

Management System Requirements - Procedures

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005	2	2	Removal of some inputs	26/06/2023	Malcolm Coates

QEM Procedure

9.3 Management Review

Scope

This Procedure sets out the requirements for Management reviews of the Quality and Environmental System and includes an agenda for use in such reviews.

The Management Review meeting will be held at planned internals to ensure its continuing suitability, adequacy, effectiveness and align with the strategic direction of J & E Hall International.

1. Management Review Participants

The meeting shall be chaired by the Managing Director or a Senior Management Representative with delegated Executive responsibilities and shall be attended by the HSQE Representative and other senior managers as required necessary for an adequate review.

The management review will have a set agenda (but not limited to) and detailed minutes of the review with actions shall be compiled and a record maintained by the HSQE Function.

Responsibility for all actions must be assigned and target dates must be set for completion.

2. Management Review Meeting Inputs (9.3.2.)

The Management Review Meeting reviews the following:

- Status of action from previous Management Review.
- Changes In external and Internal Issues that are relevant to the QMS / EMS Management Systems.
- Information on the performance and effectiveness of the management systems including trends in:
 - Customer Satisfaction, Complaints and Feedback from relevant interested parties;
 - The extent to which the objectives have been met;
 - Process performance and conformity of Products and Services;
 - Nonconformities and corrective actions;
 - Monitoring and measurement results:
 - Warranties and RMA;
 - Waste;
 - Calibration;
 - Audit Results;
 - The performance of external providers;
 - Significant Environmental Aspects;
 - Compliance obligations and expectations of interested parties:
 - Standards used within the industry;
 - The Adequacy of Resources;
 - The effectiveness of actions taken to address risks and opportunities;
 - Opportunities for Continual Improvement;
 - Opportunities to improve integrations with other management systems;
 - Governance.

3. Management Review Meeting Outputs (9.3.3.)

Management Review Meeting Outputs:

- Opportunities for Improvement;
- Any need for changes to the Quality or Environmental Management Systems;
- Resources needed;
- Updating of HSQE Policy;
- Actions required if objectives have not been achieved;
- Any implications identified that may affect the strategic direction of the organisation;
- Review strategic direction of the company.

4. Actions

All actions set as a result of the meetings shall be followed up by the managers who shall be responsible for ensuring that identified actioned personnel satisfactorily discharge the actions in the required time scale.

The follow up on actions shall be subject to internal HSQE Audits.

5. Records

Meeting minutes to include observations, recommendations, conclusions, and date of next meeting.

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