pustaka negeri sarawak | read. innovate. excel

QualityProcedure

Reviewed by:	Approved by:
Dayangku Hadzimah	Laurena
Dayangku Hadzimah Awangku Ahamd	Laurena anak Aloh
1st September 2022	1st September 2022

Online copy of this documented information is the latest

Purpose

This procedure is established and maintained to ensure that the required review inputs/agenda are covered in the management review; decisions and actions made resulting from the review are clearly recorded in the management review minutes, and copies of the management review minutes are circulated to the relevant staff on a timely basis.

Scope

This procedure covers review of Pustaka Negeri Sarawak's established Quality Management System at a pre-determined interval.

Process

1.0 Determination of Date for Management Review Meeting

1.1 Three weeks (3) weeks before the management review (MR) meeting which has been predetermined at least once a year, preferably first quarter of the year, the Quality Management Representative (QMR) shall discuss with the Chief Executive Officer (CEO)/Deputy Chief Executive Officer (DCEO) to determine the date for MR meeting.

2.0 Issuance of Notice of Management Review Meeting

2.1 Upon confirmation of the date of the MR meeting, the QMR shall prepare a notice of MR meeting and issue it to all members of the MR meeting.

2.1.1 The notice of the MR meeting shall contain the following agenda to be conducted:

(1) Opening remark by the CEO

(2) Review input, which shall include:

a) The suitability of the Quality Policy;

b) The status of actions from previous MR;

c) Changes in external and internal issues;

- To present a list of new/changes in issues (by divisions/ processes) from the last MR date.

Online copy of this documented information is the latest

d) Information on the performance and effectiveness of the quality management system, including trends in:

i. Customer satisfaction and feedback from relevant interested parties;

- To present analysis and evaluation of data from customer complaint (and summary natures of complaint) as per data category.

- To present analysis and evaluation of data from customer satisfaction analysis (various sources e.g. customer survey, user opinion survey, customer data on delivered product and service quality, compliment analysis, warranty claims, etc.).

- To present a summary list of new requirements/ feedbacks from relevant interested parties e.g. authorities/ministries, parent organization/board of management, interfacing agencies, associate partners, supplier/contractors/consultants/specialists, employee, etc.

ii. The extent to which quality objectives have been met;

- To present the achievement of quality objectives by function/ department/ unit and process.

iii(a). Process performance;

- To present analysis and evaluation of data for appropriate data.

iii(b). Conformity of products and services;

- To present analysis and evaluation of data for appropriate data from category.

iv. Nonconformities and corrective actions;

- To present analysis of data for number of nonconformities reported from below sources and list of natures of non-conformities and correction and/ or corrective action taken for management team/ top management to review/query on the natures of NC and appropriateness/ effectiveness of actions taken.

v. Monitoring and measurement results;

- To present other measured data apart from above inputs (analysis of data and quality objectives), e.g. trend data of work environment monitoring, characteristic of product average test parameter data, etc.

vi. Audit results;

- To cover internal audits and external audits.
- To present the number of NC and observation reports raised per audit, e.g. by divisions/units/processes per audit, and summary natures of NC and observations.

vii. The performance of external providers;

- To present analysis and evaluation of data for appropriate data from category.

e) Adequacy of resources;

- To present the resources needs (man, machine and materials)by functions/divisions/units.

f) Effectiveness of actions taken to address risks and opportunities;

- To table a list of issues with action taken and the results of review of the effectiveness taken (e.g. residue risk) to address risks and opportunities from risk management reports since the last MR.

g) Opportunities for improvement

- To invite the management team to voice any ideas/ recommendations for improvement as other inputs for debate/ review and buy off (become decision and action) by management/ top management.

(3) Closing meeting.

3.0 Preparation of Data Summary/Graph

3.1 Upon receipt of the notice of the MR meeting, HOS and HOD shall prepare the necessary summary of data/chart to be presented for review during the MR meeting.

4.0 Conducting the Management Review Meeting

4.2 During the review, the relevant HOD/HOS shall present the data/chart and related summary on the above review input.

4.2 Based on each review input presented, the HOD/HOS and the CEO/DCEO shall make comments as review evidences and determine the review outputs/ decisions and actions to be taken with estimated completion time and the responsible personnel pertaining to:

a) opportunities for improvement;
b) any need for changes to the QMS; and
c) resources needed.

4.3 During the review, the QMR or the assigned recorder shall immediately record the following 3 items for each review input presented.

a) Trend/ summary of each review input;
b) Review evidence/ comments by management team/ top management to each review input (e.g. suggestion, queries, satisfactory expression, uncomfortable expression, who says what);
c) Decision and action/ review output (determined from the management review) (if any, normally if the review results/ comments are negative/ not comfortable).

5.0 Preparation and Endorsement of the Management Review Meeting Minutes

5.1 After the review meeting, the QMR shall prepare the MR minutes within one and half month from the completion date of the MR.

5.1.1 The relevant data/chart/summary shall be made a copy identified with the appendix number and be cross-referenced to the relevant review inputs in the minutes.

5.2 After the MR minutes is prepared, the QMR shall immediately submit the minutes by hand to the CEO for review and approval.

Online copy of this documented information is the latest

5.3 Upon receipt of the MR minutes, the CEO shall review, edit as necessary and approve the minutes within 5 working days from the date of receipt of the MR minutes.

6.0 Distribution of the Management Review Meeting Minutes

6.1 Upon the MR minutes is approved by the CEO, the Document Controller shall immediately distribute the MR minutes by email to all the HOD and HOS for execution of the actions decided in the MR.

7.0 Monitoring of Actions to be Implemented

7.1 When receiving the approved MR minutes, the relevant HOD/HOS shall monitor the actions to be implemented and liaise with the person in charge in his/ her department/ unit as determined in the approved minutes to implement the actions effectively by the estimated date of completion.

7.2 Upon completion of the action taken, the HOD/HOS concerned shall immediately e-mail the specific statement of the action taken with relevant evidence documents/records/photos to the Document Controller.

7.3 Based on the approved MR minutes, the QMR shall within 10 working days from the date of MR minutes approval prepare a list of decisions and actions/review outputs from MR, which contains the following columns:

a) Action to be taken;
b) Responsibility;
c) Estimate date of completion; and
d) Action taken statement with evidences (identified with appendix number).

7.4 Based on the list of decisions and actions/review outputs from MR, the Document Controller shall monitor the implementation of the actions decided in the MR, in the first week of each month.

7.4.1 If the relevant HOD/ HOS have not sent in any statement of action taken after 10 working days from the estimated completion date as determined in the MR minutes, the Document Controller shall immediately email first reminder to the relevant HOD/ HOS to follow up and obtain the statement of action taken with evidence of implementation.

7.4.2 If the relevant HOD/ HOS have not sent in any statement of action taken after one (1) month from the estimated completion date as determined in the MR minutes, the Document Controller shall immediately email 2nd reminder to the relevant HOD/ HOS to follow up and obtain the statement of action taken with evidence of implementation.

7.4.3 As soon as the reminders have been sent to the relevant HOD/ HOS, the Document Controller shall immediately print out the email reminders and attach to the list of decision and action/ review output from MR, by date of reminders.

7.5 When receiving the statements of action taken from the relevant HOD/ HOS, the Document Controller shall update the statement of action taken into the column of "Action taken statement with evidences (identified with appendix number)" of the list of decision and action/ review output from MR, identify the statements of action taken with running appendix number and mark the evidences of implementation with the corresponding appendix numbers accordingly for ease of reference, within 3 working days from the date of receiving the action taken.

8.0 Control of Documented Information

8.1 As soon as the approved MR minutes have been distributed, the Document Controller shall immediately file/update the master copy of MR minutes, attached it with the relevant appendices of graphs/charts and summaries in sequence in the Management Review file and keep the file in the Central Registry room.

8.1.1 The MR minutes shall be placed on top of the previous year minutes.

8.1.2 The list of decisions and actions/review outputs from MR which have been attached with reminders by dates of reminders (if any) shall be placed on top of the current year MR minutes.

8.2 Each time the Management Review file is updated with the latest MR minutes and the updated list of decisions and actions/review outputs from MR, the Document Controller shall immediately place back the in the Central Registry room.

8.2.1 The MR minutes and its related documents is categorised as "Limited' document and shall only be accessed with permission from the Document Controller.

8.2.2 The MR minutes and its related documents shall be retained for a minimum of 7 years.

8.3 When the MR minutes and its related documents have passed their retention periods, the QMR shall within 30 working days and through e-mail seek the permission of the CEO to dispose it in accordance with Pustaka Negeri Sarawak records management guidelines and practices based on Sarawak State Library Ordinance 1999.

Annexes

-	-