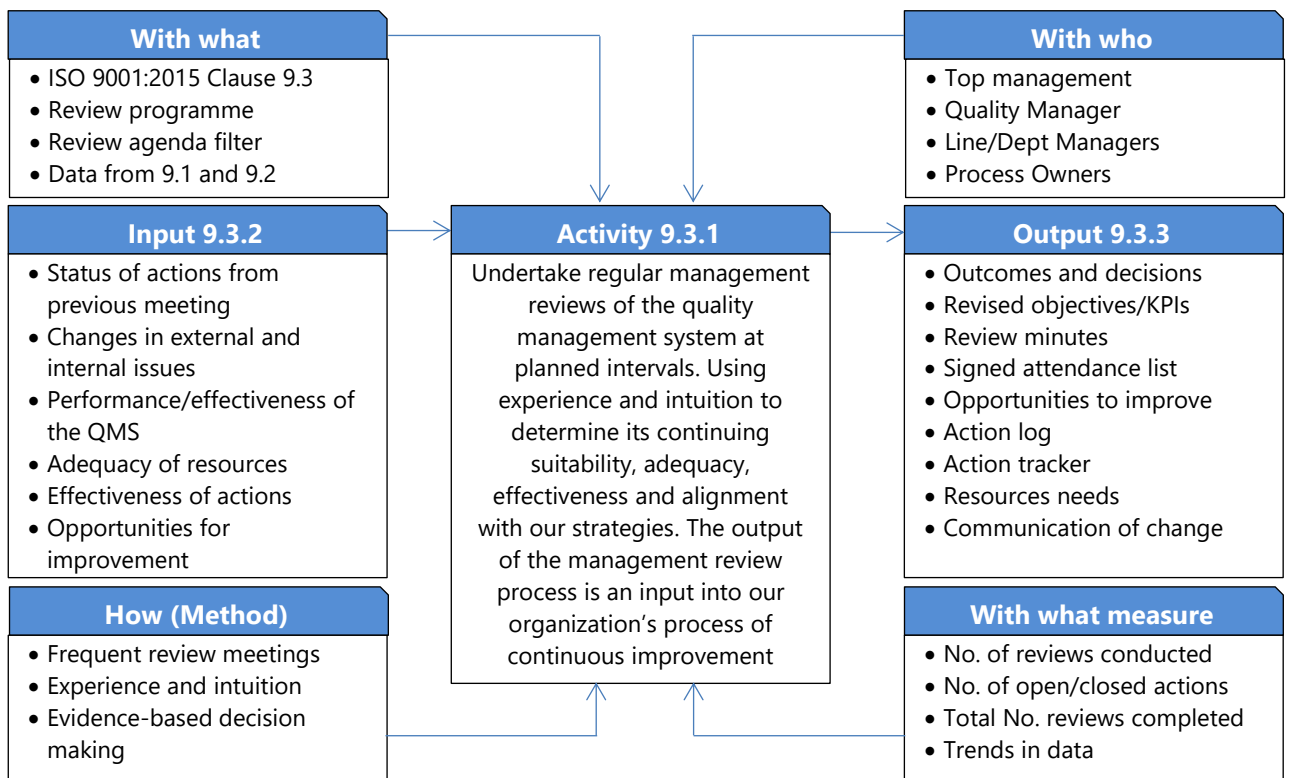
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What is a management review?

The subparagraphs of ISO 9001:2015 Clause 9.3 Management Reviews are an opportunity to evaluate the overall management controls that are in place to determine the effectiveness of the quality programmes, and to make improvements or to institute and track corrective action, and to assure that improved management controls are implemented.

The process overview map in the Management Review Procedure.docx helps to map out the arrangements by providing an overview of the different elements that are involved in the review the process, e.g., its inputs from other processes, its outputs to other processes, who's involved, and what the deliverables are for example:



Management reviews are done best when they follow a simple defined and documented process that ensures that all aspects are covered and that good records are maintained. The management review requirement links to quality management principle 6 - Evidence-based decision making, these are some actions you can take enhance evidence-based decision making:

1. Determine, measure and monitor key indicators to demonstrate performance;
2. Ensure all data needed is available to the relevant people to analyse;
3. Ensure that data and information are sufficiently accurate, reliable and secure;
4. Analyse and evaluate data, and information using suitable methods;
5. Ensure people are competent to analyse and evaluate data as needed;
6. Make decisions and take actions based on evidence, balanced with experience and intuition.

Why are management reviews required?

Management reviews are required to evaluate the continuing suitability, adequacy and effectiveness of the quality management system. Here's what ISO 9001:2015 is really all about: defining a policy, creating a plan