



QMS Quick Learning Activity

Management Review

ISO/IEC 17025:2005

Terms

- **Management Review:** Formal evaluation by top management of the status and adequacy of the quality system in relation to the quality policy and objectives.
 - Westcott, Russell T., editor, *The Certified Manager of Quality/Organizational Excellence Handbook*, 3rd ed., ASQ Quality Press, 2006
 - www.asq.org



Management Review: Objectives

4.2.2 The overall objectives of the laboratory's management system shall be established, and reviewed during management review.



Why do a Management Review?

4.10 The laboratory shall continually improve the effectiveness of its management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions *and management review.*



Management Review: Records

4.13.1.1 Quality records shall include reports from internal audits and *management reviews* as well as records of corrective and preventive actions.



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4.15.1 In accordance with a predetermined schedule and procedure, the laboratory's top management shall periodically conduct a review of the laboratory's management system and testing to ensure their continuing suitability and effectiveness, and to introduce necessary changes or improvements. The review shall take account of:



Management Review: Checklist

4.15.1

- The suitability of policies and procedures
- Reports from managerial and supervisory personnel
- Outcome of recent internal audits
- Corrective and preventive actions
- Assessments by external bodies
- Results of interlaboratory comparisons or proficiency tests
- Changes in the volume and type of the work
- Customer feedback
- Recommendations for improvement
- Other relevant factors such as quality control activities, resources, and training



Management Review: After Action

4.15.2 Findings from management reviews and the actions that arise from them shall be recorded.

The management shall ensure that those actions are carried out within an appropriate and agreed timescale.



Management Review: Procedure

- Defines scope and frequency of management reviews
- Defines responsibilities and any attendance requirements
- Defines the inputs to the management review
- Defines procedure used by the laboratory to conduct, record, and communicate the outcomes of the management review



References

- ISO/IEC 17025:2005 *General requirements for the competence of testing and calibration laboratories*
- www.asq.org

