

London Office

Holland House,
1-4 Bury Street,
Gherkin Piazza,
EC3A 5AW



GRANT WALKER
ENGINEERING

Hampshire Office

Worting House,
Suite 19-21,
Basingstoke,
RG23 8PY



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MANAGEMENT REVIEW

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Summary

This procedure defines the process and methods for conducting both formal and informal management reviews of the quality management system.

The Senior Management Team is responsible for implementation of this procedure.

Top management is responsible for attending formal management review meetings.

PROCEDURE: CONDUCTING MANAGEMENT REVIEWS

1. The Management Team will review the suitability, adequacy and effectiveness of the Quality Management System through two primary methods: a formal "Management Review Meeting" held on an annual basis, and ongoing management activities such as internal audits conducted throughout the rest of the year.
2. The formal "Management Review Meeting" is held at a minimum of once per 12 months
3. The minimum attendance for Management Review Meeting shall be the senior management team and the external quality resource. Other employees shall attend as needed to meet the requirements of the agenda indicated below.
4. If any attendee is absent, draft minutes will be sent to him/her, for review and so that the person may amend the minutes with any additional data, notes, opinions or opportunities for improvement they may wish to add.
5. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.
6. Minutes of the meetings are taken and maintained within the Administration Department
7. The Management Review Meeting shall include analysis of the following inputs:
 - follow-up activities from previous Management Reviews
 - review and updating of external and internal issues of concern in accordance with QAP001
 - review and updating of the Strategic Plan
 - review and updating of process objectives, metrics and KPI's
 - review of customer feedback
 - review of non conformance and related trends
 - review of internal and external audit results
 - review of the performance of external providers
 - review of the adequacy of resources
 - review of the effectiveness of actions taken to address risks and opportunities
 - review of previously determined opportunities for improvement.
 - review of the Quality Policy for adequacy and to ensure it remains consistent with the needs of customers and the industry

Review Output

- recommendations for improvement of the quality management system
- Proposed or required changes to the quality management system



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- Quality objectives for the forthcoming year
8. Where quality objectives are set for the forthcoming year, the review team shall determine:
 - Who is responsible for implementing the objective
 - Who will monitor the objective
 - How will it be monitored
 - The frequency of monitoring
 9. The Management Review Meeting shall generate Corrective and/or Preventive Action Requests, or take other recorded action, as a result of review topics in an effort to improve the management system, products, processes and services, and to address resource needs.
 10. This includes any decisions and actions related to the improvement of the effectiveness of the quality management system and its processes, improvement of product related to customer requirements, and resource needs.
 11. Additional informal management review activities are also conducted, and include:
 12. Updating of some objectives data and trending in real time, and making such data available on the company server for constant review. This includes product nonconformity data, CAR data, internal audit data, and customer complaints.
 13. Weekly meetings are held with the manufacturing personnel to discuss issues and problems encountered, and to ensure ongoing compliance with established quality objectives.
 14. Daily, informal meetings between the Directors to ensure ongoing compliance with established quality objectives, as well as to manage daily processing of orders and manufacturing efficiency.

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