**MANAGEMENT REVIEW**

**1.0 PURPOSE AND SCOPE**

This procedure outlines the process for the review of the Larson Davis Quality System and/or Calibration System by Management.

1. **AFFECTED DEPARTMENTS**

Quality Assurance

Management

**3.0 REFERENCE DOCUMENTS**

D0001.0001 Quality Management System

D0001.1001 Quality Policy

D0001.1020 Corrective - Preventive Action Process

D0001.1164-2 Management Review Agenda

**4.0 RESPONSIBILITIES & AUTHORITY**

**Director of Operations (DOO) or General Manager (GM):**

The Director of Operations/General Manager has the responsibility and authority to review the Quality Management System to ensure continuing suitability of the system for the objectives, goals and purposes of Larson Davis. The DOO/GM or Corporate Director of Quality will chair the Management Review.

**Quality Assurance (QA):**

Quality Assurance (QA) schedules the review as dictated by the DOO; generally, this will be quarterly but at a minimum every twelve (12) to fourteen (14) months. At each review, QA presents the status of the quality management system and significant internal and external events that have occurred since the last review.

QA documents the contents and results of the review process in the minutes per the Management Review Agenda, D0001.1164-2.

**5.0 DEFINITIONS**

**LD** - PCB Piezotronics, Inc / Larson Davis Division

**QA** - Quality Assurance

**6.0 SAFETY PRECAUTIONS**

No additional safety precautions are required with this procedure.

**7.0 EQUIPMENT & MATERIALS**

No additional equipment required.

**8.0 INSTRUCTIONS**

The DOO/GM reviews the Quality Management System (QMS) to ensure continued suitability, adequacy and effectiveness. The DOO instructs the QA Manager or designee to schedule the Management Review as needed—generally quarterly but at a minimum every 12 to 14 months.

**8.1 Management Review**

**8.1.1 Quality Review**

The Quality System is reviewed as part of the Management Review. The inputs are written and/or verbal reports and are included in the minutes of the Management Review meeting (D0001.1164-2). The information reviewed includes but is not limited to:

* Status of actions from prior reviews
* Changes in internal and external issues relevant to the QMS
* Customer satisfaction and complaint feedback
* Quality metrics review—KPIs (Key Performance Indicators)
* Intrinsic Safe Product programsCalibration Services—ISO 17025 including:
  + Complaints—were there any received during the quarter regarding ISO 17025 calibrations
  + compliance to all standard requirements
  + Have there been any notices of changes from A2LA?
    - Have we reviewed and made changes consistent with the notices?
    - Have we reviewed and noted all changes to the A2LA Normative Documents?
  + Have we reviewed the use of the A2LA logo?
    - Have we had any violations in our literature or certifications of the logo use?
  + What corrective actions have we instituted?
  + Was the Proficiency Test plan reviewed?
    - Were there any changes to the plan?
    - Does it cover all aspects of the scope?
    - Were the tests successfully completed?
    - Were the PT results reviewed?
    - Were there any abnormalities or outliers?
  + Have we performed an internal audit on our ISO17025 documentation and procedures?
    - Were there any findings?
    - Have the findings been corrected?
  + Are improvements needed to our calibration system?
  + Do we accept the system for continued use with our calibration goals and objectives?
* Non conformities and corrective actions
* Workplace safety
* Internal and External audit results
* External provider performance
* Opportunities for improvement
* Adequacy of resources required to maintain the QMS
* Effectiveness of actions taken to address risks and opportunities
* Suitability of the Quality Policy

**8.1.2 Calibration System Review**

The review of the calibration system includes a:

* Summary of the calibration records for the Measuring & Test Equipment.
* Review the on-site customer audit results of the LD Quality System.

**8.2 Results of the Management Review**

The output from the management review includes decisions and actions related to:

* Improvement of the effectiveness of the quality management system and its processes.
* Improvement of the product related to customer requirements.
* Resource needs.
* Actions and Assignments Log

The outputs are documented in the Management Review Meeting Minutes (D0001.1164-2). In addition to the decisions and actions listed above, the minutes include:

* Identification of risks
* Opportunities for improvement
* Needs or changes to quality management system
* Recommendations for preventive or corrective actions

Recommendations that are made for corrective and improvement actions are addressed per the Corrective-Preventive Action Process, D0001.1020.

If the function and implementation of the overall Quality Management System (QMS) is acceptable to the DOO/GM then it is documented in the minutes that the QMS is to continue in effect until the next management review.

**9.0 INSPECTION**

The review process is the inspection and validation of the Quality System. The process is detailed in Section 8.0.

**10.0 RECORDS**

The minutes from the Management Review are retained per the Quality Records Matrix, D0001.1126-1.

**11.0 DISTRIBUTION**

This procedure is available to employees online in the Document Control area.

**12.0 ATTACHMENTS**

None

**13.0 REVISION HISTORY**

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| --- | --- | --- | --- | --- |
| **DCO #** | **REV** | **DATE** | **INITIALS** | **CHANGES MADE** |
|  | A | 10/27/99 | JEB | Approval and release |
| 590 | B | 8/4/03 | JEB | Minor edits to make current. Added section on evaluating quality policy & objectives, inputs to the review and outputs from the review. |
| 627A | C | 9/21/03 | JEB | Added details to make more consistent with ISO standards and an agenda form (D0001.1164-1) to document the Management Review Meetings. |
| 908 | D | 11/4/05 | JEB | Added the bullet - Intrinsic Safe product certifications, compliance and status – to the Quality Review section 8.1.1, corrected a few grammatical errors and removed the term “semi” from the frequency of reviews. |
| 1062 | E | 08/08/07 | HB | Wording update |
| 1208 | F | 5/14/09 | DAR | Updated for ISO9001-2008 changes |
| 1417 | G | 09/26/2013 | JLD | Added that General or Senior Manager will chair Management Review |
| 1674 | H | 02/01/2017 | DAR | Changes in connection with ISO9001-2015 |
| 1806 | I | 2/21/2018 | DAR | Changed the Management Review format and minutes to mirror that of PCB and address risk review |
| 1869 | J | 1/17/19 | DAR | Update the review section of the ISO 17025 standard as part of the Management Review in accordance with auditor’s request. Update minimum review period and minor changes to the document. |