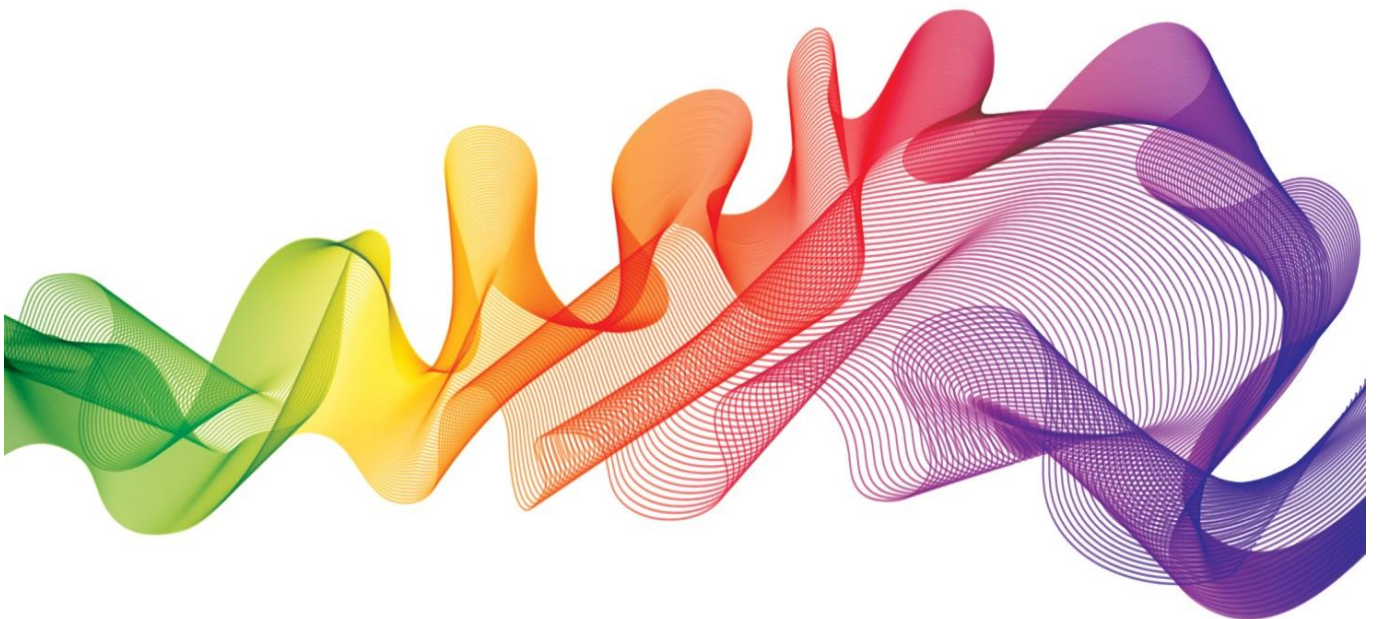


# Business Management Review Policy



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## General

A Management Review Meeting is carried out bi-annually, to ensure the continued suitability and effectiveness of the management system and the strategic plan; to evaluate the need for changes to the Policy, the processes and the objective's set and to prove compliance to BSEN ISO9001, BSEN ISO14001, Ofsted, ISI, Matrix, awarding organisation, funding and contractual requirements.

The meeting will also address possible improvements to the system, address continual improvement and review the effectiveness of training and the promotion of awareness, both in-house and to learners, apprentices and candidates.

If the methods currently adopted for projecting awareness and participation have not been effective or successful, recommendations and solutions for improvement will be discussed. Documented evidence from managers, staff and external sources shall be utilised to determine effectiveness, continued suitability, adequacy and alignment with our strategic direction.

An agenda for the meeting is released to all those expected to attend, at least one month prior to the meeting to enable those persons responsible for the subjects / topics to prepare any reports or analysis information. They can then be provided to the attendees for discussion.

## Management Review Attendees

Attendees shall be (as available):

Group Managing Director

Group Operations Director

Group Finance Director

Group Operations Manager

Group Health, Safety, Security, Environment, Facilities Manager

International Sales Manager

Group Financial Controller

HR Manager

Compliance Manager

Plus any other person the Group Directors feel could have an input into the review.

## Review Input

The Management review will discuss the current performance and improvement opportunities related to audit and analysis results, sales literature and surveys, non-conformance and corrective actions; progress of previous actions and changes that could affect the quality management system.

Input will consider:

- customer satisfaction and feedback from interested parties (Clients, learners and employers)
- assessing business risk management, business continuity and opportunity for improvement
- need for change to the management system and business plan
- suitability of and possible need to change policy and process
- achievement of objectives and possible requirement to change objectives or identify new ones.

- operations and product and service conformance, finance, service delivery, quality performance.
- non-conformance and corrective actions
- audit results
- evaluation of compliance results
- legislative review including foreseeable changes to legislation and technology
- results of participation and consultation
- effectiveness of communication avenues and communications / feedback received
- monitoring and measurement results
- external provider performance
- incident investigation status, corrective actions
- follow-up actions from the previous review meeting
- emergencies (actual and practice runs)
- continual improvement
- resources, training and competence

### Review Output

Output results will ensure that considerations have been made and actions identified to:

- Improve the integration of all business processes into business management system.
- Meet existing objectives, implement new objectives and react where it is clear that objectives have not been achieved.
- Provide conclusions on the continuing suitability, adequacy and effectiveness of the business management system.
- Provide decisions related to continual improvement opportunities including changes to the business plan, business continuity and risk management processes as necessary.
- Review processes and records to ensure that problems in the system are dealt with and any need for change of the business management system are undertaken.
- Response to stakeholders, customers and learners.
- Improve the product (service) related to customer requirements.
- Decide and allocate resources and suitable infrastructure.
- Implement training and development to meet competency, business needs and legal requirements.
- Review and adjust strategies and initiatives to increase marketing opportunities, competitiveness and the future needs of the organisation.
- Timetable for consultation in following year.

The results of the internal and external quality audits; Client, learner, apprentice and candidate feedback; problems and complaints shall be included in the management review.

Records of the review is maintained by the Compliance Manager and circulated to all attendees. Actions and responsibilities agreed at the meeting are recorded in the minutes. Matters arising from the previous meetings will be discussed within the appropriate item of the agenda, detailing actions taken, by whom and what actions are still outstanding.

## **Agenda**

The Management Review meeting will include the following management system topics but will not necessarily be restricted to these:

- **Minutes of the previous meeting.** Matters arising from the previous meeting will be addressed with new matters on the subject to prevent duplication.
- **Changes in**
  - external and internal issues relevant to the management system
  - implications for the strategic direction of the business
  - the needs and expectations of interested parties (including compliance obligations).
  - significant environmental aspects
  - setting new objectives including management review programme
  - risks and opportunities and effectiveness of actions taken to address them.
- **Information on the Performance and Effectiveness of the QMS / EMS**
  - Client satisfaction and feedback from relevant interested parties:
    - positive commercial feedback and evaluations
    - positive learner and apprentice feedback
    - Ofsted, Matrix and ISI continual improvement recommendations
  - status review of quality and environmental objectives (KPIs)
  - process performance and conformity of delivery and service.
  - non-conformances and corrective actions including root cause.
    - complaints
    - negative learner feedback
    - external provider performance
    - prohibitions, improvement notices and reports from regulators / enforcing agencies
  - monitoring and measuring results
    - calibration, LOLER and thorough inspection reports
    - evaluations and analysis
    - partner college contractual measures
    - fulfilment of compliance to legislation obligations.
  - internal and external audit results – internal audit programme review and audit report results analysis. Third party assessment and surveillance reports.
    - internal audits
    - awarding organisation visit and results
    - partner college monitoring visits and results
- **H&S Record Evaluation**
  - any changes in legislation or any other H&S requirements since the last meeting.
  - H&S performance of the organisation.
  - accident and incident statistics and trends.

▪ **Resources**

- adequacy of resources
- departmental changes
- specific facility projects of note
- staff training review
- communication and IAG - participation and consultation
- Emergencies

▪ **Opportunities for Improvement**

- **Applicability of Requirements Review – any excluded clauses**
- **Any other Business**
- **Date for Next Meeting**

The following associated documents support this section / policy:

- QP33 Business Management Review
- Strategic Plan



**Steve Grant**  
Group Managing Director  
November 2017

