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| **PURPOSE:** | Management Review Meeting – Quality |
| **DATE:** | 1 January 2018  |
| **TIME:** | 0:00am – 00:00am |
| **LOCATION:** |   |
| **ATTENDEES:** |  |
| **CHAIR:** |  |

**REFERENCE:** CYI-QA-G-F-000.G File: D000001767 0001 00.docx

| **ITEM** | **TOPIC** |
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|  | Apologies |
|  | Acceptance of previous minutes |
|  | Actions arising from the previous meeting |
|  | Quality Manager’s report |
|  | Review results of internal and external audit programs |
|  | Review audit schedule and audit status |
|  | Review non-conformities occurring |
|  | Review the effectiveness of corrective and preventive actions, opportunities for improvement, identified and closure activities |
|  | Have nonconformities raised in ISO 9001 compliance audits been closed out and notified in the required timeframe |
|  | Determine if the audit process is properly identifying non-conformance |
|  | Review internal quality controls, process performance and conformity of products and services |
|  | Review the Quality Risk & Opportunities Register |
|  | Review continual improvement system (CIP) |
|  | Review KPIs against objectives and targets for the QMS |
|  | Review progress towards achieving objectives, targets and time commitments |
|  | Review communications including feedback and satisfaction or complaints |
|  | Review performance of external providers |
|  | Review any trends in non-conformities |
|  | Determine need to adjust existing or set additional objectives and targets |
|  | Review the Quality Management System (QMS) |
|  | Identify business changes (ie activities, products, services, personnel)1. Changes in economic situation that could affect the Company
2. New and updated legislation that could affect the QMS
3. New business methods, technologies (including computer technology) that could benefit the QMS
4. Staff input and other recommendations for improvement of the QMS
 |
|  | Does the scope of certification require any changes? |
|  | Does the Quality Policy encompass any changes? |
|  | Review Quality Plan and QSE Manual to ensure continued suitability for the business. |
|  | Does the QMS encompass any changes?1. Review of methods for products and service
2. Review of procedures
 |
|  | Review of resources to manage the QMS |
|  | Personnel needs |
|  | Hardware needs |
|  | Software needs |
|  | Training needs |
|  | Is the organisation fulfilling its legislative and standards compliance obligations? |
|  | Other business |
|  | Schedule next meeting |