**Management Review  
4/30/2013**

**Attendees:** \_\_\_\_\_\_\_\_\_\_\_\_\_, President

\_\_\_\_\_\_\_\_\_\_\_\_\_, Quality Management Rep.

Others

**Agenda:**

1. **Results of Audits and Trends**

The following audits have been completed: Production, Quality, and Office. Programs and Management will be completed after Stage 1 audit. Two (2) corrective actions have been issued from the internal audit.

Production Audit Findings: One finding involved work center cleanliness, the second was related to machine maintenance. Corrective actions have been closed.

**ACTION ITEM:** Although the audit system is near complete a second round of audits for 2013 needs to take place to assist in passing Phase II audit for ISO 9001.

1. **Customer Feedback**

The Organization has received the following feedback from customers:

**e-mails**: 7 positive and 1 negative from ABC Puerto Rico. ABC has complained about delivery issues but they have also not been paying on a timely basis and efforts have been towards other customers. Feb 19 e-mail to QMR from Jane Doe explains XYZ’s problem of issuing official purchase orders.

**Letters:** None have been received

**Phone calls**: No feedback

**Reports**: None have been provided by customers.

1. **Process Performance and Product Conformity ( Quality Objectives)**
   1. **Customer Complaints/Rejects Trends**

There has been 1 part rejected by the customer in 2013. XYZ requested changes to 1 proto-type and it was reworked. The organization has met our goal of less than 1% of product shipped is being returned.

* 1. **On-Time Delivery**

On-time delivery performance is not to our goal of 90%. Currently THE ORGANIZATION is approximately 50% on-time. There are two factors for this problem. The first is THE ORGANIZATION is doing an extremely large percentage of proto-type work for some new XYZ products. These products require large amounts of programming, fixture design and building, setup and changes during the prototype development. Although engineers make changes to products during this stage of development they rarely offer official PO changes. The second reason for on-time problem is that the Manufacturing database is not always updated to reflect customers pushing out dates of releases.

**ACTION ITEM:** As ship date changes are accepted update the Vantage Database.

* 1. **Internal Rejects and Trends**

There have been 3 internal rejects and all three were in February. 2 occurrences required the WIP to be scrapped. The third occurrence allowed for rework. THE ORGANIZATION did meet our internal reject requirement of 5% or less rejections.

* 1. **Vendor Performance Data and Trends**

There have been no vendor rejects. The ERP system could monitor vendor on-time but it does not appear to be an issue or contributing factor in our on-time delivery. All vendors will retain their current vendor rating of approved. In October of 2012 when it was decided to go for ISO 9001 registration it was decided to grandfather current vendors to the approved status. Past histories of vendors was reviewed and determined that all warrant this level.

1. **Status of Corrective and Preventive Actions**

Four corrective actions were issued for first quarter of 2013, all related to internal audits. When a quality engineer is hired the threshold for when internal rejections become corrective actions may be lowered. Currently, Quality uses rule of thumb of 4 hours of production to issue a corrective action.

No preventive action has been issued. Preventive Actions will be issued as a result of this Manage Review.

1. **Status of Follow Up Actions from Previous Management Reviews**

This is the first management review for ISO 9001.

1. **Changes that could affect the Quality Management System**
   1. **Quality Policy**

There will be no changes to the quality policy. It is adequate.

* 1. **Quality Objectives**

There will be no changes to the quality objectives.

* 1. **Other**

THE ORGANIZATION is expecting substantial growth in 2013. If ABC Company growth is as expected they have verbally promised the work to THE ORGANIZATION. We could see a doubling of sales in 2013. This may affect our current systems.

1. **Resources by Department and Training**
   1. **Office**

With the expected growth from ABC Company products in 2013 THE ORGANIZATION is actively seeking one or two Production Engineers. The server hardware system although effective will require updates soon.

* 1. **Production**

CNC production workers are needed for expected growth in 2013.

* 1. **Quality**

A quality engineer/manager will be needed for expected growth.

* 1. **Shipping**

A dedicated shipping person will also be needed.

**ACTION ITEM**: Production Engineer(s), a Quality Engineer/Manager, shipper and computer server upgrade.

1. **Recommendations for Improvement**

Recap of action items:

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| --- | --- | --- |
| **Date** | **Action Item** | **Status** |
| 3/13 | Although the audit system is near complete a second round of audits for 2013 needs to take place to assist in passing Phase II audit for ISO 9001. | Open |
| 3/13 | As ship date changes are accepted update the Vantage Database. | Open |
| 3/13 | Production Engineer(s), a Quality Engineer/Manager, shipper and computer server upgrade. | Open |
|  |  |  |

1. **Conclusions about suitability, adequacy and effectiveness of the Quality Management System**

Although parts of the quality management system is very mature, there are parts that are still relatively new. Currently we judge the system as suitable, adequate and effective but still green. More audits and supervision well be required during our period of growth in 2nd and third quarter of 2013.

Approved by:

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| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| , President | Date |  | , QMR | Date |