

## 6. CONDUCTING MANAGEMENT REVIEWS

### **PURPOSE**

To establish a procedure for annual reviews of the management system in order to assess its continuing adequacy and effectiveness.

### **DEFINITION OF MANAGEMENT REVIEW**

Management review is a high-level evaluation of whether the management system and personnel performance are adequate and effective.

### **SCOPE**

This procedure applies to all management system functions designated in the Policy Manual (e.g., organizational structure, responsibilities, procedures, processes, and resources for implementing quality management).

### **EXAMPLES**

A partial listing of areas to be examined includes, but is not limited to personnel performance in the following areas:

- internal audits
- results of peer evaluation, where relevant
- outreach
- feedback from interested parties
- trends in nonconformities
- ARC activities
- on-site visits
- preventive and corrective actions
- follow-up actions from earlier management reviews
- appeals
- complaints
- reports
- administrative management
- engagement in Board activities
- training
- risk assessment
- contracts

### **SCHEDULE**

Reviews are to be conducted annually and a final report presented at the annual meeting.

### **ORGANIZATION**

The Vice President is responsible for the annual management system review, and may appoint Directors for assistance as needed. The President shall review the Vice President's performance.

## **PROCEDURE**

The Vice President shall use the most current documents: Policy Manual, Procedures, Standards, and Bylaws.

The Management Review report shall include personnel performance actions related to:

- improvement of the management system and its processes
- improvement of services and accreditation processes in conformity with the relevant standards and expectations of interested parties
- need for resources
- defining or redefining of policies, goals, and objectives
- risks and opportunities
- training

## **REPORTING**

The Vice President shall present their report to the Board at the annual meeting.

## **RECORD RETENTION AND ARCHIVING**

All records produced shall be preserved and archived at the Administrative Office.