



QACP 18 - MANAGEMENT REVIEW PROCESS

PURPOSE:

To ensure that the Quality Management System is reviewed in a controlled manner to determine its effectiveness.

SCOPE:

All aspects of the Quality Management System.

DEFINITIONS:

None

RESPONSIBILITIES:

Top management is responsible for reviewing the Quality Management System.

REFERENCES:



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PROCEDURE:

18.1 Process Links

Process Inputs	Process Activities	Process Outputs
<i>Internal Audit Process</i> <i>Performance Analysis Process</i> <i>Improvement Process</i> <i>Customer Related Processes</i> <i>Product Realization Process</i> <i>Inspection and Testing Process</i> <i>Nonconforming Product Process</i> <i>Training Process</i>	Performance Review Objectives Review	<i>Improvement Process</i> Determination of system status

18.2 Management Review

18.2.1 The Managing Director holds a Corporate Management Review at least once every four months. The Managing Director, the Division Managers, Department Managers and any other personnel, internal and external, attend as required. The Corporate Management Review is chaired by the Managing Director. A quorum for the meeting is four people.

18.2.2 The Corporate Management Review reviews the Quality System of the Triton Marine Group to ensure its continuing suitability and effectiveness in satisfying the requirements of the ISO 9001 Standard and the Triton Marine Group's quality policy and objectives.



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- 18.2.3 The General Managers of Arya Marine Supply and Pharos Marine Electronics each hold a Division Management Review meeting for their Division at least once every four months. The General Manager of the Division, the Division Management Representative and any other personnel, internal and external, attend as required. The Division Management Review is chaired by the appropriate General Manager. A quorum for the meeting is three people.
- 18.2.4 Maritime Services holds a Division Management Review at least once every four months. The Department Managers, the Division Management Representative and any other personnel, internal and external, attend as required. The Maritime Services' Division Management Review is chaired by a Department Manager. A quorum for the meeting is three people that includes a representative from each Department.
- 18.2.5 The Division Management Review meetings review the Quality System of the Triton Marine Group as it applies to the Division to ensure its continuing suitability and effectiveness in satisfying the requirements of the ISO 9001 Standard and the Triton Marine Group's quality policy and objectives.
- 18.2.6 The Management Representative prepares the agenda for the Corporate Management Review meetings.. The General Managers of the Arya Marine Supply and Pharos Marine Electronics prepare the agenda for their Management Review meetings, or delegate the responsibility. The Manager, Technical Sales, Electronics prepares the agenda for the Maritime Services Management Review meetings
- 18.2.7 The agenda for all Management Review meetings consider, as a minimum, the following quality system areas:
- (a) Performance against quality policy and objectives,
 - (b) Internal and external quality audits,
 - (c) Status of improvement programs including corrective and preventive actions,
 - (d) Customer feedback,
 - (e) Product and service conformity,
 - (f) Supplier performance,
 - (g) Employee resources and training programs,
 - (h) Maintenance of quality system documents,



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- (i) Effectiveness of Quality Management System processes.

18.2.8 Management Review meetings are fully documented and the documentation includes decisions and actions related to :

- (a) Improvement of the effectiveness of the Quality Management System and its processes,
- (b) Improvement of product or service related to customer requirements,
- (c) Resource needs.

18.2.9 Actions required as a result of a Management Review meeting are controlled, as appropriate, through the QACP 11 (Improvement Process).

18.3 Internal Communication

18.3.1 The General Managers or Department Managers, as appropriate, meet with their employees within one month of the Corporate Management Review meetings.

18.3.2 The items that are discussed include:

- (a) The effectiveness of the Quality Management System as determined by the Management Review meetings,
- (b) Department and Corporate quality objectives relevant to that group of employees,
- (c) The relevance and importance of the activities of the employees in the group and their contribution toward the achievement of the quality objectives.