ISO 9001:2008
Clause 5.6
PR004 Management Review Procedure

Strode Park Foundation for People with Disabilities
Approvals

The signatures below certify that this procedure has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

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<thead>
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<th>Signature</th>
<th>Position</th>
<th>Date</th>
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Amendment Record

This procedure reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

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<th>Page No.</th>
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P004 Management Review Procedure

1. Introduction & Purpose

The purpose of this procedure is to define a system necessary to assign responsibilities for scheduling, conducting and recording management reviews of the quality system in accordance with Clause 5.6 of ISO 9001:2008.

2. References

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<thead>
<tr>
<th>Reference</th>
<th>Title &amp; Description</th>
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<tbody>
<tr>
<td>5.6</td>
<td>Quality System Manual</td>
</tr>
<tr>
<td>M004</td>
<td>Management Review Agenda &amp; Minutes</td>
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3. Terms & Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>ISO Clause</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Effectiveness</td>
<td>3.2.14</td>
<td>Extent to which planned activities are realised and planned results achieved</td>
</tr>
<tr>
<td>Review</td>
<td>3.8.7</td>
<td>An activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives</td>
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4. Application & Scope

This procedure applies to the management review process and covers the following management activities:

- Implementation of the quality management system (4.1)
- Continuous improvement of quality management system performance (4.1)
- Analysis of the performance of the quality management system (4.1.e)
- Analysis of the performance of customer related processes (4.1.e)
- Identification and implementation of actions to achieve planned results (4.1.f)
- Continual improvement of the customer related processes (4.1.f)
- Provision of resources needed for the quality management system (5.1.e)

5. Requirements

5.3 Agenda

- The agenda for management review meetings is prepared by the Quality Management Representative then distributed to the participating managers
- At a minimum, the agenda covers all items listed in the review input section of the procedure
- Form No. F004-1; Management Review Agenda & Minutes, is used as a template in order to generate records related to the management review process

PR004 Version 1 Review annually
5.2 Frequency and Scheduling

- Overall quality performance of the quality management system is reviewed by Senior Management at least once a year
- The Quality Management Representative determines the review schedule and dates in coordination with participating attendees

5.3 Attendance

- Management review meetings are chaired by the Chief Executive and are attended by Senior managers and other personnel as applicable
- Absent attendees receive minutes of the review meeting and, after reviewing the minutes, may submit their input for inclusion

6.0 Quality Management System Performance

It is the responsibility of the Quality Management Representative to ensure that the review process assesses opportunities for improvement and the need for changes to the quality management system, including quality policy (5.1.b) and quality objectives (5.1.c); to maintain records of management reviews in accordance with Clause 4.2.4.

The Quality Management Representative ensures that management reviews include:

- Requirements of the quality management system, e.g. results of internal audits
- Quality management system performance and trends
- Opportunities for continual improvement (8.5.1)
- Monitoring of quality objectives (5.1.c)
- Results of the regular reporting and evaluation of the cost of poor quality

6.1 Review Input

As a minimum, the following information and data is presented during the management review:

6.1.1 Action items from last meeting

- Quality Management Representative reports on the status of action items from previous meeting. Items that are not completed are carried on as continuing actions and are recorded as such in the minutes

6.1.2 Service performance and product conformance

- Quality Management Representative presents quality performance data.

6.1.3 Internal and external quality audits

- Quality Management Representative presents results of internal and/or external quality system audits. This includes summaries of results for the cycle, frequencies of audit findings against particular elements of the quality system, and discussion of particularly important findings

6.1.4 Corrective/preventive actions

- Quality Management Representative presents highest risk corrective/preventive actions implemented through the period and the status of pending actions

PR004 Version 1 Review annually
6.1.5 Customer feedback and complaints

- The Director of Care presents summaries of customer feedback and complaints, including analysis of trends for particular categories

6.1.6 Customer satisfaction

- The Director of Care presents customer satisfaction data and trends

6.1.7 Training & development

- Human Resources reports on the status of training programs and the effectiveness of training provided

6.1.8 Continual improvement

- Quality Management Representative presents data demonstrating progress toward achieving continual improvement goals, and reviews current and completed improvement projects

6.1.9 Changes that affect the quality system

- Quality Management Representative highlights any service delivery, process, capacity, or other operational or organizational changes that affect the quality system; and proposes specific actions to update or modify the system in response to these changing circumstances

6.1.10 Additionally

- 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; market and customer response to the quality effort
- Following each presentation, the participating managers discuss the issues, compare their status and performance with preceding periods, and identify areas where improvement is required

6.2 Quality Policy & Quality Objectives

Quality objectives established through the review period are systematically evaluated to assess progress:

- Objectives that have been achieved may either be upgraded to a higher performance level, or be closed out to free resources for improvement in another area
- When objectives are not achieved on time, the review investigates and determines causes for failing to achieve the objectives
- Depending on the nature of the objective and causes for failure to achieve it, Senior Management may decide to drop the objective, reduce its scope or level, reassign responsibilities and/or allocate additional resources, or extend the due date for achieving the objective
- Any decisions regarding quality objectives are recorded in the minutes of the review
- New objectives are established where it is necessary to improve performance in order to fulfil the quality policy or other organizational goals or aspirations.
- New objectives are documented in the minutes of the review

The quality policy is reviewed to ensure its continuing relevance:

- The quality policy is changed when: the goals expressed in the policy have been achieved, or when changes within or outside the Foundation render the policy inadequate or inappropriate

6.3 Review Output

Output from the management review process includes decisions and actions related to:

PR004 Version 1 Review annually
Management review output is documented in the minutes of the review meeting:

- Action items are highlighted to ensure they are easily identifiable
- Action items include the assignment of responsibility
- Action items include timeframe and allocation of resources for implementation

Upon complete review of all inputs and generation of the outputs, management will determine the continued suitability, adequacy and effectiveness of the quality management system.

### 6.4 Management Review Documentation & Records

Minutes of management review meetings are prepared by the Quality Management Representative and are distributed to attending and, if any, absentees. The minutes and other documents associated with the review are confidential. The location and retention period for management review records are managed in accordance with ISO 9001:2008, Clauses 4.2.3 & 4.2.4.
6.5 Management Review Process Map

Quality Management Representative

Management Review Input
- Agenda (F004-1)
- Review Actions from Previous Meeting
- Process Performance Issues
- Service delivery Conformance Issues
- Internal and External Quality Audits
- Corrective/Preventive Actions
- Customer Feedback and Complaints
- Customer Satisfaction
- Supplier Quality and Delivery
- Training & Resources
- Continual Improvement Opportunities
- Changes Affecting the QMS
- Quality Objectives

Management Review Team

Management Review Output
- Requests for corrective action
- Requests for preventive action
- Plans for QMS/process improvement
- Improvements to service delivery
- Supply and resource needs
- Results/actions of supplier evaluation
- Supplier process monitoring
- Quality policy
- Quality objectives
- Minutes of review meeting

No System Changes

Determine Continued Suitability

Implement System Changes

Documentation & Records (4.2.3 & 4.2.4)