

Your Logo Here	MANAGEMENT REVIEW		
	Operational Procedure: AOP-01-03	Rev.: A	Pg. 11 of 4

DISTRIBUTION

- | | | |
|---|-------------------------------------|--|
| <input type="checkbox"/> President | <input type="checkbox"/> Purchasing | <input type="checkbox"/> Human Resources |
| <input type="checkbox"/> Design Engineering | <input type="checkbox"/> Service | <input type="checkbox"/> Quality Assurance |
| <input type="checkbox"/> Production | <input type="checkbox"/> Marketing | <input type="checkbox"/> Quality Control |
| <input type="checkbox"/> Production Engineering | <input type="checkbox"/> Sales | <input type="checkbox"/> Production Areas |
| <input type="checkbox"/> Materials Control | <input type="checkbox"/> Contracts | <input type="checkbox"/> Office Areas |

I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for scheduling, conducting, and recording management reviews of

- Company-level quality performance data,
- Internal quality audit program,
- Customer satisfaction,
- Continuous improvement,
- Business plan, and
- Quality system.

II APPLICATION

This procedure applies to all activities comprising the quality system, and in particular those named in Section I, Purpose, of this procedure. This procedure directly concerns the executive management.

III PROCEDURE

1. Frequency and Scheduling

- 1.1 Each of the six items named in Section I, Purpose, of this procedure is reviewed by the executive management at least once a year. The annual review is conducted in March. The President determines the precise date for the review, coordinating with participating managers.
- 1.2 For the first two years (i.e., through the maturation phase of the quality system), the

Written by:	Original Issue Date:
Approved by:	Date:
Approved by:	Date:

MANAGEMENT REVIEW

Operational Procedure: AOP-01-03

Revision: A

Page 23 of 4

management reviews are conducted twice a year. The additional review is conducted in September.

- 1.3 Responding to changing or special conditions and events, the President may, at his or her discretion, call for unscheduled extraordinary reviews.

2. Attendance

- 2.1 Management review meetings are chaired by the President and are attended by the heads of the following departments: Quality Assurance, Marketing, Contracts, Design Engineering, Production Engineering, Production, Materials Control, Purchasing, and Human Resources.
- 2.2 Those managers who are unable to attend may send representatives in their place. The absent managers will receive minutes of the review meeting and, after reviewing the minutes, may submit their input and comments to the President and/or Quality Assurance. No more than two managers may be absent from the meeting. The President, Marketing, and Quality Assurance must always attend.

3. Agenda

The agenda for management review meetings is prepared by Quality Assurance. It is then reviewed by the President and is distributed to the participating managers at least one week before the meeting.

As a minimum, the agenda comprises the six items listed in Section I, Purpose, of this procedure. Each item is explained in the following six subsections.

- 3.1 **Company-level quality performance data:** Quality Assurance presents quality performance data. Following the presentation, managers discuss trends in the data, compare the data to appropriate benchmarks, and determine priorities and goals for improvement. Scope and instructions for collecting and analyzing quality performance data are provided in Procedures QOP-14-01 Corrective and Preventive Action, and QOP-13-01 Control of Nonconforming Product.
- 3.2 **Internal quality audit program:** Quality Assurance presents results of the internal audit program. Following the presentation, managers discuss the results, compare them with the preceding period, and identify areas where improvement is required. The internal audit system and program are defined in Procedure QOP-17-01 Internal Quality Audits.
- 3.3 **Customer satisfaction:** Marketing is responsible for measuring customer satisfaction level and for presenting the data. Following the presentation, managers discuss the customer satisfaction levels, compare them with preceding periods, and identify areas where improvement is required. Measuring customer satisfaction is explained in Procedure AOP-01-02 Customer Satisfaction.

MANAGEMENT REVIEW

Operational Procedure: AOP-01-03

Revision: A

Page 33 of 4

- 3.4 **Preventive actions and continuous improvement:** Quality Assurance presents data demonstrating progress toward achieving continuous improvement goals, and reviews current and completed improvement projects, including preventive action projects. Following the presentation, managers discuss the data and the effectiveness of the improvement projects, and suggest new improvement targets and projects. Continuous improvement policies and activities are defined in Operational Procedure QOP-22-01 Continuous Improvement.
- 3.5 **Business plan:** The President presents the short-term and the long-term business plans, reviews adherence to the plans, and identifies areas where actual progress is falling short or exceeding the plans. Following the presentation, managers discuss the plans and make specific suggestions for updating and revising the plans. Establishment, maintenance, and tracking of business plans are explained in Operational Procedure AOP-01-01 Business Plan.
- 3.6 **Quality system:** Based on all information presented and discussed during the management review meeting, the managers assess the continuing suitability and effectiveness of the quality system, and determine what, if any, improvements to the system are required.
- 3.7 In addition to the topics covered in Subsections 3.1 to 3.6, the management review may also consider such issues as cost of quality and non-quality; integration of the quality system with other operations and activities; cost of operating the quality system; market and customer response to the quality effort; and so forth.

4. Records

- 4.1 Minutes or briefs of the management review meetings are prepared by the Quality Assurance representative and are distributed to the attending and, if any, absent managers. The minutes and other documents associated with the review are confidential. The location and retention period for management review records are specified in Operational Procedure QOP-16-01 Quality Records.

IV ASSOCIATED DOCUMENTS

- Corrective and Preventive Action — Oper. Proc. QOP-14-01
- Continuous Improvement — Oper. Proc. QOP-22-01
- Customer Satisfaction — Oper. Proc. AOP-01-02
- Internal Quality Audits — Oper. Proc. QOP-17-01
- Business Plan — Oper. Proc. AOP-01-01
- Control of Nonconforming Product — Oper. Proc. QOP-13-01