QUALITY SYSTEM PROCEDURE			
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MANAGEMENT REVIEW

1.0   PURPOSE

1.1   This document defines the process of conducting Management Review for NEUST Quality Management System in order to ensure a sustained, functional and effective QMS as a management tool.

1.2   To ensure periodic and continuous review of the effectiveness and suitability of the Quality Management Systems though effective implementation of the quality policy and achieving the quality objectives.

1.3   To establish a system to monitor realization of division and office programs, action plans and tactics to support effectiveness, efficiency and continual improvement of university operations.

2.0   SCOPE

2.1   This procedure includes assessing opportunities for improvement and the need for changes of QMS including the policy and objectives.

2.2   This procedure applies to the members of the Management Review Team and describes the review procedure the team conducts on a regular basis.

2.3   This procedure outline the conduct of Management Review from planning phase to actual conduct of the meeting.

3.0   REFERENCE DOCUMENTS

3.1   NEUST Quality Manual

3.2   NEUST Strategic Plan

3.3   ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary

3.4   ISO 9001:2015 Quality Management Systems -Quality Management System Requirements

4.0   DEFINITION OF TERMS

4.1   **Quality Management System** - A system employed by NEUST as a management tool, to effectively and efficiently manages the operations of programs and services of the university to guarantee the delivery of quality service(s) to its clients.

4.2   **Top Management** – Includes the University President, the Vice Presidents, the Campus Administrator, and the Quality Management Representative (QMR)

4.3   **Management Review Team** - Consists of the NEUST's Top Management, QMR, Division Directors in the GASS, Chiefs of Offices, and the ISO Core Team Chairs.

4.4   **Management Review** – A meeting held by the Management Review Team to ensure the QMS' continuing suitability, adequacy, and effectiveness. This include assessing opportunities for improvement and the need for changes in the QMS including the quality policy and objectives

5.0   RESPONSIBILITIES

5.1   **University President**

5.1.1   Approves the communicated plan, agenda and schedule of the Management Review

5.1.2   Heads the proceeding of the Management Review

5.2   **Quality Management Representative (QMR)**

5.2.1   Plans and schedules the conduct of Management Review

5.2.2   Facilitates and directs the management review.

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5.2.3 Verifies if decided matters are implemented effectively and reports to University President.

5.3 Document Controller (DC)

5.3.1 Records and document the decided matters of Management Meeting and prepares the Minutes of the Management Review.

5.3.2 Assists the QMR in the preparation of the Management Review Agenda Folders.

5.4 Management Review Team

5.4.1 Review and evaluate matters brought to the review.

5.4.2 Suggest matters to the committee related to quality system.

5.4.3 Support the concerned division's/office's required resources for the implementation of all the matters decided by the committee.

5.4.4 Conform if decided matters are implemented effectively and submit above notices to the QMR.

6.0 PROCEDURES

6.1 Formation of Management Review Team

6.1.1 The Management Review Team shall hold a regular Management Review twice a year as a minimum, or as needed.

6.1.2 A special management meeting shall be held aside from the scheduled management review if the University President needs the insights of team, or if the QMR or any member of the team suggests special matter to the University President. Such reasons includes (but not limited to) major result of internal/external audit, increasing trend of customer claims, or introduction of new system and improvement.

6.2 Preparation for the Management Review

6.2.1 The QMR shall plan a yearly schedule of the conduct of Management Review following the Management Review Schedule to be approved by the University President. The conduct of Management Review shall be held semi-annually.

6.2.2 The QMR shall ensure that the Management Review Schedule is disseminated to the members of the Management Review Team through Memorandum or Notice of Meetings at least 5 days before the meeting.

6.2.3 The QMR shall prepare the Management Review Agenda. The Management Review Agenda shall include the following:
6.2.3.1 Review of the Quality Policy for current adequacy, and the need for changes to it;
6.2.3.2 Strategic Direction – Internal and External Issues;
6.2.3.3 Audit Results (Internal and External);
6.2.3.4 Status of corrective actions;
6.2.3.5 Review of resources needed to maintain and improve the effectiveness of the company and its quality;

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6.2.3.6 Review of the effectiveness of training and training programs in place;

6.2.3.7 Review of suppliers;

6.2.3.8 Review of subcontractors;

6.2.3.9 Review of quality objectives, data and goals;

6.2.3.10 Customer feedback, customer satisfaction survey results and complaints not already discussed as part of the CAR system review;

6.2.3.11 Overall performance of the quality system, any changes to the university that may affect the quality system, or vice-versa;

6.2.3.12 Recommendations for improvement to the company's products, services, and/or QMS;

6.2.3.13 Follow-up activities from prior Management Review issues; and

6.2.3.14 Date for next Management Review.

6.2.4 The attachments and documents for the Management Review Agenda shall be supplied by the concerned University Officials and QMS Committee Members for the preparation of the Management Review Agenda Folder.

6.2.5 The Document Controller shall assist the QMR in the preparation of the Management Review Agenda Folder

6.3 **Conduct of the Management Review**

6.3.1 The conduct of Management Review shall be headed by the University President and shall be facilitated by the QMR. The Quorum shall be 50% + 1. Attendees shall sign in the Management Review Attendance Sheet.

6.3.2 Management Review Team members who are unable to attend may submit their input and comments to Management Representative. No more than one Division Director may be absent from the meeting. The University President and the QMR must always be present.

6.3.3 The Document Controller shall take down the minutes of the Management Review.

6.3.4 Management Review Committee shall review and evaluate the QMS by considering the following items:

6.3.4.1 **Issues Decided in the Previous Management Review**

6.3.4.1.1 Report on the status of action items from the previous meetings.

6.3.4.1.2 Actions which are not completed may be extended with a new due date, reassigned to another person/function, changed, or abandoned.

6.3.4.1.3 Reasons for the failure to implement the action and any decisions regarding continuation of the action are recorded in the Management Review Minutes.

6.3.4.2 **Changes in External and Internal Issues that are Relevant to the QMS**

6.3.4.2.1 The university shall need to define influences of various elements on the organization and how it

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reflect on the QMS, the company's culture, objectives and goals, complexity of products, flow of processes and information, size of the organization, markets, customers, etc. It is also a means to detect risks and opportunities regarding the business context.

6.3.4.3 **Results of Internal and External Audit**
    6.3.4.3.1   Present results of internal and external 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.

6.3.4.4 **Customer Feedback**
    6.3.4.4.1   Present summaries of customer satisfaction and complaint, including analysis of trends.

6.3.4.5 **Information of the Performance and Effectiveness of the QMS**
    6.3.4.5.1   Present quality performance data. This includes "Customer satisfaction and Complaint, Quality objectives monitoring/updates, process performance and conformity of products and services, nonconformities and corrective actions, monitoring and measurements results, audit results, and the performance of external providers.

6.3.4.6 **Adequacy of Resources**
    6.3.4.6.1   Presents the most important clause in the ISO requirement that includes People, Infrastructure, Environment for the Operation of Processes, Monitoring and Measuring of Resources, Organizational Knowledge, Employee Competencies/Awareness, Internal and external communication and Documented Information.

6.3.4.7 **The Effectiveness of Actions Taken to Address Risks and Opportunities**:
    6.3.4.7.1   Present the risks to the organization and the opportunities through SWOT to determine the risk of QMS, external/internal parties, and organizational processes. Improvement of work environment, operation, develops new technology, new product and services are necessary to determine the opportunities action taken.

6.3.4.8 **Opportunities for Improvement**
    6.3.4.8.1   Conclude the input phase of the review with recommendations for improvement. May also, consider such issues as cost of quality and non-quality; the suitability of policies and procedures;

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reports from division head and field officer; the outcome of the recent internal audits; assessment of external bodies; the changes the volume and type of work. Other relevant factors, such as quality control activities, resources and staff training. Integration of the quality system with other operations activities; market and customer response to the quality effort; and any other relevant factors, such as QMS activities, resources and staff training.

6.3.5   Following each presentation, the committee discusses the issues; compare their status and performance with preceding periods, and identify areas where improvement is required.

6.4   Decision

6.4.1   The output from the management review shall include decisions related to the;

6.4.1.1 Opportunities for improvement;

6.4.1.2 Any need for changes to the quality management system; and

6.4.1.3 Resources needs.

6.4.2   A Member or Management Representative who brings up any matter described above shall announce the content of the matter, which includes the background, the major problem, factor analysis, etc. Any matter concerning above shall be reviewed in the meeting to reach a decision for corrective action (if needed).

6.4.3   The Management Review Team decides the schedule and the responsible member for decided corrective action. The member shall be notified to complete the corrective action within due date under cooperation of department concerned if needed.

6.5   Record and Storage

6.5.1   The QMR shall store records pertaining to this procedure.

6.5.2   For absent members, the minutes of this meeting must be sent to them afterwards, and opportunity for review and comment given. Any comments, changes, or additional inputs from these individuals must be incorporated into the final minutes or issued as an addendum.

6.5.3   Management Representative shall distribute Minutes of the meeting to all members of the committee and also to other parties affected by the findings to ensure that corrective actions are devised and implemented.

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7.0   RECORDS

    7.1   Memorandum/Notice of Meeting for the Management Review
    7.2   Management Review Attendance Sheet
    7.3   Minutes of the Management Review