

Quality Management Review Meeting

<insert text here>

<DD/MM/YY>

Meeting Purpose

- The purpose of this management review meeting is to:
 - Review and analyse the management system performance (processes and objectives);
 - Identify areas where action could be cost effectively applied to improve performance;
 - Review the continuing suitability and effectiveness of the quality policy.
- In order to ensure our QMS remains:
 - Suitable (fit for purpose);
 - Adequate (meets the needs of the organization and customer);
 - Effective (achieves intended results).
- Any actions identified will be assigned to named personnel with timescales for completion.
- Please sign the attendance list.

ISO 9001 Requirements

Inputs 9.3.2

- Interested party feedback
- Client/customer feedback
- Customer requirements
- Data/trends (from 9.1.3)
- Risks and opportunities
- Sales/marketing objectives
- Review programme
- Presentations
- Actions from last review

Purpose 9.3.1

Undertake regular management reviews of the quality management system at planned intervals.

Using experience and intuition to determine its continuing suitability, adequacy, effectiveness and alignment with our strategies.

The output of the review is an input into continuous improvement process.

Outputs 9.3.3

- Outcomes and decisions
- Revised objectives/KPIs
- Review minutes
- Signed attendance list
- Opportunities to improve
- Action log
- Action tracker
- Action owners
- Communication of change

Agenda

| Clause | Input/Agenda Item |
|-------------------------|--|
| 9.3.2a | 1. Status of actions from previous meeting |
| 9.3.2b | 2. Changes in external and internal issues |
| 9.3.2c | 3. Performance and effectiveness of the QMS |
| 9.3.2c1 | 4. Customer satisfaction and feedback from relevant interested parties |
| 9.3.2c2 | 5. Extent to which quality objectives have been met |
| 9.3.2c3 | 6. Process performance and conformity of products and services |
| 9.3.2c4 | 7. Nonconformities, emergency situations, the status of corrective actions |
| 9.3.2c5 | 8. Analysis of appropriate data from monitoring and measurement |
| 9.3.2c6 | 9. Audit results |
| 9.3.2c7 | 10. Performance of external providers |
| 9.3.2d | 11. Adequacy of resources |
| 9.3.2e | 12. Effectiveness of actions taken to address risks and opportunities |
| 9.3.2f | 13. Opportunities for improvement |
| 9.3.3 | Action and outcomes |
| | Any other business |

Status of actions from the previous meeting

9.3.2a Update on the progress of actions from the previous meeting (% open/closed):

- The outputs of the previous management meeting (action items) become inputs to the next meeting.
- Status of actions from previous meeting (open/closed) from previous meeting(s), age profile of open actions:
 - Management review action log;
 - Minutes from previous management review meeting;
 - Provide a brief background to any areas of concern.

| Decision | Action | Assigned | Reviewed | Completed | Evidence of Close-out |
|----------|--------|----------|----------|-----------|-----------------------|
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