

Management Review

1.0 Purpose

The purpose of this procedure is to define a system for conducting management review in order to ensure that the quality 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 quality management system established and documented in the quality 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 and the Chief Coordinator-QMS shall be the conveners 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) **Management** – Coordinated activities to direct and control an organization.
- d) **Management system** – System to establish policy and objectives and to achieve those objectives.
- e) **Quality Management** – Coordinated activities to direct and control an organization with regard to quality.
- f) **Quality management system--** Management system to direct and control an organization with regard to quality.
- g) **Quality Manual-** Document specifying the quality management system of the organization.
- h) **Review-** Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.
- i) **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 Quality Management System by the Management review committee to assess its continuing suitability, adequacy and effectiveness. The periodicity of the management review meeting shall be as mentioned in section 5.6.1 of the KSPHC Quality Manual. The Management Review committee comprising of CMD, Executive Director, Chief Engineer and Financial Advisor shall carryout the review. The Management Representative and the Chief Coordinator (QMS) shall be the conveners 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 with in 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 QMS audits,
- c) Customer feedback,
- d) Product conformity (see Table 1)
- e) Process performance (see Table 2)
- f) Progress evaluations of projects* (see Table3)
- g) Status of preventive and corrective actions,
- h) Changes (proposed) that could affect the Quality Management System,
- i) Recommendations for improvement, and
- j) Progress made in respect of achieving quality policy and quality objectives set at functional levels (depending upon the target time set) and its continuing suitability.

** Progress evaluations (assessment of progress made on achievement of the project objectives) cover all the processes of the projects and provide an opportunity to assess the achievement of the project objectives. The outputs from progress evaluations can provide significant information on the performance of the project as an input for management reviews.*

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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
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 (since evaluation is done annually)	AAO	Half yearly

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3	Finance management	Number of payments not made on time (for accepted bills)	CAO	Quarterly
		Fund utilization details	CAO	Half yearly
		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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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 th 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

4.3 Review output

MR / CC-QMS shall record the management review details in a format as given in Table 4 and maintain it. MR / CC- QMS will communicate to all concerned about the decisions and actions related to

- a) Improvement of the effectiveness of the QMS and its processes,

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- b) Improvement of product related to customer requirements (identified & perceived requirements)
- c) Resource needs.

Table 4 – Minutes of Management Review

MRM No:

Date and time:

Venue:

Members present:

Agenda Sl. No	Description of agenda	Action suggested by the top management	Responsibility for implementation of action	Target date for completion	Remarks
Prepared by:			Authorized by:		
Management Representative			Chairman and Managing Director		

5.0 Records

Sl. No	Name of the Record	Authorizing Personnel	Custodian of record	Retention Time
1	Minutes of Management Review	CMD	M.R	5 years

6.0 Reference

- a) ISO 9001: 2000 Clause Number 5.6
- b) Quality Manual Clause Number 5.6

7.0 Associated Documents

Procedure for control of records QSP 02

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8.0 Revision details

Revision "0" – First issue

Revision "1" – Frequency of the MRM is changed to read as corresponding to the frequency mentioned in section 5.6.1 of the Quality Manual.

9.0 Distribution of procedure

Chief Coordinator-QMS shall issue this procedure to all the functional heads.

* Approved by	Top Management Committee
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* Board of Directors of KSPHC in its 107th meeting held on 04-12-2004 vide resolution No. 2004 / 047 has constituted a Top Management Committee consisting of CMD, ED, CE and FA with MR and CC as co-opted members. Further the Board has authorised CMD to approve and issue the QSPs after review by the Top Management Committee.

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