

# Management Review

**Laboratory Name:**

**Date:**

**Completed By:**

**Participants (name, title):**

## Outline<sup>1</sup>

### 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<sup>2</sup>
    - Administrative Procedures (SAPs)
    - Good Measurement Practices (GMPs)
    - Operating Procedures (SOPs)
    - Documentary Standards, Specifications
    - Software
    - Other
- Opportunities for Improvement

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<sup>1</sup> 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.

<sup>2</sup> 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<sup>3</sup>

### 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

Action Type	Management Review Element	Priority
Finding		
Root Cause		
Proposed Action		
Due Date	Task Assigned To	
Completion Date	Task Verified By	
Final Action		
Action Effectiveness		
Evaluation Date	Task Verified By	

<sup>3</sup> Copy and paste the table as needed for each C.A., P.A., and I.A. that results from the Management Review.