


# The Catholic University of Eastern Africa

TITLE	AUTHOR
<b>PROCEDURE FOR MANAGEMENT REVIEW (CUEA/VC/DQA/07)</b>	<b>MR</b>
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	<b>2 (TWO) (A-B)</b>
<b>AUTHORIZATION</b> This Quality Management Procedure is issued under the authority of:	
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<b>NOTE:</b> <ol style="list-style-type: none"> <li>1. Write amendments on the page provided (Clause 0.2)</li> <li>2. Controlled copies of this document will be in the VC and DQA office</li> </ol>	

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**0.3 Distribution / Circulation**

This quality management procedure is available on **CUEA servers** for authorized users

**1.0 PURPOSE**

This procedure describes the methodology that CUEA management shall employ to review the effectiveness of CUEA Quality Management System in achieving CUEA Quality Objectives.

**2.0 SCOPE**


This procedure applies to all management reviews of the CUEA Quality Management System.

**3.0 TERMS AND DEFINITIONS**

**3.1 Definitions of Terms Used:**

For the purpose of this procedure the following terms shall apply in addition to those already defined in the CUEA Quality Management Manual.

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### 3.1.1 Management Review

This is the evaluation of the quality system to determine its effectiveness suitability and future direction. It is carried out in form of a structured meeting that must take place at regular intervals to discuss the functioning of the quality system and to take action to correct it when necessary.

### 3.1.2 Suitability

This is the property of a system with attributes that address the requirements outlined in QMS Standard in implementation.

### 3.2 Abbreviations and Acronyms

- 3.2.1 HOD - Head of Department
- 3.2.2 MR - Management Representative
- 3.2.3 FMR – Functional Management Representative
- 3.2.4 QMC - Quality Management Coordinator
- 3.2.5 QMM - Quality Management Manual
- 3.2.6 QMP - Quality Management Procedure(s)
- 3.2.7 QMS - Quality Management System
- 3.2.8 CUEA- Catholic University of Eastern Africa.
- 3.2.9 VC – Vice Chancellor.
- 3.2.10 DQA- Directorate of Quality Assurance.

### 4.0 REFERENCES

This procedure makes reference to the following documents which form part of the QMS documentation:

- 4.1 CUEA-QMM, Section 5 (*Sub-clause 5.6*)
- 4.2 ISO 9000:2005, Quality Management Systems –Fundamentals and vocabulary
- 4.3 ISO 9001:2008, Quality Management Systems –Requirements


### 5.0 PRINCIPAL RESPONSIBILITIES

The VC and MR have the overall responsibilities for ensuring that this procedure remains adequate for its intended purpose and is effectively applied.

### 6.0 METHOD

#### 6.1 Management Review Meetings

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6.1.1 As a minimum, each department/functional shall hold two management review meetings and at least one annual for the overall CUEA management system.

6.1.2 Management Review meeting agenda shall comply with the agenda set out in the applicable standard/affiliated procedure and meeting shall:

- a) Establish suitability of policies and procedures.
- b) Establish that the Quality System is achieving the expected results, continuing to conform to the standard, and functioning in accordance with the established Operating Procedures.
- c) Expose irregularities or defects in the System, identify weaknesses and make recommendations for continual improvement.
- d) Review the effectiveness of previous corrective actions including those related to subcontractor and supplier performance.
- e) Review the adequacy and suitability of the Quality System for current and future operations.
- f) Review any complaints received, identify the cause and recommend corrective action if required including customer feedback.
- g) Review the finding of internal / external audits and identify any areas of recurring problems.
- h) Review the reports of non-conformities and evaluate trend information.
- i) Review training requirements, resource requirements, adequacy of quality control
- j) activities and other factors
- k) Analyze all the above for trends and make appropriate improvements


## **6.2 Records of Management Review meetings**

6.2.1 Records of Management Review meetings shall be documented in the form of minutes. The CUEA MR/Assistant MR shall be the secretary to the CUEA MR Meeting while departmental/functional area quality management co-ordinators shall be secretaries to departmental/functional area management review meetings.

6.2.2 Minutes shall indicate actions to be taken, staff assigned to action, dates of completion of action and these shall be summarized in a management review action form CUEA VC/DQA/07/fm 01 (see appendix A). The area function MR shall follow up on action items to ensure they are effected within agreed timescales. Action items shall be closed when effected and these closed out items shall be recorded in the CUEA VC/DQA/07/fm 01 by the area function MR, after the head of function area verifies adequacy of action taken.

6.2.3 Secretary to the management review meetings shall circulate minutes within one week after the meeting. A copy of all bi-annually/annual management review meeting minutes shall be

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submitted to the CUEA MR within one week after meeting is held. The CUEA MR shall be invited to and represented in all functional areas Biannual/annual Management review meetings.

6.2.4 Management Review Actions in form of a completed CUEA VC/DQA/07/fm 01 form shall be forwarded at the end of every review to the CUEA MR after verification by and through the head of the department. The forwarding memo shall be as documented in appendix B. (CUEA VC/DQA/07/fm 02).

6.2.5 CUEA MR shall verify reported aspects, compile bi-annual reports (and one annual) of the MR meetings, carry out a diagnosis of the status of QMS and present a comprehensive report for each quarter (and one annual) in a senior management meeting. The MR shall prepare a CUEA MR Action summary in a CUEA VC/DQA/07/fm 01 and ensure actions are discharged and in time. The CUEA MR shall submit monthly reports on status/progress of implementation of QMS and Management review meetings action recommendations to the VC. Report shall include CUEA MR Recommendations for maintenance/improvement/re-engineering projects/actions and MR shall follow up these recommendations with the VC for approval, development and implementation. The projects and progress of actions relating to these shall be recorded in a CUEA VC/DQA/07/fm 02)

### **6.3 Internal Communication Meetings**

6.3.1 In addition to formal management review meetings, heads of functions/units of functions shall hold regular staff meetings at intervals, which shall be stated in the area specific Quality manual to:

- a. review processes
- b. inform staff of the effectiveness of the Quality System
- c. review Customer feedback
- d. carry out preventive action (risk analysis)
- e. communicate the organization's commitment to meeting customers' needs
- f. and ensure staff members are familiar with the Department's Legal and Regulatory obligations.

6.3.2 During staff meetings, department objectives will be verified, and the continued suitability, adequacy and effectiveness of the department will be discussed.


Proceedings of these meetings will be documented as stated in clauses 7.2 of this procedure.

### **7.0 APPENDICES**

7.1 Appendix A: Management Review Action Form

7.2 Appendix B: Management Review Meeting Summary memo

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**APPENDIX A: MINUTES ACTION REQUEST FORM**

<b>Minute no.</b>	<b>Action Required</b>	<b>Responsible</b>	<b>Review date</b>	<b>Remarks (Completed/In progress/No Action/Other)</b>

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**Appendix B:**

**Management Review Meeting Summary memo**

DATE:

FROM: [title]

TO: [title]

**SUBJECT: [Quarter/Year] Management Review of [Function] QMS**

The [Quarter/Year] was performed on [date]. The purpose of this review was to monitor and evaluate the status of the [Function] quality management system which is based on [state Standard being implemented].

Synopsis of findings includes:

- a. Policies and procedures
- b. Managerial reports
- c. Audits
- d. Effectiveness of previous actions
- e. Corrective actions and preventive actions
- f. Assessments
- g. Proficiency results (for TES/MET)
- h. Changes in workload
- i. Complaints
- j. Resources
- k. Training
- l. Other

Conclusion/Summary:

Recommendations:

Statement of overall effectiveness of the [Function] QMS:

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