



# Quarterly Management Review SOP

## 1. Purpose

The purpose of this SOP is to define the Quarterly Management Review meeting (QMR) schedule and the actual processes to be reviewed.

## 2. Scope

This describes Kalitta Charters, LLC.'s process for reviewing the defined previous period of time since the last QMR and any open issues recorded at the last meeting.

## 3. Policy

### 3.1 Responsibility

3.1.1 Management will meet on a regular basis, no less than once a quarter.

3.1.2 The Quality Leader will manage the meeting and record all events on the QMR Agenda and Minutes Form.

### 3.2 Procedure

Input provided in the QMR includes but is not limited to current performance and improvement opportunities related to the following:

- Results of audits
- Client feedback
- Process performance
- Status of CAPA's
- Follow-up actions from earlier management reviews
- Operational changes that could affect the QMS
- Recommendations for improvement of the system

The results from the QMR include but are not limited to decisions and actions related to:

- Improvement of the QMS and its processes
- Improvement of service to the client
- Closure of open items

3.2.1 The completed QMR Agenda and Minutes Form will be distributed to the management team and saved in the Kalitta Portal (<https://kalittaportal.com>)

