



MARLOW OFFSHORE GERMANY GMBH & Co. KG

ISO 9001:2015

Control of Management Reviews

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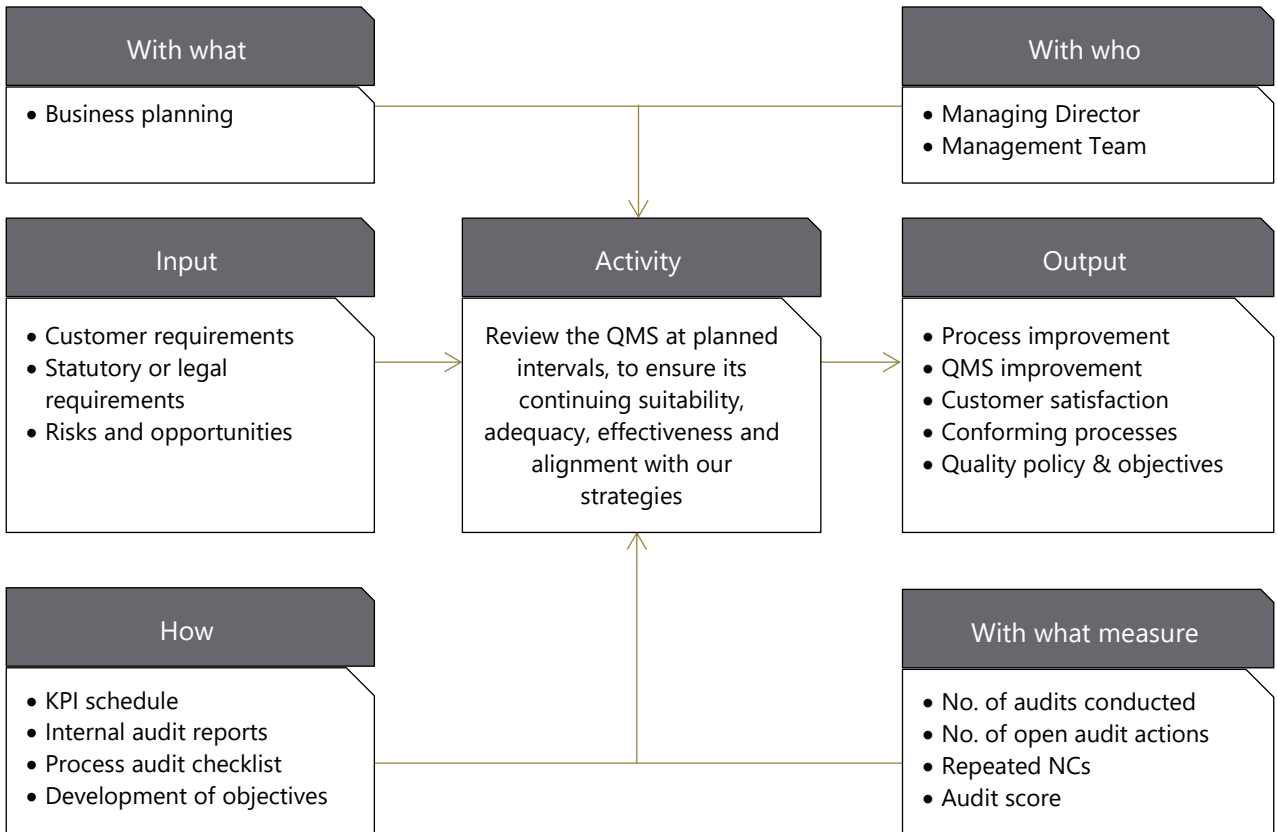
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1 Control of Management Reviews

1.1 Introduction & Purpose

The purpose of this procedure is to define Marlow Offshore Germany GmbH & Co. KG process for undertaking management reviews in order to assess the effectiveness of the application of our quality management system and its compliance to ISO 9001:2015. This procedure also defines the responsibilities for planning, conducting, reporting results and retaining associated records.

1.1.1 Process Activity Map



1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 9004:2000	Quality management systems	Guidelines for performance improvements
BS EN ISO 19011:2011	Auditing management systems	Guidelines for auditing

1.1.3 Terms & Definitions

Term	ISO 9000:2015 Definition
Management	Coordinated activities to direct and control an organization (3.2.1)
Review	Determination (3.11.1) of the suitability, adequacy or effectiveness
Corrective action	Action to eliminate the cause of a non-conformity (3.6.9) and to prevent recurrence

1.2 Application & Scope

The scope of this procedure details the method of reviewing the quality management system and describing how deficiencies are documented to ensure it is up to date, controlled and effective. The review ensures the quality systems' continuing suitability and effectiveness in satisfying the requirements of ISO 9001:2015 and Marlow Offshore Germany GmbH & Co. KG quality policies and objectives. The management review is carried out once in a year as a minimum.

1.3 Responsibilities

It is the responsibility of the Quality Manager to coordinate the management review process, and to:

- Prepare the management review agenda and minutes;
- Ensure that management reviews are conducted at planned intervals;
- Determine the review schedule and dates in coordination with participating attendees.

The Quality Manager ensures that each management review includes:

- Quality management system data, e.g. results of internal audits, KPIs, etc.;
- Opportunities for improvement;
- Monitoring of quality, environmental and health and safety objectives ;
- Results of the reporting and evaluation of the cost of poor quality.

Each Manager prepares a report to be circulated prior to the meeting, which summarise our organization's performance.

1.1.1 Review Input

As a minimum, the following information and data is presented during the management review:

Action items from last meeting	The Quality Manager reports on the status of action items from previous meeting. Items that are not completed are carried on as continuing actions and are recorded as such in the minutes
Process performance and product conformance	The Quality Manager presents system performance data. This data includes product non-conformities, on-time delivery performance, supplier quality performance and productivity data
Internal and external audits	The Quality Manager presents results of internal and external system audits. This includes summaries of results for the cycle, frequencies of audit findings against particular elements of the quality system, and discussion of particularly important findings
Corrective actions	The Quality Manager presents highest risk corrective/preventive actions implemented through the period and the status of pending actions
Customer feedback and complaints	The Quality Manager presents summaries of customer feedback and complaints, including analysis of trends for particular categories
Customer satisfaction	The Quality Manager presents customer satisfaction data and trends

Suppliers and delivery	The Management Representative presents supplier corrective action data and trends
Training and development	Departmental Managers reports on the status of training programs and the effectiveness of training provided
Continual improvement	The Quality Manager presents data demonstrating progress toward achieving continual improvement goals, and reviews current and completed improvement projects
Changes that affect the QMS or context	The Quality Manager highlights any product, process, capacity, or other operational or organizational changes that affect the management system; and proposes specific actions to update or modify the system in response to these changing circumstances
Risks & Opportunities	New or proposed legislation or regulations, changing expectations and requirements of relevant interested parties, new or modified activities, products, or services, advances in technology and science, changing market preferences of buyers
Additionally	<p>The management review should also consider such issues as cost of quality and non-quality; integration of the management system with other operations and activities; market and customer response to the quality effort</p> <p>Following each presentation, the participating managers discuss the issues, compare their status and performance with preceding periods, and identify areas where improvement is required</p>

1.1.2 Review Output

Output from the management review process includes decisions and actions related to:

- Requests for corrective and/or preventive action;
- Plans for QMS and/or process improvement;
- Improvement of product or material related to customer requirements;
- Supply and resource needs;
- Records of the results and actions from the evaluation of the suppliers;
- Actions taken to promote supplier process monitoring;
- The corporate policies;
- The corporate objectives and targets.

Management review output is documented in the minutes of the review meeting:

- Action items are highlighted to ensure that they are easily identifiable;
- Action items include the assignment of responsibility;
- Action items include timeframe and allocation of resources for implementation.

Upon complete review of all inputs and generation of the outputs, management will determine the continued suitability, adequacy and effectiveness of the quality management system.

1.1.3 Corporate Policies, Objectives & Targets

All objectives and targets established through the review period are systematically evaluated to assess progress:

- Objectives that have been achieved may either be upgraded to a higher performance level, or be closed out to free resources for improvement in another area;
- When objectives are not achieved on time, the review investigates and determines causes for failing to achieve the objectives;
- Depending on the nature of the objective and causes for failure to achieve it, top management may decide to drop the objective, reduce its scope or level, reassign responsibilities and/or allocate additional resources, or extend the due date for achieving the objective;
- Any decisions regarding corporate objectives are recorded in the minutes of the review;
- New objectives are established where it is necessary to improve performance in order to fulfil the policies or other organizational goals or aspirations;
- New objectives are documented in the minutes of the review.

The corporate policies are reviewed to ensure its continuing relevance:

- The policies are changed when: the goals expressed in the policy have been achieved, or when changes within or outside the company render the policy inadequate or inappropriate.

1.4 Forms & Records

All documentation and records generated by the management review process are retained and managed in accordance with the Control of Documented Information procedure.

Title & Description
DP-0401 Management Review

1.5 Management Review Process Map

