

SHAH PROMOTERS & DEVELOPERS		QUALITY SYSTEM PROCEDURE	
TITLE : Management review			
DOC. NO. : SPD/QSP/Management review		ISSUE NO.:01	ISSUE DATE:12-03-2013
REV. NO.: 01		REV. DATE:12-03-2013	PAGE NO.:01 of 03

1.0 Purpose :

This procedure defines the Management Review process, its objectives, inputs and outputs. The Management Review process requires that the Quality Management System (QMS) is reviewed by Senior Management at planned intervals to ensure continued system effectiveness and alignment with quality policy and objectives.

2.0 Scope :

Quality Management system of SHAH PROMOTERS & DEVELOPERS

3.0 Responsibility

- Management Representative
- Managing Director
- Head of Departments

4.0 Procedure:

The Management Representative (MR) is to ensure the implementation of this procedure and is responsible for the compilation and analysis of appropriate review data and scheduling the periodic Management Review Meeting (MRM).

The Managing Director (MD) is responsible for chairing the MRM and ensuring appropriate attendance.

This procedure covers the MRM process as described in ISO9001:2008. Results from associated business objectives and activities will be fed into this review as appropriate.

4.1 Format and objectives

A formal MRM is held at least annually and is attended by the MD and MR as a minimum. Other members of staff will be invited to participate in this review as appropriate.

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SHAH PROMOTERS & DEVELOPERS		QUALITY SYSTEM PROCEDURE
TITLE : INTERNAL QUALITY AUDIT		
DOC. NO. : SPD/QSP/Internal Quality Audit	ISSUE NO.:01	ISSUE DATE:12-03-2013
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The objective of the review will be to ensure continued QMS suitability, adequacy and effectiveness. The review will include the assessment of opportunities for improvement and any potential QMS changes. The review is planned and captured using Management Review Agenda and Minutes

4.2 Review input

The input to the MRM will include information on:

- Follow-up actions from previous review.
- Results of internal audits.
- Customer feedback including:
 - a) Customer Satisfaction
 - b) Customer complaints
 - c) Results of Customer visits/audits
- Process performance and product/service conformity.
- Status of preventive and corrective actions.
- Changes affecting the QMS.
- Recommendations for improvement.

4.3 Review output

The output from the MRM will include any decisions or actions in relation to:

- Improvements needed to maintain the effectiveness of the MS and associated processes
- Improvement of Customer satisfaction and service delivery
- Resource needs
- Required audits

Records of Management Reviews are minuted and are maintained in accordance with Control of Records procedure QP02.

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5.0 REFERENCES:

DOCUMENT REFERENCES		
SR. NO.	NAME OF DOCUMENTS	DOC. REFERENCE NO.
01	Control of records procedure	SPD/QSP/ Control of Record
RECORD REFERENCES		
SR. NO.	NAME OF RECORDS	RECORDS REFERENCE NO.
01	Management Review Record	SPD/MR/F015

DETAILS OF LATEST CHANGES : Revision in the Internal Audit frequency	BASIS FOR LATEST CHANGES : To suit organization size
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PREPARED BY : MR	APPROVED BY : Partner
SIGNATURE:	SIGNATURE:

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