



Procedure

Management Review

Code: P12

Version: 01

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1. Purpose and scope

This procedure describes how members of the top management and SOAC staff periodically review the quality management system (QMS) to ensure that it remains relevant, adequate and effective, and to introduce any changes and improvements deemed necessary. The management review is chaired by the Director-General.

2. References

- ISO/IEC 17011, Conformity assessment — Requirements for accreditation bodies accrediting conformity assessment bodies.

3. Distribution list

All services concerned.

4. Effective date and review.

This document is applicable from the date mentioned on the cover page. It will be updated as necessary.

5. Summary of changes

Version 00: creation.

Version 01: revision to some sections and update of the table of modifications.

6. Terms and definitions

DG: Director-General

QTSO: Quality & Technical Senior Officer

QMS: Quality Management System

7. Process description

Managing Management Reviews

Responsibilities	Activities	Documents and comments
QTSO	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">Plan the management review</div>	The management review is planned at the beginning of the year or during the previous review. It takes place at least once a year .
DG, QTSO, staff in key position vis-à-vis the QMS	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Conduct the management</div>	<p>The DG convenes the QTSO and the key personnel to assess the relevance, adequacy, effectiveness, and efficiency of the SOAC QMS. The management review makes it possible to verify the achievement of the objectives set during the previous management review and the evolution of quality indicators.</p> <p>Depending on the circumstances, the management review can be done at a higher frequency (more than once a year).</p> <p>The management review deals with the current performance data and opportunities for improvement related to at least the following elements: results of audits, results of peer evaluation, participation in international activities, safeguarding impartiality, feedback from interested parties, new areas of accreditation, trends in nonconformities, status of corrective actions, the status of actions to address risks and opportunities, follow-up actions from earlier management reviews; fulfilment of objectives, changes that could affect the management system, analysis of appeals and complaints.</p>
DG, QSTO	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Register</div>	The QTSO fills in the form "F01P12-Management Review Meeting Minutes" and makes it approved by the Director-General of SOAC.
QSTO	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Plan improvement actions</div>	At the end of the meeting, measures requiring detailed planning are taken. These measures are inserted into an action plan.
DG, Staff	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Implement the planned actions</div>	<p>The Director-General shall make the necessary arrangements for the implementation of the action plan within an appropriate time frame.</p> <p>Decisions resulting from the management review include activities related to:</p> <ul style="list-style-type: none"> - the improvement of the management system and its processes; - the improvement of services and the accreditation process in accordance with appropriate standards and the expectations of interested parties; - need for resources; - the definition or redefinition of policies and objectives.
DG, QSTO	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Monitor the implementation of actions</div>	The QSTO ensures the implementation of the measures taken during the management review and reports to management at quality meetings (F02P12-Meeting Minutes) or at the next management review.

8. Related documents

Refer to F02P01-Current QMS Control list

9. Table of modifications

No.	Source	Modification in brief (Relevant changes)
P12.00- 7 February 2019		
Creation		
P12.01- 16 October 2019		
1	§ 2	The references have been revised in line with the wording of the standards
2	§ 6	The word "abbreviation" (title) has been replaced by "Terms" (title)
3	§ 7	Technical update and correction of the code of the Management Review Meeting Minutes form
4	§ 8	This section has been revised : the words "related forms" (title) have been replaced by "related documents" (title)