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Change History			
Date	Issue	Approved	Reason for Amendment
02/04/2014	1	SN	First issue
26/02/2016	2	SN	Management meeting
21/04/2017	3	SN	Amended 7.2 to include additional discussion points related to the updated 2015 standards. Updated the references to reflect new versions of the standards
22/01/2018	4	CH	Amended procedure to remove references to the Management Representative and change to Operations Manager.

1. Purpose

To ensure the continuing suitability, adequacy and effectiveness of the Management System.

2. Scope

This procedure embraces all the activities involved in reviewing the Company's Management System, working methods and performance records with respect to its Management System performance and customer satisfaction.

3. Responsibility

The Operations Manager is responsible for ensuring the requirements of this procedure are met and for conducting the meeting on schedule.

4. References

- Quality Management System Requirements BS EN ISO 9001:2015
- Environmental Management System Requirements BS EN ISO 14001:2015
- OH&S Management System Requirements BS OHSAS 18001:2007
- Management System Policy Manual MSP 001

5. Definitions

OH&S: Occupational Health and Safety

Objective: The final aim of an improvement plan.

Target: May be an interim measurable point towards achieving an objective.

Management system: A documented system for managing the organisations' performance towards customer satisfaction and other parameters' set by the company from time to time.

6. Measurement of the process

6.1. This effectiveness of the Management Review will be measured by the frequency the meeting is held and the completion of actions raised at the meeting.

7. Conducting the Management Review

7.1. The Operations Manager will convene regular management review meetings.

7.2. The Management review will comprise of but not be limited to:-

- A review of the last meeting minutes and the actions taken on items highlighted
- A review of the Quality, environmental and OH&S Policies and objectives
- Internal Management System Audit Reports and external audit reports
- Evaluations of Compliance with legal and other requirements
- Relevant Communications from Customers and other external interested parties including complaints, customer meetings etc.
- Results of participation and consultation on OHSAS matters
- Performance including process, product conformity, environmental and OH&S
- The Performance of external providers
- Status of preventive and corrective actions
- Changes that could affect the Management System
- Recommendations for improvement
- New or revised regulatory requirements

- Resourcing requirements
- Communication
- Training requirements
- The effectiveness of actions taken to address risks and opportunities
- Management System effectiveness

- 7.3. Every meeting shall be attended by the Operations Manager and such other persons who may be deemed necessary according to the agenda
- 7.4. The meeting shall be attended by the senior management at least once per year, and the Operations Manager will run through the previous meeting agenda
- 7.5. Management Reviews are designed to focus upon the effectiveness of the present system and to provide the opportunity to assess the requirements for the future in methodology, technology, staff capability and training needs to meet changing situations and consistent with the commitment to continual improvement.
- 7.6. The minutes of the meeting will be recorded, they will include a list of the attendees, whether they are present full or part-time
- 7.7. The minutes of the meeting will record any decisions and actions related to:
- Improvement of the effectiveness of the management system and its processes
 - Improvement of product and or services related to customer requirements, and
 - Resource needs.
- The minutes will indicate where changes and / or corrective actions are to be made in the management system and to whom the necessary work is allocated and, where possible, the time scale in which they are to be effected. The minutes will also include any decisions and actions related to changes of policy, objectives and targets
- 7.8. The Operations Manager will be responsible for progressing the agreed actions so that their resolution or present status can be reported at the next Management Review meeting.
- 7.9. A copy of the minutes will be circulated to all attendees and they shall be used for follow-up activities by those persons to whom actions have been assigned.
- 7.10. The Operations Manager will maintain records of all Management Review meeting minutes and associated documentation in the Management System Records.