





<b>CALAMBA WATER DISTRICT</b>					
<b>TITLE: MANAGEMENT REVIEW PROCESS</b>					
DOCUMENT NO. CWD-TM-003		REVISION NO. 00		EFFECTIVE DATE: December 28, 2016	
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		NAME		SIGNATURE	
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#### 1.0 Purpose


- 1.1 To review the CWD's QMS, at planned intervals, to ensure its continuing suitability, adequacy, and effectiveness in order to issue courses of action and provide resources for its improvement.


#### 2.0 Scope

- 2.1 The management review process includes assessing opportunities for improvement and the need for changes of QMS including the policy and objectives.
- 2.2 The management review shall be planned & carried out taking into consideration:
- Status of Actions from Previous Management Reviews;
  - Changes that Affect the QMS; including strategic direction
  - Information regarding the Quality Performance, including developments and indicators in case of
    - Nonconformities and corrective actions;
    - Monitoring and Measurement results;
    - Audit Results;
    - Customer Satisfaction;
    - Issues concerning external providers and other relevant interested parties;
    - Adequacy of resources required for maintaining and effective QMS;
    - Process Performance & Conformity of products and services
  - The effectiveness of actions taken to address Risks and Opportunities
  - New Potential Opportunities for Continual Improvement
- 2.3 The outputs of the management review shall include decisions and actions related to:
- Continual Improvement Opportunities;
  - Any need for Changes to the QMS, including resource needs;

#### 3.0 Responsibility

- 3.1 The GM holds primary responsibility for implementation of this documented information for management review process and ultimately the whole QMS.
- 3.1.1 Performing administrative operation of committee such as facilitating and directing the management review.
- 3.1.2 Verifying if decided matters are implemented effectively and informing members of committee of above notice.
- 3.2 The GM shall be the chairman responsible for the following:
- Planning and managing management committee operation.
  - Holding a meeting anytime needed.
  - Controlling proper corrective and preventive action to resolve nonconformance for decision of committee and conforming implementation and result about the above action.
- 3.3 MRC shall be responsible for the following:
- DMS, as part of the Management Team are responsible for supporting the GM in the implementation of this procedure.
  - Reviewing and evaluating matters brought to the review;
  - Suggesting matters to the committee related to quality system.
  - Supporting the concerned department's required resources for the implementation of all the matters decided by the committee.
  - Conforming if decided matters are implemented effectively and submitting above notices to the Management Representative.


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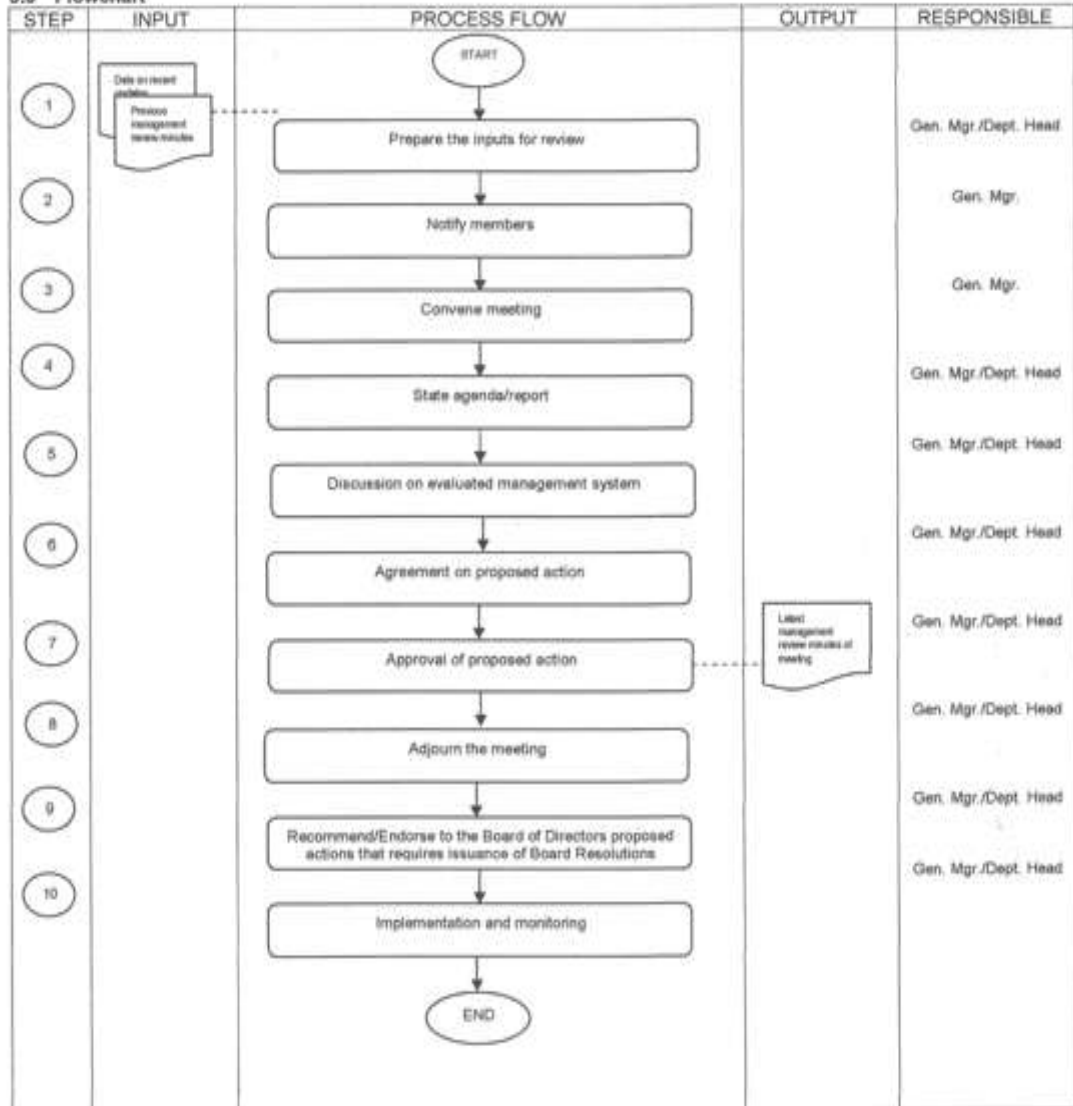
#### 4.0 Definition of Terms

- 4.1 QMS – Quality Management System
- 4.2 GM – General Manager
- 4.3 DMs – Department Managers
- 4.4 MRC – Management Review Committee; the management team who shall review the status of implementation of the QMS
- 4.5 ISO – International Organization for Standardization
- 4.6 Management Review-a meeting conducted to a set frequency to assess the management system and introduce necessary actions for continual improvement.


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**5.0 Flowchart**




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#### 6.0 Procedure Details

- 6.1 *Formation of Committee*
- 6.1.1 The Management Review Committee shall hold a regular Management Review twice a year as a minimum, or as needed.
- 6.1.2 The Management Review Committee shall be composed of the Gen. Manager and Department Managers.
- 6.1.3 A special management meeting shall be held aside from the scheduled management review if there is a concerned committee, or if the GM or any member of the committee suggests special matter for discussion. Such reasons includes (but not limited to) major result of internal/external audit, increasing trend of customer claims, or introduction of new system.
- 6.2 *Conduct of Review*
- 6.2.1 To establish a quorum, two-thirds (2/3) of the members of the committee or more shall attend the review. All concerned members with related aired to attend the review.
- 6.2.2 Management Representative shall take down the minutes of the review.
- 6.2.3 Management Representative to notify the committee to hold the review at least two (2) days before and the members shall prepare material for the matters before holding the review.
- 6.3 *Decision*
- 6.3.1 The output from the management review shall include decisions related to the;
- 6.3.1.1 Resources needed to implement Management Systems.
- 6.3.1.2 Improvement of the effectiveness of Management Systems.
- 6.3.1.3 Improvement of product and services according to customer requirements
- 6.3.2 Member who brings up any matter described above shall announce the content of the matter, which includes the background, the major problem, factor analysis, etc. Any matter concerning above shall be reviewed in the meeting to reach a decision for corrective action (if needed).
- 6.3.3 Committee decides the schedule, responsible member for decided corrective action, and notify them to complete the corrective action within due date under cooperation of department concerned if needed.
- 6.4 *Implementation and Maintenance*
- 6.4.1 Responsible members shall report implementation and result of action to the MRC.
- 6.4.2 MRC verifies the overall implementation of the corrective action to ensure that proposed improvements are carried out within the agreed deadline and report after comparative analysis for improvement.
- 6.4.3 MRC shall bring up incomplete matter to next meeting and monitor its continuous suitability and effectiveness.
- 6.5 *Retention and Storage*
- 6.5.1 DCC shall store documented information according to the Control of Documented Information Process.
- 6.5.2 DCC shall distribute Minutes of the meeting to all members of the Committee and also to other external interested parties affected by the results of the review to ensure that nonconformities and corrective actions are devised and implemented.

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7.0 **Documented Information Retention** shall retain documented information for a certain period as indicated on the Master list of Documented Information as evidence of the results of Management Reviews.

8.0 **Reference**

- 8.1 ISO 9001:2015 Standard
- 8.2 Quality Manual
- 8.3 Corrective Action Process

9.0 **Attachment/Forms**

- 9.1 Management Review Minutes of Meeting Form
- 9.2 Summary of Quality Objectives, Target & Programs Form


10.0 **Distribution List**

**Note 1: Select Relevant Recipient to Appear in below List.**

COPY HOLDER NO.	DEPT/SEC./COPY HOLDER
1a	Office of the Board
1b	General Manager
2	IQA
3	Commercial
4	Engineering
5	ADM - Purchasing
6	ADM - Warehouse
7	ADM - Motorpool
8	Laboratory (Quality Control Division)
9	Human Resource Division
10	Finance
11	Production

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