Quality Management System – Policy and Programme Support Section
MANAGEMENT REVIEW

1. PURPOSE

Establish a procedure for carrying out the management review.

2. SCOPE

This procedure applies to the regular review meeting by the management of the Section.

3. RESPONSIBILITIES

Section Head

— To chair the review

— To provide information about general policies of the Agency, and any change thereof.
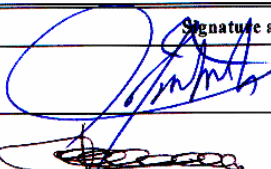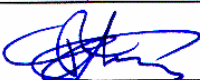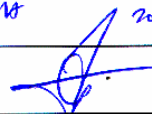
Unit Head

— To provide a report on the status of the implementation of the financial plan for the testing laboratory to the quality manager for inclusion into the input documents

Service Group Leader

— To prepare a list of training requirements for the Unit staff.

— To inform the Quality Manager about participation and results of intercomparison exercises

Quality Manager

— To prepare all necessary input documents

— To document the results of the review.

	Function	Name	Signature and Date
Authorized	Section Head	K. Mrabit	2005/07/28
Approved	Unit Head	Pascal Deboodt	2005.07.27
Approved	Service Group Leader	R. Cruz-Suarez	2005.07.25.
Approved	Service Group Leader	John Hunt	2005-06-21
Registered	Quality Manager	J. Zeger	16 June 2005

Code	Revision Number	Date of entering into force	Page	Of pages
PR-11-OP	**1**	**1 July 2005**	**2**	**3**

MANAGEMENT REVIEW

4. DESCRIPTION

The management review, convening the Section Head, the Service Group Leaders and the Quality Manager shall be carried out once a year, preferably in April. It shall start with an evaluation of the technical activities and the compliance of work performed with the documented quality management system. Also, it shall highlight steps for further maintaining/improving the effectiveness and quality of services to customers.

The Quality Manager starts the preparation of the management review by preparing a quality report for the past year using the checklist CL-11-OP-01 (at the end of this document).

This report shall contain:

— results of internal (and external) audits and peer reviews (an audit conducted by members of similar service providers from different countries) from the last year

— summarized results of corrective action procedures

— a list of complaints

— a list of participation and results of intercomparison exercises

— a summary of customer feedback

— a list of training needed, according to Service Group Leader

— information about changes in type and volume of the work

— general policies and quality goals.

The report shall be sent to the Section Head, the Unit Head and the Service Group Leaders at least one week prior to the meeting.

During the meeting, the items covered in the report shall be discussed with consideration given to expected financial resources, workload and the quality management system.

The discussions shall result in a plan to improve the effectiveness of the Section's use of resources, and to improve the quality of the services it offers to its customers. This plan will be recorded by the Quality Manager and implemented within a given time frame by the concerned staff.

5. RECORDS

Checklist and minutes of the management review, to be kept by the Quality Manager.

Appendix : Checklist for the procedure

C HECKLIST FOR PREPARING THE **M ANAGEMENT REVIEW**	

Prepared Inputs

Audit results of last period	yes ☐	no ☐
Peer review report	yes ☐	no ☐
Status of actions following last management review	yes ☐	no ☐
Status report of corrective actions	yes ☐	no ☐
Participation and results of intercomparison exercises	yes ☐	no ☐
Customer feedback	yes ☐	no ☐
Supplier / partner evaluations	yes ☐	no ☐
Procedure improvement messages	yes ☐	no ☐
Changes in Agency policy	yes ☐	no ☐
Training needs report	yes ☐	no ☐
Financial effect of quality management system	yes ☐	no ☐

Achieved Outputs

Evaluation of quality management system efficiency	yes ☐	no ☐
Quality improvement programmes	yes ☐	no ☐
Staff training programme	yes ☐	no ☐
Audit plan for next period	yes ☐	no ☐
Financial resources for quality related activities	yes ☐	no ☐

Date   Name   Signature Quality Manager