

Quality Assurance Procedure

Delta Manufacturing

Procedure Number: SOP-5.6-01

Subject: **Management Review**

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Revision Number: 1 Draft

1.0 Purpose

This document describes the responsibilities and procedures performing management reviews of the suitability and efficiency of the documented ISO 9001 quality system. These reviews ensure that system deficiencies are brought to the attention of senior management so that decisions can be made and resources allocated to ensure that the system continues to meet the needs of customers and the owners.

2.0 Scope

This procedure applies to reviews of all aspects of the ISO 9001 quality system.

3.0 Authority and Responsibility

The President, Sales Manager, Quality Manager, and Production Manager are responsible for participating in management review meetings.

The President is responsible for scheduling management review meetings and ensuring that all participants attend.

The Quality Manager (Management Representative) is responsible for maintaining minutes of the review meetings.

4.0 Quality Activities

4.1

During the project (pre-registration) phase of quality system development the President ensures that review meetings occur monthly. These project review meetings include discussion of:

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- Progress versus the project schedule and any actions needed to maintain progress. If changes to the schedule are required they are documented in the meeting minutes;
- Review of the suitability and effectiveness of system elements developed to date. “Suitable” is defined as system or method that meets ISO-9001 requirements and is in accord with the overall needs of our business (technological, timeliness, space, labor intensiveness, etc.). “Effective” is defined as a system or practice whose actual performance meets desired performance requirements.

After registration has taken place the President schedules management review meetings in at least in June and December of each year. He will ensure that the other participants are available to participate in those meetings.

All elements of the ISO-9001 quality system must be evaluated at least once annually. Elements that are perceived to be critical or in need of improvement may be evaluated more frequently.

4.2

The President prepares and distributes an agenda at least one week prior to the meeting so that the participants will know what materials they are responsible to bring. The agenda may include review and/or development of the following information:

- Internal audit results (mandatory);
- Corrective and preventive action timeliness and thoroughness of response (mandatory);
- Review of customer complaints to detect trends and opportunities for improvement;
- Review of vendor performance;
- Scrap and rework analysis;
- Results of customer audits of the quality system;
- Management quality objectives (progress versus existing objectives and development of new or revised objectives)

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4.3

The Quality Manager (Management Representative) maintains minutes of each meeting, paying particular attention to decisions made and actions taken with regard to each agenda item. These minutes are kept on file by the Management Representative for a period of at least 3 years, after which they may be discarded at the Management Representative's discretion.

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