

# Management Review Meeting Minutes

Date	June 9, 2024
Time	10:00 AM – 11:30 AM
Location	Conference Room A
Chairperson	Jane Smith, CEO
Recorder	Mark Davis, Executive Assistant
Attendees	Jane Smith, David Lee, Maria Johnson, Ravi Patel, Emily Chen
Apologies	Sarah Ahmed

## Agenda

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1. Review of Previous Action Items
2. Quality Management System Performance
3. Customer Feedback and Complaints
4. Non-conformities and Corrective Actions
5. Resource Needs
6. Improvement Opportunities
7. Summary of Agreements and Next Steps

## Discussion & Key Points

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- **Previous Action Items:** All but one are completed. Marketing team to finalize outstanding action by June 20.
- **QMS Performance:** KPIs were on target, except for on-time delivery which dropped to 91% (goal: 95%). Action: Operations to provide cause analysis by next meeting.
- **Customer Feedback:** Positive trend in satisfaction scores (avg. 4.3/5). Two major complaints received; corrective actions underway.
- **Non-conformities:** Total of 3 reported this quarter; root causes identified and addressed. Monitoring continues.
- **Resource Needs:** New QA analyst recruitment approved. IT requested upgraded server capacity; further evaluation needed.
- **Improvement Opportunities:** Process mapping project to begin in July. Team to suggest further improvement ideas by next session.

## Agreed Actions

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- Marketing team to complete pending action item by June 20.
- Operations to submit delivery performance analysis by June 18.
- HR to initiate recruitment for QA Analyst role immediately.
- IT to assess and report on server requirements within 2 weeks.

## Next Meeting

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- **Date:** July 10, 2024
- **Time:** 10:00 AM – 11:30 AM
- **Location:** Conference Room A

## Important Notes

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- Minutes serve as an official record of discussion, actions, and decisions.
- Should be approved by the chairperson before distribution.

- Clearly assign action items to responsible persons and set deadlines.
- Document must be distributed promptly to all relevant stakeholders.
- Keep all records in accordance with company and regulatory requirements.