Procedure: Management Review

1. SUMMARY

1.1. This procedure defines the process and methods for conducting both formal and informal management reviews within the Facilities and Services Division (F&S or the Division) quality management system.

1.2. The F&S Quality Management Representative is responsible for implementation of this procedure within the Division.

1.3. The F&S Senior Management Team is responsible for attending formal management review meetings.

2. REVISION AND APPROVAL

<table>
<thead>
<tr>
<th>Rev.</th>
<th>Date</th>
<th>Nature of Changes</th>
<th>Approved By</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>07/12/2015</td>
<td>Original issue.</td>
<td>Christine Allard</td>
</tr>
</tbody>
</table>

3. PROCEDURE: CONDUCTING MANAGEMENT REVIEWS

3.1. The F&S Senior Management Team reviews the suitability, adequacy and effectiveness of the Quality Management System through two primary methods: a formal “Management Review Meeting” held periodically, and ongoing management activities conducted throughout the rest of the year.

3.2. The formal “Management Review Meeting” is held at a minimum of once every three months (ie. Quarterly).

3.3. Ongoing management activities include monthly ‘renaissance’ meetings attended by all Business Unit Team Leaders and the Senior Management Team.

3.4. The minimum attendance for Management Review Meeting shall be the following:

- Director F&S;
- Assistant Directors (A/D’s) of the Operations, Maintenance, Projects and Corporate and Client Services portfolios; and
- F&S Quality Management Representative.

Other F&S staff shall attend as needed to meet the requirements of the agenda indicated below.

3.5. 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.

3.6. 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.
3.7. Minutes of the meetings are taken and maintained. The form *Management Review Meeting Minutes* may be used as a template for the records, or may be completed and filed as the finished record.

3.8. The Management Review Meeting shall include analysis of the following inputs:

- review and updating of external and internal issues of concern;
- review and updating of the Strategic Plan;
- review and updating of Business Unit process objectives, metrics and KPIs;
- review of customer feedback;
- review of the CAR system 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 opportunities for improvement;
- review of the Quality Statement for adequacy and to ensure it remains consistent with the needs of the ANU Community and F&S clients;
- recommendations for improvement of the quality management system; and
- follow-up activities from previous Management Review meetings.

3.9. The Management Review Meeting shall generate Corrective and/or Preventive Action Requests (see procedure *Corrective and Preventive Action*), 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.

3.10. This includes any decisions and actions related to the improvement of the effectiveness of the quality management system and its processes, improvement of products and services related to customer requirements, and resource needs.

3.11. Additional informal management review activities are also conducted, and include:

3.11.1. Updating of some quality objectives, data and trend analysis in real time, and making such data available on the Division IT system for constant review. This includes product nonconformity data, CAR data, internal audit data, and client complaints.

3.11.2. Weekly meetings are held by the A/D’s of the Operations, Maintenance, Projects, and Corporate and Client Services portfolios and their respective managers to discuss issues and problems encountered, and to ensure ongoing compliance with established quality objectives.

3.11.3. Daily, informal meetings between the Senior Management Team to ensure ongoing compliance with established quality objectives, as well as to manage daily processing of products and services and delivery efficiency.