



## Procedure 14

### MANAGEMENT REVIEW

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Reviewed by: Engr. Carlos N. Santos, Jr. - GM

Approved by: Dir. Miguela G. Fleyto - BOD Chairperson

### 1.0 OBJECTIVES

- 1.1 Ensure that the QMS planning and review is carried out to access opportunities for changes and/or continual improvement for continuing suitability, adequacy and effectiveness.

### 2.0 SCOPE

This procedure defines the controls, responsibilities and authorities for conducting management review meeting.

### 3.0 REFERENCES

- 3.1 ISO 9001:2015 Section 8.3-8.4

### 4.0 RESPONSIBILITIES AND AUTHORITIES

BOD, General Manager, Management Representative

### 5.0 PROCESS

#### 5.1 General

- a) The Management Representative is responsible for the effective implementation of the QMS and for conducting management review meeting on annual basis or as deemed necessary. The Management Representative shall assess opportunities for changes/improvement of the QMS to ensure its continuing suitability, adequacy and effectiveness. .



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**MANAGEMENT REVIEW**

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Approved by: Dir. Miguela G. Pleyto – BOD Chairperson

5.2 Management Review Planning

- a) The Management Representative facilitate planning for the conduct of management review meeting which shall be reflected in the yearly timetable of QMS activities which is subject for approval of the General Manager and Board of Directors.
- b) The Management Representative ensures that records relevant management review inputs are made available and properly disseminated.

5.3 Management Review Proper

- a) The Management Representative facilitates reporting of the QMS performance to the General Manager and Board of Directors during the management review meeting and shall discuss the following management review inputs:
  - The status of actions from previous management reviews;
  - Changes in external and internal issues that are relevant to the quality management system;
  - Information on the performance and effectiveness of the quality management system, including trends in:
    - 1) Customer satisfaction and feedback from relevant interested parties;
    - 2) The extent to which quality objectives have been met;
    - 3) Process performance and conformity of products and services;
    - 4) Nonconformities and corrective actions;
    - 5) Monitoring and measurement results;
    - 6) Audit results;
    - 7) The performance of external providers;
  - The adequacy of resources;
  - The effectiveness of actions taken to address risks and opportunities
  - Opportunities for improvement.