



## Quarterly Management Review Meeting Agenda and Minutes

Meeting Date: \_\_\_\_\_

### To Be Reviewed

1. Attendance
2. Review Action Items from Previous Meetings
3. Changes in external/internal issues
4. Customer/Interested party feedback results
5. Quality Objectives and Results/KPIs
6. Actions taken to address risks and opportunities
7. Changes that could affect QMS
8. Training
9. Work Environment
10. CAPA Review

#### 1. Attendance (record names of those who attended)


#### 2. Review Action Items from Previous Management Meetings

Action	Responsible Person	Due Date	Status



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### 3. Changes in external and internal issues that are relevant to the quality management system

Discussion Notes:

Action:

### 4. Customer and Interested Party Feedback, Awards, Survey results, etc. What feedback are we getting from customers and our interested parties (complaints, compliments, suggestions, survey scores, etc.)? Are there any noted trends?

Discussion Notes:

Action:

### 5. Quality Objectives and Results/Key Performance Indicators

Are the quality objectives measuring the right things? Do we have the appropriate goals/targets? Do we have measures related to each Key process? Are we meeting our targets? (Use table below to record actual results.) Is any action needed?

Are there other Key Performance Indicators (KPI's) we currently tracking? Should we be measuring anything else? Do our KPI's indicate trends that require action?

Name of Quality Objective	Associated Key Process	Goal/Target	Current Result	Meets Goal/ Target?	Action Needed
Charter On Time Performance	Quality, Operations	80% (DoD reqmnt)			
Controllable Errors	Quality, Operations, and Sales	0 /quarter			
CAPAs	Quality	0 /quarter			

Discussion Notes:

Action:

### 6. Effectiveness of actions taken to address risks and opportunities

Are there any risks or opportunities that we need to address?

Discussion Notes:

Action:



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### 7. Changes that could affect the Quality Management System

Are there any upcoming changes for which we need to plan? (Staffing or management changes, facility changes, new equipment, new business, etc.)

Discussion Notes:

Action:

### 8. Training/Organizational Knowledge

Is there additional training that needs to be provided? Has planned training been completed? Has past training been effective? Have we captured key knowledge of the organization? Are there any risks associated?

Discussion Notes:

Action:

### 9. Work Environment Controls and Maintenance

Are there any changes needed to effectively control the work environment to protect/preserve the product or service? Are current work environment controls maintained and effective?

Discussion Notes:

Action:

### 10. CAPA Review

Have we received any CAPA's since our last MRM? Are there any that need addressed? Are there any internal/informal escalations that have the potential to lead to a CAPA?

Discussion Notes:

Action:

### 11. List New Action Items from this meeting

Action Required	Responsible Person	Due Date	Status

Next scheduled meeting: \_\_\_\_\_