Carry out management review M 18

|  |  |
| --- | --- |
| type | management process |
| purpose | * verify that the QMS (quality management system) is efficient, pertinent and adequate * plan the improvements of the QMS, processes, products and services |
| owner | plant manager / quality manager |
| risks | * not taking into account the risks identified * not providing the necessary resources * decisions made without relying on data analysis * not proposing ways to improve * participation of all departments not ensured * incomplete inputs |
| upstream processes | * develop strategy * plan the QMS * address risks * acquire resources * establish process ownership * audit * analyse data |
| downstream processes | * improve * measure the satisfaction of interested parties * provide training * establish policy * implement corrective actions * maintain infrastructures * satisfy requirements |
| inputs | * audit results, COQ, new projects, analyses * risks identified * follow-up of actions from last management review * situation of quality objectives and indicators * feedback * changes that can concern the QMS * improvement recommendations |
| activities  (sub-processes) | * collect data * plan and summon the review * recall the last management review decisions * layout data * analyse for each department the achievement of objectives of the QMS, processes and products * identify improvement opportunities * review the quality policy, objectives, resources, risks |
| outputs | * decisions on:   + improvement of the effectiveness of the QMS and processes   + resources, training programme   + corrective actions   + quality policy and objectives * drafting, recording and distribution of the report |
| resources | top management, quality department, managers of all departments, agenda |
| indicators | * closed actions * customer returns, claims * process effectiveness * incidents, accidents |
| procedures / documents | audits, training, customer satisfaction, control of changes, purchasing, suppliers, monitoring and measurement, maintenance, control of processes, analysis of data, continual improvement / management review report, quality plan, quality policy, training programme, corrective actions |
| customers | all the staff, interested parties |

Glossary:

* QMS: quality management system
* COQ: cost of obtaining quality

purpose

owner

title / codification

* verify that the QMS (quality management system) is efficient, pertinent and adequate
* plan the improvements of the QMS, processes, products and services

plant manager / quality manager

carry out management review / M 18

downstream processes

upstream processes

* improve
* measure the satisfaction of interested parties
* provide training
* establish policy
* implement corrective actions
* maintain infrastructures
* satisfy requirements
* develop strategy
* plan the QMS
* address risks
* acquire resources
* establish process ownership
* audit
* analyse data

risks

* not taking into account the risks identified
* not providing the necessary resources
* decisions made without relying on data analysis
* not proposing ways to improve
* participation of all departments not ensured
* incomplete inputs

outputs

activities

inputs

* audit results, COQ, new projects, analyses
* risks identified
* follow-up of actions from last management review
* situation of quality objectives and indicators
* changes that can concern the QMS
* feedback
* improvement recommendations
* decisions on:
  + improvement of the effectiveness of the QMS and processes
  + resources, training programme
  + corrective actions
  + quality policy and objectives
* drafting, recording and distribution of the report
* collect data
* plan and summon the review
* recall the last management review decisions
* layout data
* analyse for each department the achievement of objectives of the QMS, processes and products
* identify improvement opportunities
* review the quality policy, objectives , resources, risks

customers

procedures / documents

indicators

resources

closed actions, customer returns, claims, process effectiveness, incidents, accidents

audits, training, customer satisfaction, control of changes, purchasing, suppliers, monitoring and measurement, maintenance, control of processes, analysis of data, continual improvement / management review report, quality plan, quality policy, training programme, corrective actions

top management, quality department, managers of all departments, agenda

all the staff, interested parties