



## Management Review Policy

Purpose:	The purpose of this policy is to define the methods used to review the quality and compliance system that is in operation.
Scope:	This policy applies to all Management Review Meetings, including their associated documentation.
Definition:	Management Review - A structured meeting that must take place at regular intervals to discuss the functioning of the quality system of various Departments within GEWS and to take action to correct it when necessary.
Responsibilities:	It is the responsibility of the Director of Quality and Compliance to conduct regular Management Review Meetings. It is the responsibility of the Director of Compliance and Regulation to ensure that this policy is adhered to.

### Management review meetings

Management review meetings are designed to ensure that all quality related functions are reviewed at the highest possible level and so that all levels of management affecting quality are made aware of changes, updates, revisions, verification activities and policies. The Management Review will take the form of a formal, recorded meeting under the Chairmanship of the Director of Compliance and Regulation.

Management review meetings will be held with:-

Transport Manager  
Operations Manager  
Accounts Manager  
Maintenance Manager  
Health and Safety Manager

### Frequency of meetings

Meetings will be held as scheduled, with Departmental Managers

### The objectives of the Management Review are:-

1. To establish that individual departments are achieving the expected results, continuing to conform to the standard, and functioning in accordance with the established Operating Procedures.

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2. To expose irregularities or defects, identify weaknesses and make recommendations for continual improvement.
3. To review the effectiveness of previous corrective actions including those related to subcontractor and supplier performance.
4. To review the adequacy and suitability of procedures for current and future operations.
  
5. To review any complaints received, identify the cause and recommend corrective action if required including customer feedback.
6. To review the finding of internal / external audits and identify any areas of recurring problems.
7. To review the reports of non-conformities and evaluate trend information.
8. To review training requirements. Analyse all the above for trends and make appropriate improvements

## Model Review Meeting Agenda

1. Apologies for absence.
2. Minutes of previous meeting.
3. Status of actions from previous management reviews
4. Strategic Review of:
  - i) 2.1 external and internal issues that are relevant to the IMS
  - ii) 2.2 the needs and expectations of interested parties (including compliance obligations)
  - iii) 2.3 significant environmental aspects
  - iv) 2.4 risks and opportunities
5. Information on the performance and effectiveness of the IMS including
  - i) 3.1 customer satisfaction and feedback
  - ii) 3.2 progress with objectives
  - iii) 3.3 process performance and conformity of service delivery
  - iv) 3.4 incident investigations, near misses, positive interventions, nonconformities and corrective actions - trends and effectiveness of addressing issues
  - v) 3.5 monitoring and measuring results (KPI's) OH&S, quality and Env performance
  - vi) 3.6 fulfilment of compliance obligations
  - vii) 3.6 audit results (internal and external)
  - viii) 3.7 performance of external providers (subcontractors)
  - ix) Adequacy of resources including training requirements
  - x) Relevant communications from interested parties, including complaints
  - xi) Communication, participation and consultation with staff
  - xii) Effectiveness of actions taken to address risks and opportunities

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- xiii) Opportunities for improvement
- xiv) Scheduled internal audit programme.
- xv) Review of infrastructure and work environment
- xvi) Any other business.
- xvii) Date and time of next meeting.

## Internal Communication Meetings

In addition to formal management review meetings, each departmental Manager will hold regular staff meetings at appropriate intervals to review processes, inform staff of the effectiveness of the procedures, review Customer feedback, carry out preventive action (risk analysis) communicate the organisations commitment to meeting customers' needs and ensure staff are familiar with the Department's Legal and Regulatory obligations.

Department objectives will be verified, and the continued suitability, adequacy and effectiveness of the department will be discussed.

These meetings will be appropriately documented

**SIGNED: Gwil Thomas**

**POSITION: Director of Compliance, Regulation, Health & Safety**

**DATE: 10 January 2022**

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