

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

- Review of Previous Action Items
- Quality Management System Performance
- Customer Feedback and Complaints
- Non-conformities and Corrective Actions
- Resource Needs
- Improvement Opportunities
- Summary of Agreements and Next Steps

Discussion & Key Points

- 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

- 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

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

Important Notes

- 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.