Doc. No.	NOV-QMS-F-12	Minutes of Management Review Meeting	

Meeting Number : NOV/MRM/01	Date : 13.09.2026
Location : NOV Meeting Room	Conducted by: Dr. Abir Al Sharif / Hassan El Shafei

Attendance			
Name	**Designation**	**Department**	**Signature**
Abir Al Sharif	Chief Executive Officer	Executive Management	
Omar Elamrani	Operation Team Leader	Operations	
Antony Jose	Account	Finance and Accounting	
Hassan El Shafei	Senior Training Coordinator / MSC	Training and Development	

Minutes of Meeting Minutes of Meeting			
Sr. No.	Details	Person Responsible	Target date of Completion
1	**Opening Remarks and Meeting Objectives:** • The meeting objectives were introduced, emphasizing management's commitment to maintaining and improving the Quality Management System (QMS) in accordance with ISO 9001:2015.	Abir Al Sharif / Hassan El Shafei	During the meeting
2	**Review of Previous Meeting Minutes:** • Previous management review actions were reviewed to identify completed tasks, outstanding issues, and actions requiring further follow-up.	Hassan El Shafei / Relevant Process Owners	As agreed during the meeting
3	**Company Name Change and QMS Documentation Update**: • The change of the company name from GPSC to NOVERA LEGACY INTEGRATED SOLUTIONS - L.L.C. was discussed. The required updates to the Quality Manual, Quality Policy, procedures, forms, templates, records, and applicable certification-related documentation were identified for review.	Abir Al Sharif / Hassan El Shafei	Before completion of the relevant audit preparations

4	**Customer Satisfaction and Client Feedback:** • Customer feedback, complaints, satisfaction results, and opportunities to improve the quality of training and consultancy services were reviewed.	Omar Elamrani / Hassan El Shafei	As required
5	**Quality Objectives and Performance Evaluation:** • Quality objectives and relevant performance indicators were reviewed to assess progress against planned targets and identify any areas requiring improvement.	Abir Al Sharif / Relevant Process Owners	As agreed during the meeting
6	**Training Program Performance and Employee Competence:** • Training activities, employee competence, training needs, and opportunities for staff development were reviewed.	Hassan El Shafei / Omar Elamrani	As required
7	**Operational Process Performance and Service Conformity:** • Operational processes and service delivery were reviewed to identify operational challenges, improve efficiency, and maintain conformity with customer requirements.	Omar Elamrani	As agreed during the meeting
8	**Nonconformities and Corrective Actions:** • Recorded nonconformities, root cause analyses, corrective actions, and the effectiveness of actions taken were reviewed, where applicable.	Relevant Process Owners / Hassan El Shafei	According to the corrective action plan
9	**Internal Audit Results and Audit Readiness:** • The status of QMS documentation, previous audit findings, outstanding corrective actions, and readiness for the upcoming internal audit were reviewed.	Hassan El Shafei / Relevant Process Owners	Before the upcoming internal audit
10	**Risks, Opportunities and Compliance Requirements:** • Identified risks and opportunities, the effectiveness of planned actions, and applicable legal and regulatory requirements were reviewed.	Abir Al Sharif / Relevant Process Owners	As agreed during the meeting

11	**Adequacy of Resources and Infrastructure:** • Staffing, employee competence, equipment, infrastructure, and other resources required for effective QMS implementation were reviewed.	Abir Al Sharif / Omar Elamrani	As required
	External Provider and Supplier Performance: • The performance of applicable suppliers, subcontractors, and external providers was reviewed to assess their impact on service quality.	Omar Elamrani / Relevant Personnel	As required
	Financial Performance and Business Planning: • Relevant financial performance, operational expenses, budget requirements, and resources needed to achieve business and quality objectives were reviewed.	Abir Al Sharif / Antony Jose	As agreed during the meeting
	Opportunities for Improvement and Future Planning: • Opportunities to improve QMS effectiveness, operational efficiency, customer satisfaction, and service delivery were discussed.	Abir Al Sharif / All Relevant Personnel	As agreed during the meeting
	Management Review Decisions and Action Plan: • Required QMS improvements, necessary changes, resource requirements, action owners, and follow-up arrangements were identified for documentation and monitoring.	Abir Al Sharif / Hassan El Shafei	According to the agreed action plan
	Closing Remarks: • The key discussion points and agreed follow-up activities were summarized, and responsibilities for outstanding actions were identified.	Abir Al Sharif / Hassan El Shafei	During the meeting
Prepared By: Hassan El Shafei Senior Training Coordinator / MSC			
Approved by: Dr. Abir Al Sharif Chief Executive Officer			