



1. Introduction

NAAB's Quality Management System (QMS) will be reviewed **annually** to ensure that it meets the requirements in respect of continued suitability:

- Policy and Objectives
- Adequacy and Effectiveness
- Opportunities for Improvement

All changes to the QMS / policy / and objectives are kept up to date.

2. Scope

The ISO Management Review must cover the operation of the QMS throughout NAAB.

3. Responsibility

It is the responsibility of Senior Leadership to ensure that:

- The QMS is reviewed at planned intervals to ensure its continued suitability, adequacy and effectiveness.
- The minutes of the meeting are recorded.
- Any actions are identified and corrected.
- Opportunities for improvement are identified and implemented.

4. Procedure

- 4.1 The ISO Management Review must be held at planned intervals as agreed with Senior Leadership to address all parts of the NAAB's QMS:
- To determine whether NAAB is operating effectively to the benefit of NAAB.
 - To identify opportunities for improvement.
 - To determine whether the NAAB is continuing to meet customer requirements.
 - To prevent Nonconformity.

The Quality Representative, representatives of Senior Leadership and other staff as appropriate must attend the meeting. The meeting shall address the following topics:

- Results of audits (1st, 2nd, and/or 3rd party and any other types of audits);
- Results of peer evaluation, if relevant;
- Participation in international activities, if relevant;
- Safeguarding impartiality;
- Feedback from interested parties;
- New areas of accreditation;
- Trends in nonconformities;



ISO Management Review ISO/IEC 17011:2017 Clause 9.8

- Status of corrective actions;
 - The status of actions to address Risks and Opportunities;
 - Follow-up actions from earlier ISO Management Reviews;
 - Fulfilment of ISO Objectives with appropriate ISO Policy updates.;
 - Changes that could affect the ISO Management System;
 - Analysis of appeals;
 - Analysis of complaints.
- 4.2 The review must cover as a minimum the period since the last ISO Management Review Meeting.
- 4.3 The person responsible for any actions identified at the meeting is recorded together with target dates for completion where appropriate. NAAB will allocate the necessary personnel and resources for these corrective actions.
- 4.4 Outputs from the ISO Management Review shall include decisions related to:
- Improvement of the ISO Management System and its processes;
 - Improvement of services and accreditation process in conformity with the relevant standards and expectations of interested parties;
 - Need for resources;
 - Defining or redefining policies, goals and objectives.
- 4.5 The minutes of the meeting are recorded and retained for future reference. Copies are provided to all personnel who attended the meeting together with those who have actions placed upon them.