

#### 4.15 Management Reviews

Requirements in this chapter should ensure the continued suitability and effectiveness of the quality system, policies and testing procedures.



##### Key points are:

- There should be a schedule and procedure for periodic management reviews.
- Review frequency is once a year. The management review should include a discussion on the outcome from recent internal audits and external assessments, corrective and preventive actions, results of proficiency testing, customer complaints and feedback, and any recommendations for improvements.
- Management should decide on follow-up activities. Such activities should be monitored for effectiveness.
- Management reviews should be formally documented.



##### Discussion:

Laboratory management, on an annual basis, must review the activities of the laboratory and the functioning of the quality systems and testing program. This review must be documented. The items that must be reviewed during this annual event include:

- The suitability of policies and procedures
- Reports from management and supervisors
- The outcome of internal audits
- Non-conformances and corrective/preventive actions
- Assessments by external bodies
- Results of PT studies
- Changes in volume and type of work and future work projections
- Customer feedback
- Complaints

Other relevant activities can also be reviewed, such as resources, staffing levels, etc.