Management Review	Doc No.: QSP-12
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1. Purpose

This procedure defines the process and methods for conducting both formal and informal management reviews of the quality management system.

2. Scope

The management review will cover the whole activities and departments in the Kurita AquaChemie FZE.

3. Definitions

Management review: is a formal meeting of top management with the purpose of reviewing and evaluating the effectiveness of the quality management system.

4. Roles and Responsibilities

4.1. The Quality Management Representative is responsible for implementation of this procedure.

4.2. Top management is responsible for attending formal management review meetings.

5. Process Description

5.1. Meeting Schedule

Top Management reviews the suitability, adequacy and effectiveness of the Quality Management System through two primary methods: a formal Management Review Meeting held periodically, and ongoing management activities conducted throughout the rest of the year.

The formal Management Review Meeting is held at a minimum of once in a year.

The minimum attendance for Management Review Meeting shall be, CEO, Regional operations manager, Department heads and Quality Management Representative; other employees shall attend as needed to meet the requirements of the agenda indicated below.

If any attendee is absent, draft minutes will be sent to him/ her, for the review and so that the person may amend the minutes with any additional data, notes, opinions or opportunities for improvement they may wish toadd.

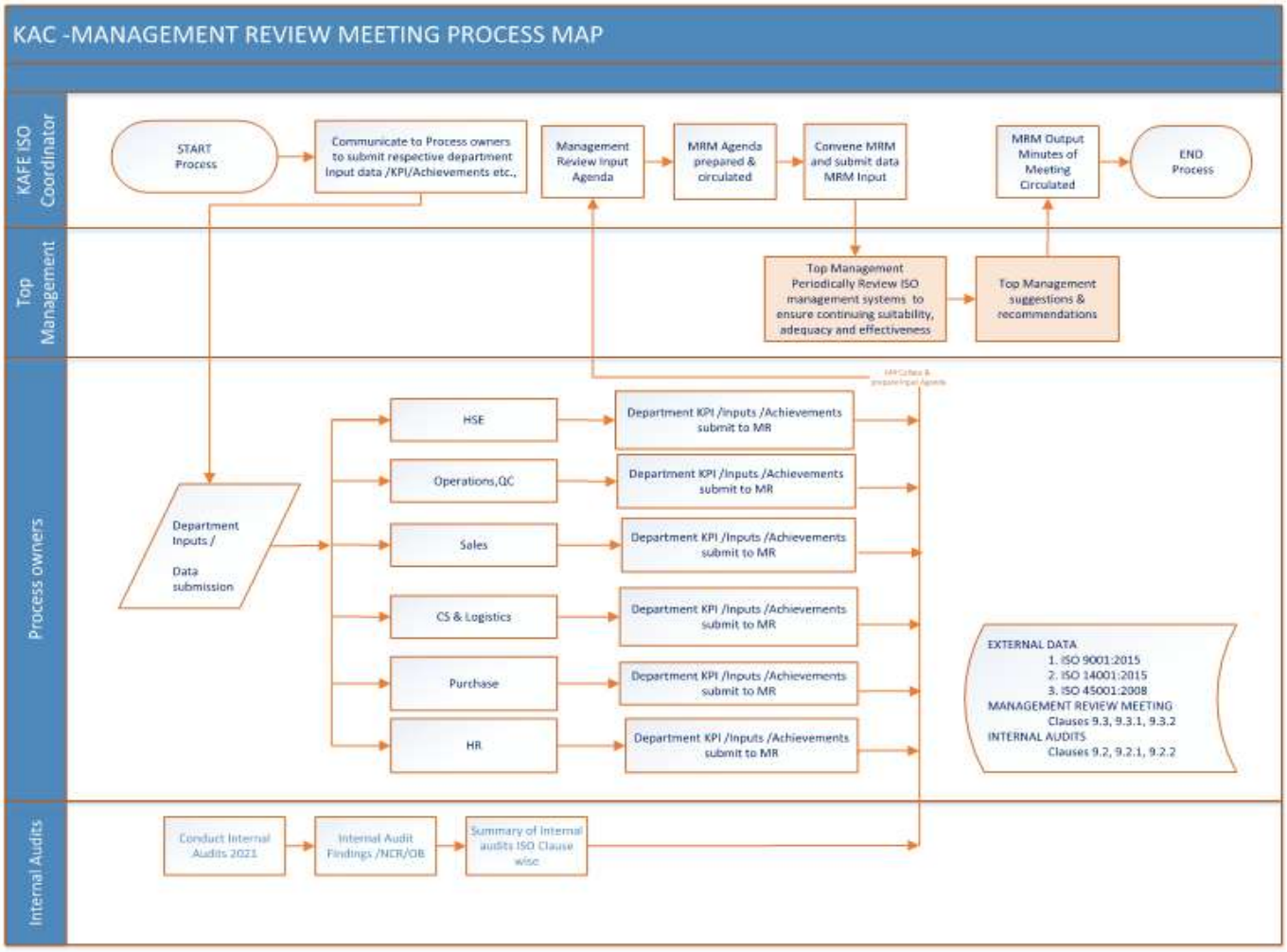
This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.

Minutes of the meetings are taken and maintained. The form Management Review Meeting Minutes may be used as a template for the records, or may be completed and filed as the finished record.

5.1.1. **Process owners /Department heads Input to MRM:**

Management representative will communicate to process owners / department heads, to submit their respective departments KPI/achievements/continual improvements etc. as an input data to MRM. These data will be collated and will be added to MRM agenda prior submitting to Top management for their review.

MRM process map attached below is self-explanatory on various activities involved during collection & submission of department KPI's into Management review meeting.



5.2. Meeting Inputs

The Management Review Meeting shall include analysis of the following inputs:

- Review and updating of external and internal issues of concern
- Review and updating of the Strategic Plan
- Review and updating of process objectives
- Review of customer satisfaction and feedback from relevant parties
- Status of non-conformities and process conformance
- Review of the CAR system and related trends
- Review of internal and external audit results
- Review of the performance of external providers;
- Review of monitoring and measurement results;
- Review of the adequacy of resources;
- Review of the effectiveness of actions taken to address risks and opportunities;
- Review of opportunities for improvement.
- Review of the Quality Policy for adequacy and to ensure it remains consistent with the needs of customers and the industry;
- Recommendations for improvement of the quality management system
- Follow-up activities from previous Management Reviews

5.3. Meeting Out put

The Management Review Meeting shall generate "Corrective Action Requests (KAC-CR-01)" refer "Corrective Action Procedure", or take other recorded action, as a result of review topics an effort to improve the management system, products, processes and services, and to address resource needs.

This includes any decisions and actions related to the improvement of the effectiveness of the quality management system and its processes, improvement of product related to customer requirements and resource needs.

Additional informal management review activities are also conducted, and include:

5.3.1. Updating of some objectives data and trending in real time, and making such data available for constant review. This includes nonconformity product data, CAR data, internal audit data, and customer complaints.

6. References

ISO 9001:2015 Quality Management system Manual
Procedure for Internal Quality Audit (QSP-07)
Procedure for Corrective Action (QSP-05)

7. Records

Record	Record Ref	Responsibility
Management meeting agenda	KAC-MR-01	Quality Management Representative
Management Review Meeting Minutes	KAC-MR-02	Quality Management Representative

8. Procedure Amendment History

01	01-04-2021	All		Incorporating the new company (Kurita AquaChemie FZE) name, itsscope and all other information
02	01-12-2021	All		Section 5.1.1 and Process map new added.
03	01-04-2022	All		Annual Revision
04	01-04-2023	All		Annual Revision
05	01-04-2025	All		Annual Revision