9.3 Management Review

Management Review

Matic Media Services Limited management shall review the organisation’s Quality Management System, at defined intervals of every 4 months to coincide with internal audits, to ensure its continuing suitability, adequacy and effectiveness. The review shall include assessing opportunities for further improvement and any need for changes to the Quality Management System including the Quality Policy and Objectives in meeting the quality policy and objectives records of such reviews will be maintained.

Review Input

The input of these reviews shall comprise of the management committee which is chaired by the Managing Director. These reviews shall include information on:

- The Quality Facilitator reports results of audit findings, that have been carried out for the previous quarter
- The committee discuss customer feedback and decide on any recommendations related to the resource needs that is related to the product that is related to the customer’s requirements.
- The committee discuss process performance related to the product so to ensure its conformity.
- Any follow-up actions from previous management review meetings shall be discussed to ensure any preventive and corrective actions that were raised.
- Any changes that are needed to improve the Quality Management System shall be discussed and recommended for improvement.
- Changes to Quality Policy and Quality Objectives

[TODO]

- Slacken off the to at least ones a year rather than every 4 months.
- Small business - operational birds eye view all the time
- Formal vs informal approve
- AGILE approach to improvements and continual improvement

Review Output

The output from management reviews will include any decisions and actions related to the improvement and the effectiveness, and to enhance customer satisfaction by meeting our

customer requirements.

Review outputs include

- Decisions taken on any non conformances which have been identified.
- Results of corrective and preventive actions arising from such complaints.
- The effectiveness of any changes made to the Quality Manual, Quality Procedure Manual or the Company’s Quality Policy.
- The distribution of new or altered quality records.
- The results of internal audits.
- The results of any training received by personnel.
- Any resource needs identified

Spec Requirements

9.3 Management review

9.3.1 General

Top management shall review the organization’s quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 Management review inputs

The management review shall be planned and carried out taking into consideration:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the quality management system;
- c) information on the performance and effectiveness of the quality management system, including
  trends in:
  - 1) customer satisfaction and feedback from relevant interested parties;
  - 2) the extent to which quality objectives have been met;
    3) process performance and conformity of products and services;
  - 4) nonconformities and corrective actions;
  - 5) monitoring and measurement results;
    6) audit results;
  - 7) the performance of external providers;
  - d) the adequacy of resources;
  - e) the effectiveness of actions taken to address risks and opportunities (see 6.1);
  - f) opportunities for improvement.

9.3.3 Management review outputs

The outputs of the management review shall include decisions and actions related to:

- a) opportunities for improvement;
- b) any need for changes to the quality management system;
- c) resource needs.

The organization shall retain documented information as evidence of the results of management reviews.

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