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| ***Windsor Machine & Stamping (2009) Ltd.*** | Document Type: **PROCEDURE** Department:  **MANAGEMENT**  |
| Prepared By: J. LittleApproved By: P. Fairley | Release Date: Aug 11, 1997  | Document No: **PR-MGT-004** |
| Revision Date: May 18, 2012 | Revision No: 007 | Page 1 of 3 |
| Subject: MANAGEMENT REVIEW  |

 PURPOSE

 The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for scheduling, reporting inputs, conducting, and recording management reviews of

- Company-level quality performance data (Performance Trends / Objectives, Product Conformity, Results of Audits, Customer Feedback, Status of Preventative / Corrective Actions, Follow Up Actions of Previous Reviews and any changes that could effect the Quality Management System.

- Internal audit program(s),

- Customer satisfaction,.

- Continuous improvement,

- Business plan, and

- Quality system. ( a review of all applicable sections of the TS 16949 System Requirements)

- Environmental system (a review of all applicable sections of the ISO 14001 Environmental Management System requirements by those plants under ISO 14001 certification)



 This procedure applies to all activities comprising the quality and environmental systems, and directly concerns all management personnel.

 PROCEDURE

 Frequency and Scheduling

 Each of the elements named in TS 16949 and ISO 14001 Environmental Management System  requirements are reviewed by the executive management at least once a year. The Plant Manager determines the date(s) for the review(s), by coordinating with participating managers. All areas are reviewed annually.

 Attendance

 Plant Management review meetings are chaired by the Plant Manager and are attended by the heads of each departments.

 Those managers who are unable to attend may send representatives in their place. The absent managers will receive minutes of the review meeting and, after reviewing the minutes, may submit their input and comments to the Plant Manager. The V. P. of Operations, Management Representative and Corporate Quality Manager must always attend corporate management review meetings. The Plant Manager, Management Representative and Quality Manager must always attend at the plant level meetings.

 Agenda

 The agenda for management review meetings is prepared by the Management Representative and distributed to the participating managers at least one week before the meeting.

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 **Company-level quality performance data**: Quality Assurance presents quality performance data such as PPM scores, scrap percentages, cost of poor quality(external) , customer driven corrective actions, production and process performance, PQP Status Reports, and analysis of actual field failures/warranty claims. Following the presentation, managers discuss trends in the data, compare the data to appropriate benchmarks, and determine priorities and goals for improvement.

 **Internal audit program:** The Management Representative presents results of the internal audit program since the prior management review meeting. Over the course of all management review meetings, throughout the year, all applicable areas of the TS 16949 Requirements and ISO14001 Environmental Management System  requirements must be reviewed. Following the presentation, managers discuss the results, compare them with the preceding period, and identify areas where improvement is required. The internal audit system and program are defined in Procedure PR-QA-016 - Internal Audits.

 **Customer satisfaction / Customer feedback:** Sales is responsible for measuring customer satisfaction level and for presenting the data at the corporate meetings. At the plant meetings the “Owners” of each department report on such items as Parts Per Million (PPM) score, delivery, customer complaints, number of CAR’s etc. Following the presentation, managers discuss the customer satisfaction levels, compare them with preceding periods or tartets, and ifentify areas where improvement is required.

 **Preventive actions and continuous improvement:** The Plant Manager, or Management Representative presents data,demonstrating progress toward achieving continuous improvement goals, and reviews current and completed improvement projects, including preventive action projects. Following the presentation, managers discuss the data and the effectiveness of the improvement projects, and may suggest new improvement projects. Continuous improvement policies and activities are defined in Procedure PR-MGT-005 Continuous Improvement.

 **Business plan:** The V.P. of Operations presents the corporate short-term and the long-term business plans, reviews adherence to the plans, and identifies areas where actual progress is falling short or exceeding the plans. Following the presentation, managers discuss the plans and make specific suggestions for updating objectives, allocating resources and revising the plan(s). The V.P. of Operations is responsible for communicating the Quality and Environmental Objectives to all management representatives at plant sites/locations.

 The Plant Manager presents the quality and environmental objectives, as established by the V.P of Operations, to the palnt managers. The Plant management then develops the necesasry actions within the pant, to meet or exceed these objectives.

 **Quality and environmental system :** Based on information presented and discussed during the management review meeting, the Management Representative and Managers assess the continuing suitability and effectiveness of policies and objectives of the quality and environmental management system, and determine what, if any, improvements to the system are required.



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 Records

 Minutes of the management review meetings are prepared by the Quality Assurance representative and are distributed to the attending and, if any, absent managers. The minutes and other documents associated with the review are confidential. The location and retention period for management review records are specified in Procedure PR-QA-004 Quality and Environmental Records. Minutes should include conclusions on the suitability of the system for each applicable section of ISO/TS 16949 Specification and ISO 14001 Environmental Management System requirements. Any sections that are not meeting requirements, are documented and assigned with action items, responsibility, and target dates. It is the responsibility of the Management Representative to follow up on completion of all action items. Records of Management meetings are retained for three years.



 ASSOCIATED DOCUMENTS

- Corrective and Preventive Action PR-QA-005

- Continuous Improvement PR-MGT-005

- Customer Satisfaction

- Internal Audits PR-QAA-006

- Business Plan

- Control of Nonconforming Product PR-QA-007

- Management Review Check List (Environmental) FOQA32

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