

**National Sample Transport System (NSTS)**

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Quality ASSURANCE UNIT

Title: **SOP FOR CONDUCTING MANAGEMENT REVIEW**

Document No: **NSTS-S**

Version: **1**

Effective Date: **June 2017**

Written By: **NSTS Manager**

Checked By: **Lab Systems Analyst**

Approved By: **Principal Tech (QA/HS)**

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| **Date of next review** | **Date reviewed** | **Reviewed by** | | **Action** |
| May 2018 | June 2017 | Lab Systems Analyst | |  |
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| Record of Amendment If Applicable | | | | |
| **Version No.** | **Date of Amendment** | | **Description of Amendment** | |
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1. **Introduction**

Management reviews of the quality management system are conducted annually or when need arises. The purpose of these reviews is to determine the continuing suitability and effectiveness of the system. Including the quality policy, objectives and testing activities.

1. **Purpose**

This procedure establishes the method by which management reviews are performed at NSTS.

1. **Scope**

This procedure applies to NSTS internal quality management system. NSTS management reviews will include routine Management Reviews (at least once a year).

1. **Responsibilities**

**NSTS Manager**

* NSTS Manager ensures that the delegation of assignments and responsibility are followed by all NSTS employees, as appropriate
* Ensures that any corrective actions determined as a result of management review activity are carried out and validated for effectiveness (can be delegated to any member of the NSTS)
* Ensures that an effective quality management system program is operational, and that the management review procedure/policy is followed.
* Schedules the dates to conduct management review
* Share proposed dates with the NSTS employees so that they discuss the fix dates.
* The NSTS manager conducts the annual reviews as per agreed schedules

**Attendees**

The management review meeting which will be attended by the:

* NSTS manager
* Principal Lab Technologist
* SHLS management team
* SHLS Lab Mother Lab Managers

**The NSTS Manager prepares data on inputs for the MR**

1. The inputs for reviews include the following information are prepared by the NSTS Manager

* The periodic review of requests and suitability of procedures and sample requirements
* Assessment of user feedback
* Staff suggestions
* Internal audits
* Risk management
* Use of quality indicators
* Reviews by external organizations
* Results of participation in inter-laboratory comparison programmes (PT/EQA)
* Monitoring and resolution of complaints
* Performance of suppliers
* Identification and control of non-conformities
* Results of continual improvements including current status of corrective actions
* Follow-up actions from previous management reviews
* Changes in the volumes and scope of work, personnel and premises that could affect the quality of management system.
* Recommendations for improvements, including technical requirements

1. NSTS manager invite all MR stakeholders to MR meeting
2. On the date of the meeting the NSTS Manager chairs the MR meeting.
3. The management review inputs are then reviewed
4. After the MR, a separate meeting with all NSTS staff will then be conducted, in which the findings and the resulting actions from the MR will be presented and discussed.
5. The actions and results of the MR are recorded in the form of a written document and maintained and distributed to all staff.
6. The outputs from the reviews include defined improvements actions that will have a positive effect on continuous improvement of services and the quality system. These improvements actions are formulated into quality goals, objectives and action plans as needed with specific measurable targets, completion dates, assignment of responsibilities and the required resources for their successful implementation. Objectives that have been achieved may either be upgraded to a higher performance level or be closed out. Objectives that were not achieved will be investigated to determine the causes of failure.
7. Decisions for corrective measures and actions for improvement for the coming period will be made in the MR on the basis of the analysis and judgment of the available information to the MR
8. Actions and measures will be formulated SMART (specific, measurable, acceptable, realistic and time bound). The quality officer keeps record of the actions plans and their follow-up)
9. The results of the MR are considered as inputs for the annual quality plan

**Records**

* The results of the reviews are documented in meeting minutes by the NSTS Manager, distributed to management for appropriate action and maintained as per control of records procedure.
* Management review report
* Action items and plans

**Related Documents**

* Policy Manual

**References**

1. QAU Quality manual current version
2. ISO 15189: 2012 international version

**Annex 1: SOP ATTESTATION FORM**

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| Attestation Record (general staff SOP Review-at least annually)  **NOTE**: Please read and understand before signing | | |
| **Names** | **Signature** | **Date** |
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**Procedure Flow Chart**

Plan for next MR

Review MR outcomes discussed with all staff members

Is corrective action required?

MR Outcome to be shared with all NSTS staff

MR conducted

MR input preparation

MR scheduled with NSTS employees

MR schedule drafted

Need to Conduct MR identified