PROCEDURE

Management Review

The current controlled version of this procedure is located on RSG Network IMS Folder. All other printed copies of this procedure are to be considered uncontrolled and should be validated against the current controlled version on the RSG Network IMS Folder before use.

Document Review Record				
Document No. and Name		QMS-PRO-002 Management Review Procedure		
Rev No	**Description**	**Prepared by**	**Checked by**	**Date**
0	New	Mackay Safety Consultants		02.08.13
1	Reformat and re-write to meet RSG requirements	E Wicks	G Wicks	23.09.13
2	Inclusion of 5.2 Mgt Review Outputs and 5.4 Agenda Items	E Wicks	G Wicks	20.11.2013
3	Update Numbering Structure	L Strappazon	M Delaney	07.06.2016
4	Review as per Internal Audit A003	A Forrest	L Strappazon	27.06.2016
5	Combine duplicate Management Review Procedure (QMS-PRO-027) + Full review and restructure.	A Forrest	L Strappazon	27.09.2016
6	Review	M Vorpagel	D McNeil	29.08.2019
7	4 & 5.3 Replaced General Manager with Operations Manager. 5.1 deleted General Manager, Commercial Manager & Project Manager from Senior Management Group and added Finance Officer; deleted General Manager, Commercial Manager & Estimator/BDM from attendees and added Finance Officer	M Vorpagel	D McNeil	19.09.2019
Electronic approval by: **Name:** David McNeil **Position:** Operations Manager **Date:** 29.08.2019				
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TABLE OF CONTENTS

1 PURPOSE

This procedure defines the requirements to ensure a periodic review of Reay Services Group's quality, safety and environmental management systems to assess its continuing suitability and effectiveness in meeting business objectives and targets.

2 SCOPE

This procedure applies to all the systems for which the company complies with for which it has control over and documents the key activities associated with undertaking management review meetings.

3 DEFINITIONS

Company / the Company: Refers to Reay Services Group and associated entities.

Management Review: A periodic meeting of management at which the status and effectiveness of the organisation is reviewed.

People / persons / personnel: Workers, customers, contractors and visitors.

Senior Management: Refers to the senior management team (including the Managing Director, General Manager, Business Development Manager, Commercial Manager)

System: Quality, Safety and Environmental.

4 RESPONSIBILITIES

- The Operations Manager shall be the custodian for the action follow ups and close outs.
- It is each Manager's accountability to communicate decisions made at Management Review Meetings to their reports for implementation where required.
- All Company employees and contractors are responsible for complying with the requirements of this procedure.

5 PROCEDURE

5.1 Management Review Meetings and Minutes

Management Review Meetings shall be held by the company at the end of every quarter.

If required, additional meetings shall be conducted at the discretion of the senior management group, which consists of the following;

1. Managing Director
2. Operations Manager
3. Finance Co-ordinator

Management personnel are encouraged to request a meeting if resolution to an issue(s) is required.
The Management Meeting Agenda as detailed in QMS-FRM-001 – Management Review meeting minutes shall be circulated to all applicable meeting attendees at least 5 days prior to the meeting.

When available, the following personnel shall attend:

- Managing Director
- Finance Co-ordinator
- Operations Manager
- Nominated head office and site personnel shall attend meetings when requested.

Minutes shall be taken during the meeting and recorded using QMS-FRM-001 – Management Review Meeting Minutes and the items shall be followed-up at regular intervals until closed-out.

Following final approval, minutes shall be distributed to all meeting attendees.

Conducted both formally or informally during Management Review, Reay Services Group Leadership Team members review the overall effectiveness of the Management Systems (Quality, Safety & Environmental)

5.1.1 *Formal reviews include:*

- internal system audits,
- external system audits, and
- performance against objectives and targets.

Items that may be discussed by management on an 'as appropriate' basis at these reviews / meetings including the following:

- results of internal and external audits,
- client, public and other stakeholders feedback (complaints and compliments) and client surveys,
- project status in relation to schedules, quality of work, safety, training and health and environmental performance,
- corrective and preventative actions – results and progress,
- follow up action from previous meetings,
- the organisational structure of the company, including staffing and resources,
- other changes that may affect the Reay Services Group Management System. E.g. Legislation changes, specific client requirements, changed scope of works etc.,
- training undertaken and required, and/or
- opportunities for improvement of systems and work activities.

5.1.2 Informal reviews may occur;

- during periodic Reay Services Group Leadership Team Meetings,
- during preparation and review of Monthly Project Reports,
- during site visits by Managers.

5.2 Management Review Outputs

Outputs from management review shall include actions to:

- Improve the Quality, Environment & Safety Management systems and their processes
- Improve services related to customer requirements
- Resourcing needs.

5.3 Communication

Site supervisors / managers have ongoing communication with the Operations Manager so that site issues are dealt with expeditiously. The Operations Manager will escalate issues as appropriate for a decision or resolution with the Managing Director as required.

Project Key issues relevant to project performance shall be highlighted in the Weekly Project Report, these are reviewed by the Operations Manager.

6 REFERENCED DOCUMENTATION

QMS-MAN-001 Quality Management System
ENV-MAN-001 Environmental Management System
WHS-MAN-001 Safety Management System
QMS-FRM-001 Management Meeting Minutes