

# **Management Review Agenda**

**Document: F-560-1**  
**Revision: A**  
**Date: 10/19/2015**



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REVIEWED BY:

APPROVED BY:

10/19/2015

**Topic 1: Previous Action Items**

Data to review	Scope of Review	Manager(s) Responsible
Previous Minutes	All managers are to review and approve the previously distributed minutes. Any concerns are to be tabled and resolved with agreements recorded in the minutes.	Quality
Progress of Action Items	Managers that have been previously assigned an action to complete are to provide the team with a brief update as to their progress and any problems they may be having. If additional action is determined as necessary by the team, such as assigning additional resources, or providing in-house training, this is to be recorded within the minutes.	Those Assigned

**Minutes**

#	Action Item	Assigned To	Due Date	Status

**Topic 2: Customer Satisfaction**

Data to Review	Scope of Review	Manager(s) Responsible
Customer Surveys	The results of Customer Satisfaction Questionnaires and Interviews conducted are to be presented in graph format showing the primary categories and the average ratings given to each by our customers. In addition, the overall customer satisfaction rating is to be shown.	Quality
Customer Complaints	The quantity of complaints received, resolved and pending are to be shown in a graph. Complaints are to be identified as to the internal department considered responsible for the problem.	Quality
Product Returns	The quantity and type of product returns by customers are to be presented to the team.	Quality

**Minutes**

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**Topic 3: Process Performance**

Data to Review	Scope of Review	Manager(s) Responsible
Process Problems	Any problems being experienced with existing, revised or new processes are to be explained to the team.	Quality & Production

**Minutes**

#	Action Item	Assigned To	Due Date	Status

**Topic 4: Product Conformance**

Data to Review	Scope of Review	Manager(s) Responsible
Turnaround Time	Report percentage on Time as compared to PO due date and average number of days.	. Production
Nonconformance	The quantity of NCRs issued, closed and pending per month are to be shown in a graph. NCRs are also to be identified by department, job number and severity classification.	Quality

**Minutes**

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**Topic 5: Internal Audits**

Data to Review	Scope of Review	Manager(s) Responsible
Internal Audits Conducted	An audit schedule is to be presented to the team showing the number of internal audits planned by month for the year and the number of audits actually performed.	Quality
Corrective Action Requests (CARs)	The number of CARs issued, closed and outstanding is to be presented. CARs are to be identified by department and classified by severity.	Quality

**Minutes**

#	Action Item	Assigned To	Due Date	Status

**Topic 6: Supplier Performance**

Data to Review	Scope of Review	Manager(s) Responsible
Supplier Problems	Any problems experienced with existing or new suppliers are to be explained to the team.	Purchasing

**Minutes**

#	Action Item	Assigned To	Due Date	Status

**Topic 7: Safety**

Data to Review	Scope of Review	Manager(s) Responsible
Lost Time Accidents (SM)	The total number of hours lost to accidents for the month and cumulative to date is to be presented in a graph.	Quality & Safety Coordinator

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**Topic 8: Opportunities For Improvement**

Data to Review	Scope of Review	Manager(s) Responsible
Employee Surveys and Preventive Actions	The results of Employee Satisfaction Surveys conducted are to be presented in a graph format showing the primary categories and the average ratings given to each by our employees.	Personnel & Quality

**Minutes**

#	Action Item	Assigned To	Due Date	Status

**Topic 9: Quality Losses and Gains**

Data to Review	Scope of Review	Manager(s) Responsible
Costs of Nonconformance	Based on the dollar values assigned to each NCR, the total costs incurred by the company for the month and cumulative to date is to be identified on a graph and presented to the team.	Quality

**Minutes**

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**Topic 10: Changes Affecting The Quality System**

Data to Review	Scope of Review	Manager(s) Responsible
Organization Chart (Quality Manual)	Any and all changes made to the organization including additional positions, lines of communication or modifications to existing positions or their responsibility that may affect the quality system are to be identified within a revised organization chart and presented to the team.	General Manager
Quality Policy & Quality Objectives	Any changes made to the existing quality policy or quality objectives is to be presented to the team for review and discussion	General Manager

**Minutes**

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