

<b>Management review</b>
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**1.0 Purpose**

The purpose of this procedure is to define a system for conducting management review in order to ensure that the integrated management system of **KSPHC** is periodically reviewed to assess its continuing suitability, adequacy and effectiveness.

**1.1 Application**

This procedure is applicable to all the processes of **KSPHC**'s integrated management system established and documented in the IMS manual and other system documents referred therein.

**2.0 Responsibility**

The top management of **KSPHC** comprising of CMD, ED, CE and FA shall be primarily responsible for conducting periodical management review; Management Representative shall be the convener for management review.

CMD shall be responsible for convening review by the Board of Directors.

**3.0 Terms and definitions**

- a) **Effectiveness** – Extent to which planned activities are realized and planned results achieved.
- b) **Efficiency** – Relationship between the results achieved and the resources used.
- c) **Review**- Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.
- d) **Top Management** – Person or group of people who direct and control an organization at the highest level.

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**4.0 Procedures**

**4.1 General**

The Chairman and Managing Director shall ensure review of the Integrated Management System by the Management review committee to assess its continuing suitability, adequacy and effectiveness. The periodicity of the management review meeting shall be at least once every six months. The Management Review committee comprising of CMD, Executive Director, Chief Engineer and Financial Advisor shall carryout the review. The Management Representative shall be the convener of these review meetings. Other personnel appropriate and required for the specific review subject shall be invited.

CMD shall report to the Board of Directors annually giving the status and suggestions for improving of quality objectives. The decisions of the Board of Directors shall be implemented within the corporation.

**4.2 Review input**

MR and CC-QMS collect & compile the data from process owners and provide following information as the input for management review which include information on,

- a) Follow-up actions from previous management reviews
- b) Results of IMS audits,
- c) Results from audits and evaluation of compliance with legal requirements & with other requirements to which the organization subscribes
- d) Communications from external interested parties, including complaints
- e) Customer feedback,
- f) Product conformity (see Table 1)
- g) Process performance (see Table 2)
- h) Progress evaluations of projects\* (see Table3)
- i) The overall Environmental Performance of the organization
- j) Status of preventive and corrective actions,
- k) Changes (proposed) that could affect the Management Systems,

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- l) Changing circumstances such as change in organization structure, legal and other requirements related to aspects or hazards, new technological options and any action that is necessary to remedy any deficiency,
- m) Progress made in respect of achieving quality and environmental policy and IMS objectives set at functional levels (depending upon the target time set) and its continuing suitability, and
- n) Recommendations for improvement

**Table 1 – Product conformity**

Sl. No	Product parameter	Details required	Responsibility to provide details	Frequency
1	Adherence to design specifications	Deviation from specifications, its reasons, acceptance obtained / authorized by -details	EE and AEE of concerned division(s) executing the project	Quarterly
2	Adherence to design specifications	Inspection reports of CE, SE and EE(QC)	CE, SE and EE(QC)	Quarterly
3	Cost of nonconformity	Time and cost involved in resolving nonconformities related to product (construction activity)	EE and AEE of concerned division(s) executing the project	Quarterly

**Table 2 – Process performance**

Sl. No	Process	Process performance indicators	Responsibility to provide details	Frequency
1	Management responsibility	Number of actions pending crossing target date	MR and CC-QMS	Every MRM
		Number of improvement recommendations	MR and CC-QMS	Every MRM
		Progress made in objective achievement	MR and CC-QMS	Half yearly

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Sl. No	Process	Process performance indicators	Responsibility to provide details	Frequency
2	Training	Number of trainings conducted	AAO	Half yearly
		Number of topics covered	AAO	Half yearly
		Number of personnel benefited	AAO	Half yearly
		Summary of effectiveness of training, if available	AAO	Half yearly
3	Finance management	Number of payments <b>not made</b> on time (for accepted bills)	CAO	Quarterly
		Number of noncompliance related to statutory requirements	CAO	Half yearly
4	Customer related processes	Number of concessions requested in relation to initially proposed and agreed layout and product features (Project-concept development stage)	SE-Designs and EE of concerned project	Every MRM
5	Design and development	Incorporation of technical advances in construction, eco-friendly measures adopted	SE-Designs	Every MRM (in case new projects taken)
		Comparative statement on cost-effectiveness achieved (in relations to previous similar projects)	SE-Designs / EE of concerned project	Every MRM (in case of new projects taken)
6	Purchasing –General	Supplier performance with regard to quality and timely delivery	AAO	Half-yearly
7	Purchasing – Construction contracts	Supplier performance with regard to quality and timely delivery	EE(QC) / EE in charge of respective projects	Every MRM
8	Construction Management	Number of deviations identified after completion of an activity / stage of construction	EE, AEE and AE and JE of respective projects	Every MRM
		Nonconformities identified by QC – related to constructions	EE (QC)and AEE-QC	Every MRM

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Sl. No	Process	Process performance indicators	Responsibility to provide details	Frequency
9	Project monitoring	System down time (monitored on weekly basis)	AEE-PM	Every MRM
10		Delay in communication of monthly Project-status summary to the top management (target – 5 <sup>th</sup> of every month)	EE-PM	Every MRM
11	Customer satisfaction	Number of valid customer complaints	PRO / EE (QC) / EE (Division)	Every MRM
		Number of complaints pending for resolution	PRO / EE (QC) /EE (Division)	Every MRM
		Number of positive feedbacks received	PRO	Every MRM
		Number of negative feedbacks received and accepted for initiating actions	PRO / EE (QC) / EE (Division)	Every MRM
12	Quality management system (assessed through internal audits)	Number of nonconformities – Clause wise and function wise	MR and CC-QMS	Every MRM

**Table 3 – Progress evaluation of project objectives**

Sl.No	Project name	Project objectives	Responsibility to provide details	Frequency
1	(Mention the project name)	(Mention the objective set for the project with regard to cost, time, features and others along with details required for review)	Designated project personnel	Every MRM

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**4.3 Review output**

MR shall record the management review details and maintain it. MR will communicate to all concerned about the decisions and actions related to

- a) Improvement of the effectiveness of the IMS and its processes,
- b) Improvement of product related to customer requirements (identified & perceived requirements)
- c) Resource needs.

**5.0 Records**

SI. No	Name of the Record	Authorizing Personnel	Custodian of record	Retention Time
1	Minutes of Management Review	CMD	M.R	3 years

**6.0 Reference**

- a) ISO 9001: 2008 Clause Number 5.6
- b) ISO 14001: 2004 Clause number 4.6
- c) IMS Manual Clause Number 10

**7.0 Associated Documents**

Procedure for control of records IMSP 02

**8.0 Revision details**

This document supersedes and replaces QSP 05 and EMSP 13. This document being part of the integrated management system, it is designated as IMSP 28 and the revision status is set to "0".

**Approved by : Chairman and Managing Director**