



## MANAGEMENT REVIEW AGENDA

This is the agenda for the management review of the quality management system. In the course of these meetings, a minute shall be recorded, noting actions, responsibilities and appropriate due dates. A copy of this document is to be forwarded to each participating member at least 1 week prior to the meeting.

### VENUE, DATE AND TIME:

Unit C7, Century Square, Heron Crescent, Century City - [01 January 2000 00:00 AM]

### SPECIAL ARRANGEMENTS:

[Date]

### AGENDA:

<i>Time</i>	<i>Topic / Agenda Item</i>	<i>Responsible Person</i>
10:00 - 10:30	Follow-up:	QMR
	- Previous Reviews - Previous Audits (Internal and External)	
10:30 - 11:00	Quality Objective Review and Reporting	QMR
11:00 - 11:15	Customer Complaints:	Office Administrator
	- Analysis of top 5 complaints - Customer Survey Results - Trends	
11:15 - 12:00	Status of: Non-Conformance, Corrective Actions and Preventive Actions	QMR
12:00 - 13:00	<i>L U N C H</i>	
13:00 - 14:00	Review Documentation	QMR
14:00 - 14:45	Open Forum (Continuous Improvement)	All
14:45 - 15:00	Conclusion	QES Member

The above agenda may change at the discretion of the Managing Director.