
Management Review

1.0 Purpose

- 1.1 This document describes the method by which the management of LGL review the quality management system, so as to ensure its continuing application, effectiveness and implementation in line with the needs of the business.

2.0 Introduction

- 2.1 **General Manager** shall ensure that this procedure is maintained and implemented.
- 2.2 **Quality Manager** is responsible for providing the necessary information for Management Reviews.
- 2.3 All persons actioned in the meeting shall ensure that the actions assigned are fully completed by the date agreed.

3.0 Process Input Requirement

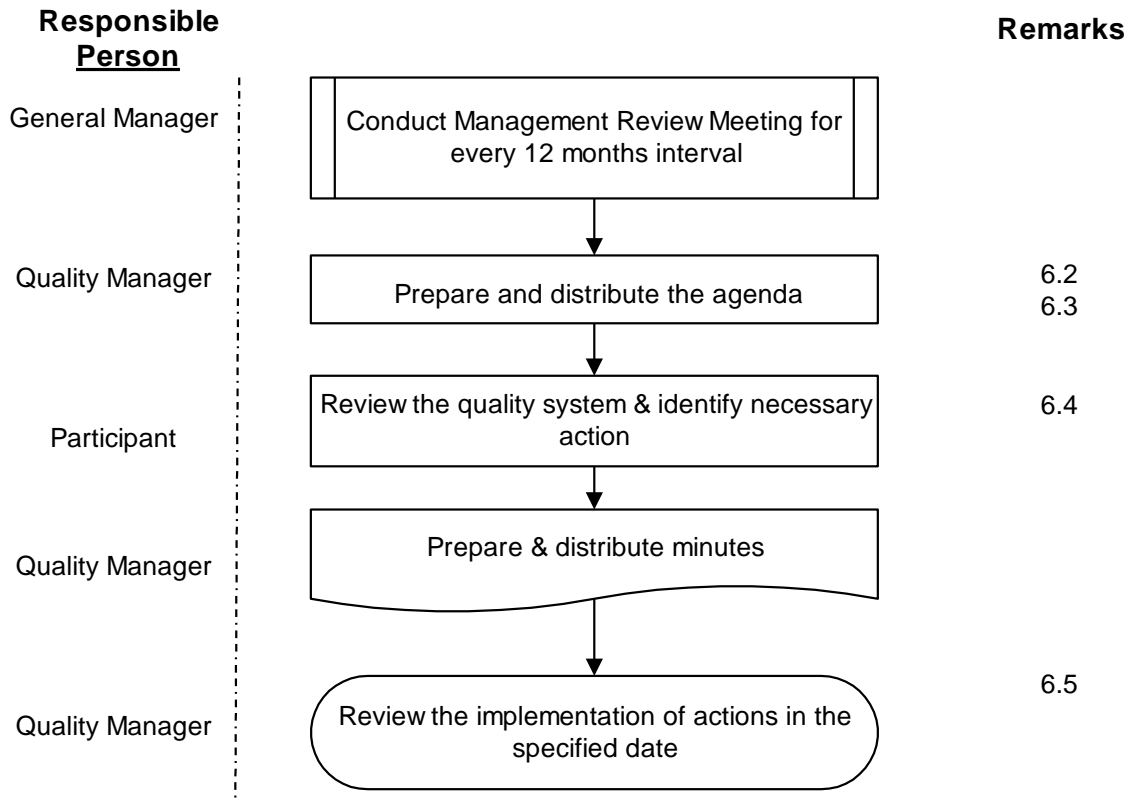
- 3.1 Meeting members shall prepare relevant information after receipt of meeting agenda.

4.0 Relevant Document

| | |
|---------|----------------------------------|
| AP-MM02 | Customer Satisfaction |
| AP-MM03 | Control of Non-conforming Items |
| AP-MM05 | Corrective and Preventive Action |
| AP-MM06 | Continual Improvement |

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5.0 Procedure (Flowchart)



6.0 Remarks

6.1 The following staff shall attend the meeting:

- General Manager
- HSE Manager
- Quality Manager
- Project Manager
- Plant & Logistics Manager
- Chief Estimator
- Other staff invited by General Manager

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6.2 Agenda for the meeting:

- Review of actions for previous meeting
- Summary results of external audits (Client and Certification bodies)
- Results of internal audit
- Quality system documentation review
- Summary of nonconformance data
- Customer's complaints & Customer Satisfaction
- Corrective and Preventive Actions
- Review of Quality Policy Statement & Quality Objective
- Training needs
- Adequacy of manpower and resources
- Supplier/subcontractor performance
- Review of the needs of Statistical Techniques
- Improvement on Quality System and Process
- Improvement on ground investigation work with regard to customer requirements
- Any other business
- Date of next meeting

6.3 Information to be prepared:

- a) Audit results;
- b) Customer feedback;
- c) Process performance and product conformity;
Preventive and Corrective Action status;
Follow-up of previous management review;
Planned changes which may affect quality management system;
- d) Suggestion for improvement.

6.4 Output of review:

Minutes shall be taken which identify the relevant action, responsible person and completion date.

6.5 **Quality Manager** shall raise Corrective Action Report according to procedure AP-MM05 when the action is not completed within target date.

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7.0 Record

| Record | Form No. | Responsible person | Minimum Retention Period | Filing Index |
|--|-----------------|---------------------------|---------------------------------|---------------------|
| Management Review Meeting Minutes and relevant information | -- | Quality Manager | 3 years | By Date |