

## Quality Management Review Agenda Form

### ANNUAL BUSINESS MANAGEMENT SYSTEM REVIEW MEETING

(TO BE RELATIVE TO BUSINESS PLAN & RELATED STRATEGIES)

To be held at least annually at a Monthly Managers meeting, run by a chairperson (selected by the CEO), minuted by the QMC and attended by the CEO's Management Team and others as deemed necessary.

#### AGENDA

- |     |  |                   |
|-----|--|-------------------|
| 1.  | OPENING COMMENTS FROM THE CHAIRPERSON<br>(General overview of Quality and OH & S focus in line with the Business Plan and associated strategies) | CHAIR             |
| 2.  | REVIEW OF LAST MEETINGS MINUTES  | ALL               |
| 3.  | IMPROVEMENT REQUESTS ACTION STATUS   | QMC               |
| 4.  | COMPLAINTS & DISPUTES STATUS   | Managers          |
| 5.  | DES & JSA REQUIREMENTS<br>- Complaints and Disputes  | Managers          |
| 6.  | INTERNAL QUALITY AUDITING / EXTERNAL STATUS  | QMC               |
| 7.  | PROCESS PERFORMANCE & RESOURCES / TRAINING   | Managers / HR     |
| 8.  | BUSINESS DEVELOPMENT OPPORTUNITIES   | ALL               |
| 9.  | BUSINESS PLAN / OBJECTIVES PROGRESS  | CEO               |
| 10. | QUALITY POLICY & OBJECTIVES  | QMC / CEO         |
| 11. | CUSTOMER SATISFACTION / FEEDBACK (INT & EXT)   | ALL               |
| 12. | METRIC / MEASURES IN PLACE   | CEO / ALL         |
| 13. | CONTINUAL IMPROVEMENT / RECOMMENDATIONS?   | QMC / CEO / ALL   |
| 14. | QUALITY SYSTEM, CHANGES / IMPROVEMENTS?  | CEO / ALL         |
| 15. | EMPLOYEE & STAFF INPUTS  | CEO               |
| 16. | OH & S POLICY & OBJECTIVES<br>- Hazards / Injuries Status<br>- Improvements & Future   | CEO / OHS Officer |
| 17. | ANY OTHER BUSINESS   | ALL               |

Please note that actions arising from minutes taken at this meeting will be placed on an IR form and reviewed as necessary at Monthly Managers Meetings.

Business System Review Meeting Expansion of Agenda points below for reference only.

OUTPUTS FROM EACH OF THESE ARE IMPORTANT. WHILST A REPORT ON TRENDS, EXCEPTIONS ETC IS GOOD THERE NEEDS TO BE SOMETHING USEFUL AS AN OUTCOME, EG. WHAT CAN WE DO TO IMPROVE? / DO WE NEED FURTHER TREND REPORTS? / WHO IS TO ACTION THESE AND BY WHEN? THIS CAN THEN BE FOLLOWED UP AT MONTHLY COM MEETINGS / MONTHLY MANAGERS MEETINGS WITH STAFF ETC.

1. Senior Executive should cover the relationship from the Company's Quality Policy to Business Plans / Strategic direction etc and support the quality focus, not only from the CEO's position but to emphasise that EVERYONE has an important part to play.
2. Actions from minutes should be reviewed at Monthly Meetings, as necessary.
3. Looking at the status, as a whole, on IR's & PAR's. (Improvement Requests)
4. Reviewing any major or trend issues.
5. DES QA & JSA requirements, audit progress, KPI's etc
6. Update on Internal & External audits performed.
7. Business Divisions, Service reports on performance / resource status & training.
8. In line with Divisions...what are we looking at....future plans.
9. Actual progress to the annual business plan and our alignment to our strategic plan / vision.
10. Do we need to update it?...regulations, business plans etc.
11. Internal & External Customer feedback....how are we tracking?...what can we do?
12. What measures are we monitoring and what is their status?
13. From current C.I....how are we tracking?
14. Are there any changes required / necessary?
15. Are there any inputs from managers and staff? There should be occasions where this is explained and comments sought.
16. Directly related to OH & S activities.
17. Anything else?