

**QUALITY MANAGEMENT  
PROCEDURE FOR  
MANAGEMENT REVIEWS**

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## 2. PURPOSE

The purpose of this procedure is to outline and define **Company X's** process for undertaking management reviews to assess the effectiveness of the quality management system and its compliance with *ISO 9001 Quality Management System – Requirements*.

## 3. SCOPE

This procedure applies to the methods of reviewing the quality management system to ensure that it is up to date, controlled and effective. The method of reviews enable the quality systems' continuing suitability and effectiveness in complying with requirements of *ISO 9001 Quality Management System – Requirements* and **Company** quality policy and objectives.

The 'strategic objectives and direction' management review is conducted **year**, at a minimum.

## 4. TERMS AND DEFINITIONS

Term	Definition
<b>Continual Improvement</b>	Recursivity to enhance performance.
<b>Corrective Action</b>	An action plan to eliminate the cause of an identified non-conformance in the quality management system.
<b>Non-Conformance Report (NCR)</b>	A document that details the details of a non-conformance identified in an internal audit or other process review.
<b>Objective</b>	Results to be achieved. Objectives must be SMART – Specific, Measurable, Achievable, Realistic and Timely.
<b>Record</b>	Document(s) stating results achieved or providing evidence of activities performed.

## 5. RESPONSIBILITIES

**Management is responsible for:**

- Providing the management review agenda and ensuring minutes are recorded.
- Ensuring that management reviews are conducted at planned intervals.
- Determining the review schedule and agenda, in coordination with participating attendees.
- Ensuring that each management review includes the applicable quality management system data (e.g. results of internal audits, KPIs, opportunities for improvement, etc.).
- Reviewing quality, environmental and health and safety objectives.