

MANAGEMENT REVIEW AGENDA

ISO 9001

- a) Actions from previous meeting
 - Discuss and detail progress and closure of actions from the previous meeting
- b) Internal audit results
 - Discuss the results for the internal audits that you have undertaken during the previous period. Show analysis of results where possible
- c) Customer complaints
 - Discuss customer complaints and actions taken and 2 be taken. Show analysis where possible.
- d) Company Performance (Client Satisfaction)
 - Discuss the results of the customer satisfaction surveys. Show analysis where possible.
- e) Trends in NCR's
 - Discuss what has gone wrong and show analysis of results and any actions required
- f) Company Training Requirements
 - Unless dealt with elsewhere consider discussing any training requirements for the organisation's personnel
- g) Approved external consultants
 - Show review of data pertaining to suppliers (unless adequately covered elsewhere)
- h) Preventive Actions / Suggestions
 - Discuss and record what steps have been and will be taken to avoid the occurrence of any problems that are likely to rise.
- i) Review and Set Company Quality Objective (report on performance for the previous period)
 - Consider using a table to demonstrate what has occurred since last meeting.
- j) The applicability of the Quality Policy
 - Is the quality policy still adequate state if it is or propose changes as required.
- k) Resources
 - Discuss resources and decide whether any changes need to be made to the resource levels currently in place.

Record and retain the Management Review Minutes.