



1. Purpose

The purpose outlines the conduct of Management Review to ensure effective implementation of QMS.

2. Scope

Covers the following items as stipulated in ISO 9001:2015 requirements.

- Status of Action items of previous Management Review;
- Changes in External and Internal Issues;
- Customer Satisfaction and Feedback;
- Achievement of Quality Objectives;
- Process Performance and Product Conformity;
- Nonconformities and Corrective Actions;
- Monitoring and Measuring Results;
- Internal and External Audits Results;
- Performance of External Providers;
- Adequacy of Resources;
- Effectiveness of Actions Taken to Address Risks;
- Opportunities for Improvements;
- Changes that could affect the QMS; and
- Review of Quality Policy.

3. Responsibilities

- ISO Team are responsible in ensuring that Management Reviews are implemented effectively and on-time.

4. Criteria

Conduct of Management Review

Management Review are conducted twice a year, preferably at six month intervals to ensure the continuing suitability, adequacy and effectiveness of the QMS. The review includes assessing opportunities for improvement and the need for changes to the QMS, including the Quality Policy and Quality Objectives.

The review is facilitated by the ISO Head and attended by at least 50% of Senior Management, Division and Section Heads.

Output from Management Review

The Review should result to decisions and actions related to:

- Improvement of the effectiveness of the QMS and its processes;
- Improvement of product and services related to customer requirements; and
- Resource needs.

**METROPOLITAN NAGA WATER DISTRICT**Document Code: **QMP05****PROCEDURE**

Revision No.: 0

MANAGEMENT REVIEW

Effectivity Date: March 2017

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Documentation

Records of management reviews are maintained including the following:

- Agenda;
- Management Review Report (if applicable);
- Minutes of the Meeting; and
- Support Documents

5. Related Forms

- a. QMF03 corrective Action Form