

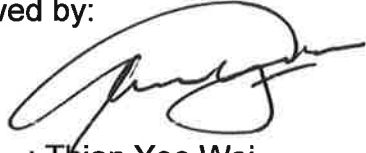



ORIGINAL DOCUMENT

	UNIVERSITI KUALA LUMPUR ROYAL COLLEGE OF MEDICINE PERAK MANAGEMENT REVIEW MEETING	Doc. No:	UniKL/RCMP/ QMS-05
		Revision No:	01
		Date	01 July 2017
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Prepared by:  Name : Nur Iman Binti Abdul Wahab Position : Document Officer Date : 22 June 2017	Approved by:  Name : Thian Yee Wei Position : Quality Management Representative (QMR) Date : 22 June 2017
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AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	09 May 2014	Establishment	00	QMR
2	01 July 2017	Upgrading of ISO 9001:2015 (Refer to the items highlighted in blue)	01	QMR

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1. PURPOSE

This procedure describes the methods by which the management of UniKL RCMP reviews the Quality Management System to ensure its continuing application, effectiveness and implementation in line with the needs of the organization.

2. SCOPE

The scope of this procedure covers the Management Review Meeting as required by the MS ISO 9001:2015 standard.

3. REFERENCES

NIL


4. DEFINITIONS

CEO : Chief Executive Officer & Head of Campus
Deans : Deans of Faculty of Medicine and Faculty of Health Sciences
QMR : Quality Management Representative
HOD : Head of Department
HOP : Head of Program


5. PROCEDURE

(A) MANAGEMENT REVIEW

- 5.1 The permanent management review committee members consists of the UniKL RCMP CEO, Deans, QMR and HOD/HOP.
- 5.2 The QMR shall plan and prepare for the management review meeting with the following details :-
 - a) Advance notice of meeting (meeting time and venue).
 - b) Meeting agenda.
 - c) Internal and external audit report.

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- d) Other supporting documents.
- 5.3 The agenda or review input for the management review meeting shall include the following items :-
- a) The status of actions from previous management reviews;
 - b) Changes in external and internal issues that are relevant to the QMS;
 - c) Information on the performance and effectiveness of the QMS, including trends in:
 - 1) Customer satisfaction and feedback from relevant interested parties;
 - 2) The extent to which quality objectives have been met;
 - 3) Process performance and conformity of products & services;
 - 4) NC and corrective actions;
 - 5) Monitoring and measurement results;
 - 6) Audit results;
 - 7) The performance of external providers;
 - d) The adequacy of resources;
 - e) The effectiveness of actions taken to address risks and opportunities;
 - f) Opportunities for improvement.
- 5.4 The output from the management review shall include any decisions and action related to :-
- a) Opp. for Improvement.
 - b) Any needs for changes to QMS
 - c) Resources needed.
 - d) Other issues (i.e. Training Effectiveness/ Preventive Maintenance/ etc).
- 5.5 The CEO will chair the management review meeting and the QMR will ensure that the Minutes of Management Review Meeting is recorded and approved prior to distribution to all committee members and relevant personnel.
- 5.6 The period between Management Review Meetings shall not exceed 12 months. The date of next meeting shall be notified in advance by the QMR.
- 5.7 Where any part of the quality system is found to be unsuitable or ineffective or not addressing the quality policy and objectives, an appropriate course of corrective action shall be determined and approved by the management review committee.
- 5.8 The QMR shall follow-up all corrective actions in order that the agreed action has been completed satisfactorily within the given time frame.

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(B) ANALYSIS OF DATA

5.9 Respective department head/ QMR shall determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the quality management system to continually improve the system. The analysis of data shall provide information relating to:-

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the quality management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) the need for improvements to the quality management system.

5.10 The details of analysis as below shall be determined in the Chart of Data Analysis (UniKL/RCMP/QM-CDA).

- Focus of Evaluation
- Analysed by
- Minimum Frequency
- Method of Analysis
- Source of Data

6. RECORDS

Record Ref.	Record Name	Retention Time
-	Minutes of Management Review Meeting	3 Years
-	Report of Analysis Data	3 Years