

Document ID: OAK-QMR-PR



Quality Management Review Process

Version 1.5.1
01-Aug-11

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Distribution List: Director, MR, Library

Abstract: This document explains the processes of Quality Management Review.

CHANGE HISTORY

Version	Release Date	Authors	Review team	Description
1.0a		Swati.	Pradeep,Pai , Balasubramayam,	Draft
1.0	15-July-03	Swati	Pradeep, Pai Bala, Swati, Asmita, Santosh, Ben, Manik	Sections 5.3, 5.5, 7.0 changed
1.1		Asmita	Pradeep, BRB	Sec 5.3 changed to add external origin documents status as one of the inputs (CR23)
1.2	13-Apr-05	Prashant S.O	Shashidhar Joshi	Address, email- ID and Phone number was changed as per CR 151 in the first page of the process.
1.3	15-Jun-06	Deepa G C	Asmita	Alignment was changed as per CR 252, Phone Number was changed as per CR 262 in the first page of the process.
1.4	10-Feb-09	Asmita	Pai	CR 380 – review of effectiveness of CA is included in 5.4
1.5	10-Aug-09	Asmita	N Pai	CR 386: ISO 9001:2008 referred CR 388: address change
1.5.1	01-Aug-11	Vinoth	N Pai	CR 406: Address change

TABLE OF CONTENTS

CHANGE HISTORY.....	3
TABLE OF CONTENTS.....	4
1.0 Quality Management Review Process.....	5
1.1 Purpose.....	5
1.2 Scope.....	5
1.3 Target Audience.....	5
1.4 Glossary.....	5
1.5 References.....	5
2.0 Entry criteria.....	6
3.0 Responsibility.....	7
4.0 Process Flow Diagram.....	8
5.0 Process Description.....	9
5.1 The QMS Review Team (QRT).....	9
5.2 Members of QRT.....	9
5.3 Initiate the Quality Management Review.....	9
5.4 Review, Discussion & Actions items List.....	10
5.5 Minutes of Review.....	10
6.0 Deliverables & Quality Records.....	11
7.0 Verification.....	12
8.0 Exit Criteria.....	13
9.0 Appendix.....	14
9.1 Annual QMR Calendar-OAK-QMR-FR-QMRC.....	14
9.2 QMR meeting notice- OAK-QMR-FR-QMRN.....	14
9.3 Minutes of the Meeting- OAK-PMR-FR-MOM.....	14
9.4 QMR material-OAK-QMR-FR-QMRM.....	14

Oak Systems Pvt. Ltd	Quality Management Review Process	
Version: 1.5.1	01-Aug-11	Doc. ID: OAK-QMR-PR

1.0 QUALITY MANAGEMENT REVIEW PROCESS

1.1 Purpose

This document describes the Quality Management Review process to be followed to review the suitability and effectiveness of the Quality Management System in meeting the Company's Policy and objectives, and to continuously improve its processes.

1.2 Scope

Applicable to all processes of the Quality Management System.

1.3 Target Audience

QMS review Team members (QRT)

1.4 Glossary

A&F-Administration& Finance
Admin- Administration.
HBD-Head Business Development
HO&D- Head Operation and Delivery
HR- Human Resource
IQA-Internal Quality Audit
ISO- International Organization for Standardization
MOM- Minutes of Meeting
MR- Management Representative.
NC-Non-Conformance
Org—Organisation
PL—Project Leader
PMR- Project Management Review
QMR- Quality Management Review
QMS- Quality Management System
QRT- QMS Review Team
SQA-Software Quality Audit
TM—Team Member

1.5 References

- Quality Management Systems- Requirements ISO 9001:2008 clause 5.1, 5.6 and 8.1
- International Standards ISO 90003
- Peer review Process-OAK-PR-PR

Oak Systems Pvt. Ltd	Quality Management Review Process	
Version: 1.5.1	01-Aug-11	Doc. ID: OAK-QMR-PR

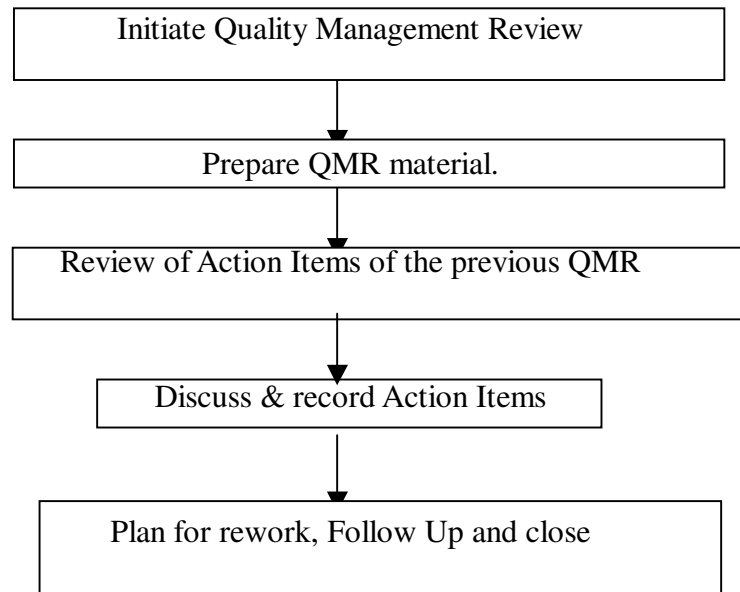
2.0 ENTRY CRITERIA

- QMR material prepared

3.0 RESPONSIBILITY

Role	Responsibilities
MR	<ul style="list-style-type: none"> • Initiate QMR. • Prepare QMR material • Develop the agenda for QMR. • Discuss on documented action items of QMR. • Plan for working on action items. • Follow up the rework on action items and close
QRT members	<ul style="list-style-type: none"> • Drive the QMR and initiate for the corrective action to be taken arising from QMR, including change in the plan, in order to achieve the objectives.

4.0 PROCESS FLOW DIAGRAM



Oak Systems Pvt. Ltd	Quality Management Review Process	
Version: 1.5.1	01-Aug-11	Doc. ID: OAK-QMR-PR

5.0 PROCESS DESCRIPTION

The Quality Management System needs to be reviewed periodically with an intention to monitor the effectiveness of its implementation, and to continuously improve the processes to make them more effective and efficient.

The inputs to the Quality Management Review are from PMRs, process metrics baseline, the periodic internal and external audits, customer complaints and suggestions from the process, users & process owners. The Review team will follow up actions from the previous QMR recommendations and improvements and also discuss and initiate specific actions to improve the implementation and to make the processes more effective.

5.1 The QMS Review Team (QRT)

The QMS review is conducted by the QMS review team (QRT) consisting of nominated members and is chaired by the MR.

5.2 Members of QRT

- Directors
- HBD
- HO&D
- Head Quality
- Head HR, A & F
- MR

And any other members invited as per the instructions of the Board of Directors and MR.

5.3 Initiate the Quality Management Review

MR shall publish **Annual QMR calendar OAK-QMR-FR-QMRC** with at least one QMR per Quarter. The QMS Review Team (QRT) shall meet as per the QMR calendar. Apart from the members of the QRT, there can be observers and Project leaders who attend the review, as decided by MR.

MR shall inform the date of QMR meeting well in advance to all the members of QRT using **QMR meeting notice OAK-QMR-FR-QMRN**

MR shall collect and consolidate the following data/inputs to be reviewed during the meeting from all the projects and groups. This can be presented either in **QMR material template OAK-QMR-FR-QMRM** or in any suitable format such as powerpoint, excel or word.

- Quality policy and objectives
- IQA summary reports
- Change requests for different processes
- Customer Feed back and corrective and preventive actions
- Status of QMS implementation
- Metrics Baseline reports from Org SQA
- Status of external origin documents

Oak Systems Pvt. Ltd	Quality Management Review Process	
Version: 1.5.1	01-Aug-11	Doc. ID: OAK-QMR-PR

- Follow-up actions of previous management review.

5.4 Review, Discussion & Actions items List

The QRT with observers shall review the QMR material presented by the MR and discuss the status of the QMS implementation and develop ways for improvement. Based on the Minutes of the meeting Actions item list shall be prepared, which comprises mainly the following:

- Initiation of change to processes or creation of a new Process
- Initiation of implementation of any new metrics
- Initiation of actions aimed at Improving Customer satisfaction
- Initiation of actions for fulfillment of Resource requirements
- Review of effectiveness of corrective actions as per consolidated CA list

Responsibility for working on each Action Item is assigned to a person by MR, along with target dates for completion. This Action items list with target dates shall be issued to all concerned as members of QMR.

5.5 Minutes of Review

The summary items of the discussion and the Action item list are recorded using the **Minutes of Meeting Template-OAK-PMR-FR-MOM**. Minutes of meeting shall be distributed to all participants of the review and also to others who will be involved in the implementation. The MR shall follow up the work on action items till closure.

Oak Systems Pvt. Ltd	Quality Management Review Process	
Version: 1.5.1	01-Aug-11	Doc. ID: OAK-QMR-PR

6.0 DELIVERABLES & QUALITY RECORDS

Deliverables

Minutes of the QMR

Quality Records

QMR calendar.

QMR meeting notice.

QMR Material.

Oak Systems Pvt. Ltd	Quality Management Review Process	
Version: 1.5.1	01-Aug-11	Doc. ID: OAK-QMR-PR

7.0 VERIFICATION

- Review of Action Items of the QMR.

Oak Systems Pvt. Ltd	Quality Management Review Process	
Version: 1.5.1	01-Aug-11	Doc. ID: OAK-QMR-PR

8.0 EXIT CRITERIA

Minutes of QMR prepared
Action items listed and responsibility and target dates assigned, approved
MOM issued to concerned for further action.

Oak Systems Pvt. Ltd	Quality Management Review Process	
Version: 1.5.1	01-Aug-11	Doc. ID: OAK-QMR-PR

9.0 APPENDIX

9.1 Annual QMR Calendar-OAK-QMR-FR-QMRC

9.2 QMR meeting notice- OAK-QMR-FR-QMRN

9.3 Minutes of the Meeting- OAK-PMR-FR-MOM

9.4 QMR material-OAK-QMR-FR-QMRM