



PROCEDURE FOR MANAGEMENT REVIEW

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0. SUBJECT MATTER AND SCOPE:

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 the QMS.

1. REFERENCES:

- Control of Records.
- Corrective and Preventive Action.

2. TERMS AND DEFINITIONS:

QMS:

Quality Management System

QMC:

Quality Management Committee

3. APPLICATION

This procedure applies to all activities comprising the QMS.

4. PROCEDURE

4.1 Frequency and scheduling

4.1.1 Quality performance and the QMS are reviewed at least once a year.

The annual review is conducted in **March**.

4.1.2 For the first two years (i.e., through the maturation phase of the quality system), management reviews are conducted twice a year. In response to changing



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or special conditions and events, the <President> may call for unscheduled extraordinary reviews.

4.2 Attendance

4.2.1 Management reviews are chaired by the <President> and are attended by QMC and departments members .

4.2.2 Those managers who are unable to attend shall receive minutes of the review meeting and, after reviewing the minutes, may submit their input and comments to the <President> and/or < QMC >. No more than two managers may be absent from the meeting. The <President> and the Coordinator of Total Quality Management must always attend.

4.3 Management review input

4.3.1 At a minimum, the following information and data are presented for review:

- **Follow-up actions from previous reviews:** <QMC> reports on the status of action. Items from the previous meetings . Actions which are not completed may be extended with a new due date, reassigned to another person/function, changed, or abandoned. Reasons for the failure to implement the action and any decisions regarding continuation of the action are recorded in the Management Review Meeting Minutes .
- **Process performance and product conformity:** <QMC> presents quality performance data. This includes rates of process and product nonconformities, on-time service.
- **Corrective and preventive actions:** <QMC> presents the most important corrective and preventive actions implemented through the period, and the status of pending actions.
- **Students and staff feedback and complaints .**



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- **Internal quality audits:** QMC presents results of internal quality system audits. This includes summaries of results for the cycle, the frequency of audit findings against particular elements of the quality system and discussion of significant findings.

- **Changes and quality system planning:** QMC highlights any 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.

- **Recommendations for improvement:** QMC concludes the input phase of the review with recommendations for improvement.

- **ISO 9001:2008 Certification Status .**

4.3.2 Following each presentation, the participants discuss the issues, compare their status and performance with preceding periods, and identify areas where improvement is required.

4.4 Quality objectives and quality policy:

4.4.1 An important role of management reviews is to establish quality objectives and to review progress toward achieving the objectives and fulfilling the quality policy. Quality objectives are established to improve performance and/or the quality system and thus fulfill the quality policy and other organizational goals and aspirations.

4.4.2 At the end of the meeting, QMC presents the status of quality objectives established by the previous review .



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4.4.3 When an objective is not achieved, the participants decide whether to drop the objective, continue into the next period, ad/or change its target value. Objectives that have been achieved may be discontinued or be retained with a higher target value.

4.4.4 Any quality objectives that are carried on into the next period and any new objectives established by the review meeting are documented.

4.4.5 The principal quality policy is reviewed to ensure its continuing suitability. The policy is changed when the goals expressed in the policy have been achieved, or when changes within or outside the company render the policy inadequate or inappropriate.

4.5 Management review output

4.5.1 Management reviews are concluded with actions related to:

- Improvement of the QMS,
- Improvement of quality performance, and
- Improvement of products and/or services to better meet customer requirements and increase customer satisfaction.

4.5.2 These improvement actions are defined and implemented as:

- Management review actions.
- Corrective or preventive actions.
- Quality objectives.

4.5.3 Resource needs for implementing improvement actions are identified. This includes assignment of responsibility, time frame, and allocation of human, equipment, technical knowledge, and other necessary resources.



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5. RELATED DOCUMENTATIONS:

-Management Review Meeting Minute(IU.QM.FR.53).