LEVEL 2 PROCEDURE to address: ISO 9001: 2000 Element 5.6 – Management Review

APPROVAL:

DR. TEODORO C. ROBLES
University President

CHANGE RECORD

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<td>June 8, 2004</td>
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1.0 PURPOSE AND SCOPE

This document defines how the CPU Management Review performs periodic management reviews of the quality management system. It covers the responsibilities for the review, its schedule, and the inputs and outputs of each review.

2.0 RESPONSIBILITIES

2.1 The Quality Management Representative (QMR) is responsible for the implementation of the procedure.

2.2 Members of the ISO Steering Committee are responsible to support this procedure and carry out any and all the necessary corrective and preventive actions that have been identified in the management review.

2.3 Quality policy and objectives are established in accordance to Procedure QD-5.1-PR-01 Establishment and Review of Quality Policy and Objectives.

2.4 The ISO Steering Committee appoints a Management Review Board with composition as shown in QM-5.1-PR02A.

3.0 DEFINITION OF TERMS

3.1 Quality Management System- the organizational structures, procedures, processes and resources needed to implement quality management.

3.2 Quality Management – all activities of the overall management function that determine quality policy, objectives and responsibilities and implement them through quality planning, quality control, quality assurance, quality improvement within the system.

4.0 PROCEDURE

4.1 The QMR shall call a meeting of the Management Review Board within a month after the conduct of each Internal Quality Audit (IQA). Such a meeting shall also be called by the QMR, as needed, after the account of an audit by the ISO certification body.

4.2 The Management Review Board shall discuss the following, at a minimum:

4.2.1 Results of quality audits (refer to Procedure CI-8.2.2-PR-01 Internal Quality Audit)

4.2.2 Feedback from the University community, partner institutions and the general public. (During the first year of ISO implementation, systematic recording of feedback will be made only for students and personnel. Refer to Procedures CC-5.2-PR 01 Handling of Student Feedback; HR-5.2-PR 01 Handling of Personnel Feedback; CC-8.2.1-PR-02 Measurement of Student Satisfaction, HR-8.2.1-PR-06 Measurement of Personnel Satisfaction. However, system for feedback recording for other stakeholders and the community will likewise are studied.)

4.2.3 Status of quality policy and objectives (refer to Procedure QD-5.1-PR-01 Established and Review of Quality Policy and Objectives)
4.2.4 Status of educational service performance and educational service non-conformity (as part of review of quality objectives)
4.2.5 Status of preventive action (refer to Procedure CI-8.5.3-PR-02 Preventive Action and Continual Improvement)
4.2.6 Status of corrective action (refer to Procedure CI-8.5.2-PR-03 Corrective Action)
4.2.7 Follow-up actions from earlier management review
4.2.8 Planned changes that could affect the quality management system
4.2.9 Recommendations for improvement

4.3 Additionally, the QMR, with the approval of the University President, may call special meetings to address special issues affecting the quality management system. The special meeting agenda will be set by the QMR and will not discuss the set agenda mentioned in Step 4.2 of this procedure. The QMR may elect to invite only members of the Management Review Board who are affected by the issues that have to be addressed in this special meeting.

4.4 Minutes of the Management Reviews shall be taken and shall be designated as quality records. The review minutes shall include summaries and other attachments relating to agenda items in 4.2 above, as applicable. Management Review minutes shall be kept according to Procedure DC-4.2.3-PR-02 Control Records.

4.5 The conduct of the meeting shall follow the form mentioned in step 5 below. This form shall serve as guide as discussions.

5.0 FORMS

5.1 CPU DOC Form 07 Management Review

6.0 REFERENCES

6.1 CL-8.2.2-PR-01 Internal Quality Audit
6.2 CC-5.2-PR 01 Handling of Student Feedback
6.3 HR-5.2-PR 01 Handling of Personnel feedback
6.4 CC-8.2.1-PR 02 Measurement of Student Satisfaction
6.5 HR-8.2.1-PR 06 Measurement of Personnel Satisfaction
6.6 QD-5.1-PR-01 Establishment and Review of Quality Policy and Objectives
6.7 CI-8.5.3-PR-02 Preventive Action and Continual Improvement
6.8 DC-4.2.3-PR-02 Control Records

7.0 RECORDS

7.1 Minutes of Management Review (using Form in 5.1 above)