


	EzQMS Inc.		Management Review	
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Management Review

Revision Number	Date	Developed By:	Revision Description
Rel	16 December 2009	Brian	ECN12162009-001

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1. Purpose

1.1. To establish a standard method for documenting management reviews of the quality management system.

2. Scope

2.1. Applies to the management review of the **EzQMS Inc.** quality management system.

3. References

3.1. ISO 9001: Quality Management System – Requirements.

4. Related Documentation

4.1. [Form 56-1, Management Review Record.](#)

5. Definitions

5.1. Management Representative: A member of the management team that irrespective of other duties has the authority to (1) ensure the quality management system is established, maintained, and implemented, and (2) report on the performance of the quality management system as a basis for improvement.

5.2. Senior Management: Those members of senior management that have ultimate responsibility for the proper function of the quality system.

6. Responsibilities

6.1. Brian Eichenlaub is the Management Representative. Only qualified personnel with documented training are allowed to perform this procedure.

7. Procedure

7.1. Once a year the Management Representative chairs a Management review meeting with senior management to discuss the overall status of the quality system.

7.2. Management reviews are documented on [Form 56-1, Management Review Record.](#) Record the following:

7.2.1. Calendar year

7.2.2. Date performed

7.2.3. Managers present.

7.2.4. Managers absent.

7.3. As a minimum the following summary data or reports are reviewed during Management Review meetings:


7.3.1. Customer Complaint and Feedback trend analysis.

7.3.2. Customer Satisfaction trend analysis.

7.3.3. Internal Quality Audit trends analysis.

7.3.4. Continuous Improvement status reports.

7.3.5. Corrective and Preventive Action trend analysis.

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- 7.3.6. Employee turnover rate
- 7.3.7. Successful Quotes
- 7.3.8. Quote to P.O. Timeline
- 7.3.9. Delivery vs promised date (scheduled date)

7.4. Actions resulting from management review meetings may include quality management system improvements, product and process improvements and resource needs.

7.5. Should additional information or follow-up action items be required, the action item(s), responsible person, and the due date for responding will be documented on [Form 56-1, Management Review Record](#).

7.6. Summarize overall performance in the Comments section of [Form 56-1, Management Review Record](#).

8. Disposition

8.1. Maintain completed [Form 56-1, Management Review Records](#), data and reports reviewed and associated documentation in the Management Review file.