

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
- 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.