

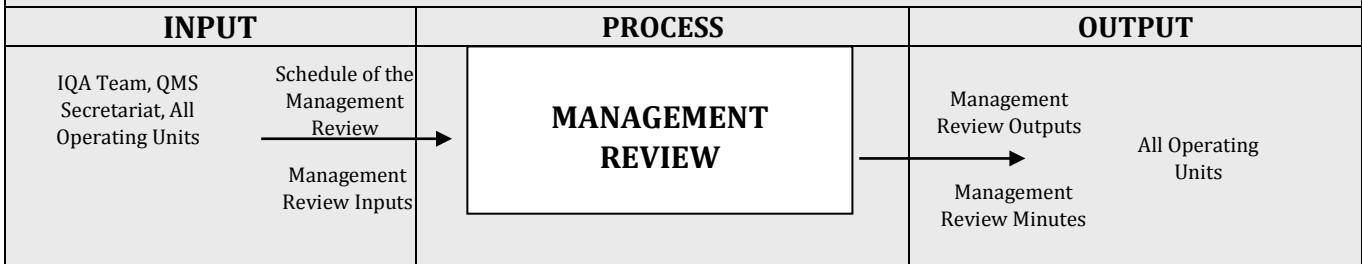


SYSTEM PROCEDURE (SP)

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PROCEDURE TITLE	MANAGEMENT REVIEW
SCOPE	This process starts from scheduling the management review up to recording of management review minutes.
PURPOSE	To define the process of conducting Management Review as per requirements of ISO 9001:2015 Quality Management System standard and the Region’s requirements to ensure the continuing suitability adequacy, effectiveness and alignment to DILG’s strategic direction.

PROCESS DESCRIPTION:



DESCRIPTIVE STATEMENT:

The process is triggered by setting the Management Review schedule. The QMS Secretariat then prepares for the conduct of the Management Review including communication of the schedule and requiring the submission of the Management Review Inputs by concerned offices and personnel. The QMR presides the meeting and reports together with the Deputy QMRs and assigned personnel to the Regional Director. The Management Review Committee then agree on actions and decisions for the required Management Review Outputs. Minutes of the Meeting is prepared by the QMS Secretariat. Agreements, decisions and actions are monitored and status report is prepared every before conduct of an audit.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	QMS Secretariat; Members of the Management Review Committee	<ul style="list-style-type: none"> Prepare for the conduct of Management Review 	QMS Secretariat: <ul style="list-style-type: none"> Schedule the Management Review at least every six months, upon completion of the internal quality audit, to determine the extent of compliance and effectiveness of the DILG Region’s quality management system. Prepare the necessary documents for the conduct of the Management Review inclusive of budgetary requirements, dates, venue participants, and agenda. 	<ul style="list-style-type: none"> Activity Design, Memo, Department Order, as appropriate Pertinent Management Review Inputs



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			<ul style="list-style-type: none"> Secure approval of concerned signatories. Distribute the Memorandum to communicate the schedule and require concerned offices to prepare and submit the Management Review Inputs. <p>Members of the Management Review Committee:</p> <ul style="list-style-type: none"> Prepare the following assigned topics: <ul style="list-style-type: none"> Regional QMR through the QMS Secretariat-Follow-up Items from previous Management Review, Results of External Audit Certification and QMS Performance; IAS – Results of Internal Quality Audit and status of CAR; ALL Deputy QMRs - Summary of previous year’s performance results / accomplishment vs. quality objectives, Client Feedback/Satisfaction, changes that could affect the QMS and recommendations for QMS Improvement. Submit the above reports to the QMS Secretariat for consolidation and reproduction as reference of the participants. 	



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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
2	Management Review Committee (MRC)	<ul style="list-style-type: none"> Conduct the Management Review with the QMR as the presiding officer 	<ul style="list-style-type: none"> Discuss the following Management Review Inputs/agenda Items: <ul style="list-style-type: none"> Status of actions from previous MRs (except the 1st MR); Changes in external and internal issues that are relevant to the QMS including the strategic direction of the Region; Information on the performance and effectiveness of the quality management system, including trends and indicators for: <ul style="list-style-type: none"> Customer satisfaction and feedback Extent to which quality objectives have been met; Process performance and service conformity Status of nonconformities and corrective actions Monitoring and measurement results Audit reports Performance of external providers Adequacy of resources required to maintain the effectiveness of the QMS; Effectiveness of actions taken to address risks and 	<ul style="list-style-type: none"> Management Review Minutes Context Registry Interested Parties Matrix Customer Satisfaction Survey results Quality objectives monitoring and measurement results (QME) Nonconforming outputs results CAR Monitoring Matrix Other Monitoring and Measurement reports IQA Report, Pre-Certification and Third Party Certification Reports Action Plans



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			<ul style="list-style-type: none"> opportunities; • Opportunities for improvement. • Agree on needed actions and decisions for the following: <ul style="list-style-type: none"> • Opportunities for improvement • Any need for changes in the QMS • Resource needs 	
3	QMS Secretariat	<ul style="list-style-type: none"> • Prepare the record (Minutes) of the MR 	<ul style="list-style-type: none"> • Prepare the minutes of the MR and indicate the following: <ul style="list-style-type: none"> • Discussions on the Management Review Inputs; and • Actions, decisions, agreements as Management Review outputs. • Submit to Regional QMR. 	<ul style="list-style-type: none"> • MR Minutes
4	Deputy QMR	<ul style="list-style-type: none"> • Review the minutes 	<ul style="list-style-type: none"> • Review the MR Minutes, and if in order, concur by signing the “noted by” portion; else, return to QMS Secretariat for appropriate action; • Forward to QMR for approval. 	<ul style="list-style-type: none"> • MR Minutes
5	QMR	<ul style="list-style-type: none"> • Review and recommend approval of the minutes 	<ul style="list-style-type: none"> • Review the MR minutes as to accuracy and completeness of inputs and outputs; • Recommend approval of the Regional Director. 	<ul style="list-style-type: none"> • MR Minutes
6	Regional Director	<ul style="list-style-type: none"> • Approve the Minutes 	<ul style="list-style-type: none"> • Approve the Minutes of the Management Review 	<ul style="list-style-type: none"> • MR Minutes
7	QMS Secretariat	<ul style="list-style-type: none"> • Communicate the approved MR 	<ul style="list-style-type: none"> • Issue Memo to all members of the MRC to 	<ul style="list-style-type: none"> • Memo • Approved MR



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		Minutes	communicate the approved MR Minutes.	Minutes
8	QMS secretariat	<ul style="list-style-type: none"> Monitor the status of agreements, decisions and actions 	<ul style="list-style-type: none"> At least one (1) month before the conduct of an audit, prepare a status report on the following: <ul style="list-style-type: none"> Agreements in the discussion of the Management Review Inputs Implementation of Decisions and recommended actions 	<ul style="list-style-type: none"> MR Minutes
9	QMS Secretariat	<ul style="list-style-type: none"> Retain records 	<ul style="list-style-type: none"> Retain records in accordance with Control of Retained Documented Information Procedure and Master List of Records 	<ul style="list-style-type: none"> Control of Retained Documented Information Procedure Master List of Records

Definition of Terms:

- Regional Management Review Committee** – the committee that reviews the performance of the QMS every six months, upon completion of the Internal Quality Audit or as deemed necessary to evaluate the continuing adequacy, suitability, effectiveness, and alignment to DILG’s strategic direction. Records of Management Reviews are controlled by the QMS Secretariat. The Regional Management Review Committee is composed of the following:
 - Regional Director – Top Management
 - Assistant Regional Director– Regional Quality Management Representative (QMR)
 - Provincial/City Directors and Division Chiefs– Deputy Quality Management Representatives (DQMRs)
 - Regional Internal Quality Auditors
 - QMS Secretariat

Prepared By	Reviewed By	Approved By
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QMS Secretariat Head	Regional Deputy Quality Management Representative	Regional Director



MANAGEMENT REVIEW MINUTES

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Date of Management Review: _____ Venue: _____

Present: _____

Absent: _____

Item	Agenda Item	Issues / Highlights of Discussion / Management Action and Decisions	Action Plan (What, Who, When to Do)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Prepared By:

Noted By

Approved By

QMS Secretariat Head

Regional Quality Management Representative

Regional Director

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