Management Review

Laboratory Name:
Date:
Completed By:
Participants (name, title):

Outline

Executive Summary:

- Objectives

- Short-term/Long-term Goals

- Highlights since the last review

Suitability of Policies and Procedures:

- Management System
  - Quality Manual
    - Quality Policy
  - Procedures and Supporting Documents
  - Administrative Procedures (SAPs)
  - Good Measurement Practices (GMPs)
  - Operating Procedures (SOPs)
  - Documentary Standards, Specifications
  - Software
  - Other

- Opportunities for Improvement

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1 This report contains the required elements in NIST Handbook 143 (2007), Section 4.15, Management Reviews. A management review must be conducted at least once every 12 months, but can occur more frequently. Results feed into the laboratory planning system for the coming year.

2 See the Laboratory Master List.
Management Review

Reports from Managerial and Supervisory Personnel:

Previous Management Review
- Outcome
- Corrective Actions, Preventive Actions, Improvement Actions
- Status
- Effectiveness

Internal Audits (Quality, Technical, Safety)
- Outcome
- Corrective Actions, Preventive Actions, Improvement Actions
- Status
- Effectiveness

External Audits (Recognition, Accreditation, Customers)
- Outcome
- Corrective Actions, Preventive Actions, Improvement Actions
- Status
- Effectiveness

Inter-Laboratory Comparison, Proficiency Test, or Round Robin Results:
- Highlights
- 4 Year Plan
- Corrective Actions, Preventive Actions, Improvement Actions
- Status
- Effectiveness
Management Review

Changes in Volume and Type of Work:

- Customers (New, Returning)
- Areas of Measurement Scope, Number of Artifacts
- Trends (Increases, Decreases)
- Opportunities for Improvement

Customer Feedback:

- Quantity, Trends
- Positive
- Negative (Complaints)
- Opportunities for Improvement

Other Relevant Factors (Quality Control Activities, Resources, and Staff Training):

- Staff (Section 5.2., authorized signatories, planned and accomplished training, demonstrated proficiency, training effectiveness, succession planning)
- Facility/Environment (Section 5.3., control, monitoring, stability, upgrades, repairs)
- Procedures (Section 5.4., validation of new and laboratory developed)
- Equipment (Section 5.5., maintenance, purchase/repair, suitability)
- Standards (Section 5.6., calibrations needed, purchasing new standards for gaps)
- Measurement Assurance (Section 5.9., control charts, range charts)
Management Review

Action Plan

Summary:
- Corrective Actions (CA)
- Preventive Actions (PA)
- Improvement Actions (IA)

KEY
Action Type: OK = Meets criteria  C = Comment  X = Nonconformity
Priority: High = 1     Intermediate = 2    Low = 3

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<thead>
<tr>
<th>Action Type</th>
<th>Management Review Element</th>
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<td>Finding</td>
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3 Copy and paste the table as needed for each C.A., P.A., and I.A. that results from the Management Review.