



Document Code		
QSP-QMS-11		
Document Title		
Management Review Procedure		
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TITLE	MANAGEMENT REVIEW PROCEDURE
PURPOSE	<ol style="list-style-type: none"> To define and establish a documented procedure for conducting a Management Review (MR), as well as to identify and provide the relevant information that shall serve as input during MR. To identify and provide the outputs and decisions needed to continually improve the Quality Management System (QMS) and ensure its conformity to the ISO 9001 Standard and NEDA Requirements.
SCOPE	The procedure covers the process of setting the MR, aimed at identification of continual improvement actions towards the effective implementation of the QMS.
DEFINITION OF TERMS	<ol style="list-style-type: none"> Management Review – conducted at planned intervals, at least once every six (6) months or as deemed necessary, to ensure the continual suitability, adequacy and effective of NEDA’s QMS. The review includes discussions, agreements and instructions necessary for the QMS’s continual improvement; and its continuous conformity to the requirements of NEDA and the ISO 9001 Standard, towards the successful compliance to the annual Surveillance Audits and Recertification. Quality Management Structure – composed of the following: <ol style="list-style-type: none"> Top Management – composed of the NEDA Management Committee (ManCom), headed by the Secretary of Socioeconomic Planning and NEDA Director-General. The Top Management designates the Quality Management Representative and his Deputy; Quality Management Representative (QMR); Deputy Quality Management Representative (DQMR); The ISO Core Team, composed of Directors IV/Heads of NEDA Staffs¹ primarily involved in the QMS implementation; and Heads of Functional Teams. Management Review Committee (MRC) – composed of the QMR, DQMR, and the ISO Core Team. The MRC: (1) Plans and conducts the MR; (2) Ensures the conformity of the QMS with NEDA requirements and the ISO 9001 Standard; (3) Plan, decide and take action to pursue opportunities for improvement; (4) Ensure actions to manage/address identified risks and opportunities; and (5) Ensure the integrity of the QMS during planning and adopting changes.
PROCESS DESCRIPTION	
<p>The process is triggered by the setting the MR Schedule, guided by the following: (1) automatically, at least six (6) months after the previous MR, (2) as deemed necessary by the QMR; and/or (3) the availability of the QMR and DQMR.</p>	
<pre> graph LR A["MR Schedule (1) At least 6 months after the last MR; (2) As deemed necessary by the QMR; and/or (3) Availability of the QMR and DQMR"] --> B["Management Review"] B --> C["Actions, Decisions, Instructions and Agreements Relevant to the Continual Improvement of the QMS"] </pre>	

¹ With reference to Office Circular No. 02-2017 dated May 31, 2017, the following are the Staffs included in the ISO Core Team: Public Investment; Infrastructure; Monitoring and Evaluation; Agriculture, Natural Resources and Environment; Social Development; Financial, Planning and Management; Administrative; Information and Communications Technology; Legal; Development Information; and a ManCom representative designated by the Undersecretary and Deputy Director-General of the Regional Development Office.

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STEP NO.	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON / UNIT	REFERENCE / INTERFACE
3	Conduct of the Management Review	<p>Conduct the Management Review and present the MR Agenda, including but not limited to the following:</p> <ol style="list-style-type: none"> Status of actions/instructions from the previous MR; Changes in external and internal issues that are relevant to the QMS and its strategic direction; Information on the performance and effectiveness of the QMS, including trends/indicators for: <ul style="list-style-type: none"> ▪ Client satisfaction and feedback from relevant interested parties; ▪ Quality Objective Monitoring and Measurement Results and QMS Performance; ▪ Internal Quality Audit Results, including the summary and monitoring of Nonconformities and Corrective Actions, and potential Opportunities for Continual Improvement; ▪ Performance of external providers; ▪ Adequacy of resources for effectively maintaining the QMS The effectiveness of actions taken to address risks and opportunities. 	QMR, DQMR, MRC Members	<p>MR Agenda and Minutes (QF-QSP-11-01)</p> <p>Matrix of external and internal issues</p> <p>List of Interested Parties</p> <p>Client Satisfaction Survey Results</p> <p>Quality Objective Monitoring and Measurement Results</p> <p>Internal Quality Audit Reports</p> <p>Summary and Monitoring of Nonconformities and Corrective Actions</p> <p>External Provider's Performance Evaluation Results</p> <p>Report on Resource Requirements</p> <p>Risk Registers</p>

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STEP NO.	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON / UNIT	REFERENCE / INTERFACE
4	Identification of Continual Improvement Actions	Identify actions/instructions for continual improvement. The MRC shall decide on issues and concerns, and instruct the concerned Staffs/Units on actions that need to be taken, for the continual improvement of the QMS and towards the successful compliance to the annual Surveillance Audits and Recertification.	QMR, DQMR, MRC Members	MR Agenda
5	Approval of Management Review Minutes	Prepare and finalize the MR Review Agenda and Minutes. Document the action, decisions, instructions and agreements during the MR using QF-QSP-11-01 for the approval of the QMR.	ISO Core Team Secretariat, FPMS Director	Approved MR Agenda and Minutes (QF-QSP-11-01)
6	Retention of Documented Information	Retain records generated in accordance with the Control of Retained Documented Information Procedure (QSP-QMS-02)	ISO Core Team Secretariat	Control of Retained Documented Information Procedure
END				
RECORDS GENERATED		1. Memorandum for the MRC Members and Heads of Functional Teams 2. Approved Management Review Agenda & Minutes (QF-QSP-11-01) 3. Management Review Attendance Sheet Form (QF-QSP-11-02)		

Prepared by:	Reviewed by:	Approved by:
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