Scope:

A management review procedure is established for assessing opportunities, improvement and need for changes into the Quality Management System, Quality Policy and Quality objectives. This procedure applies to all Management Review Meetings conducted in vista, including the process of its associated documentation.

MRM is a clear communication by appropriate departments to senior management regarding compliance of the management systems. (FSMS, EMS 14001, Halal, SWA etc.)

Objective:

The purpose of this procedure is to define the methods used to review the Systems (all defined in the scope) that are in operation.To review the organization's systems at planned intervals to ensure its continuing, adequacy and effectiveness. & to include assessing opportunities for improvement and the needs for change to the management system, including the policies.

Responsibility:

Senior Management Commitment & Continuous Improvement:

1. The senior management at the facility and at the corporate location provides the personnel and finances required to implement and improve the processes of the management system and the food safety plan.

2. Senior management ensures that food safety and quality objectives are established, documented, monitored, sustained and reviewed.(Opportunities for continually improving the food safety and quality system are identified, implemented and fully documented.)

3. Top management is committed for the periodic review of various functions and food safety/ EMS objectives and business planning.

Members of Management Review Meeting

➢ To Attend and participate in Management Review Meetings

➢ Carry out tasks as assigned.

Management Representative:

1. To Prepare the MRM agenda.

2. Notify the members for the meetings.

3. Record and circulates minutes

4. Follow up to ensure assigned tasks are carried out

5. To ensure that members of the Management Review Meeting are reminded of the scheduled meeting.

Reference: SQMS, ISO 22000, ISO 14001, Halal Requirements, Company systems. OSI Policy.

Procedure:

1. Management Representative will schedule the management review meetings in consultation with the Head operations.

2. MR will prepare the agenda as per the meeting notification form.(Schedule)

3. MR will notify all the members for the Management Review Meeting

4. Agenda and previous minutes will be distributed to all members of the Management Review Meeting one week before the scheduled date of meeting.

5. MR will remind the members of the Management Review Meeting of the scheduled meeting three days prior of the meeting and will confirm the attendance.

6. Discussion will be made on agenda items in MRM meeting.

7. Head operations will assign action items. The decisions and actions agreed within the review process shall be documented, and effectively communicated to appropriate personnel and the actions implemented within agreed timelines.(MOM)

8. MR will prepare and maintain minutes of Management Review Meeting as per the minutes form.(MOM format) by identifying improvement aspects, preventive actions changes to be implemented, documented and retained. Records will be updated & maintained by MR to show when the actions have been completed and verified.

9. MR will take Follow up of the action plan till closure , Actions taken shall be verified, and Updated accordingly in MRM report

   + **MR can hold the meeting (situation occurs)**

   + **MRM can be reviewed and updated if necessary.**

A review of the procedure is planned by the management and as per the requirements of the parent company / organization.
Vista processed food Pvt ltd departures management review system at Two levels

Sr. #	Activity	Responsibility
01	Yearly review with top management	CEO and all department head-managers
02	Meeting on Monthly basis with staff and workers for feedback and instructions accordingly	QA Manager/ Head Operations/ Process Owners

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Format 1:

Quality manager (MR) has to prepare the following information for the MRM (Agenda):

Sr. #	Activity	Responsibility	Records	Review output
	Records at: Finance manager, CEO, Head Operations, Quality Manager			
01.	**Yearly frequency – ISO 22000 & SQMS** 1. Follow- up actions from previous management review; 2. Analysis of results of verification activity; (HACCP system) 3. Food Safety Objectives ,Changing circumstances that can affect food safety; Food Safety Improvement Process control and out-of-control incidents performance indicators Incidents, corrective actions, out-of-specification results and nonconforming materials 4. Emergency situations, accidents and withdrawals(Recalls) 5. Reviewing results of system-updating activities, - results of internal audits and evaluations of compliances with legal requirements and with other requirements 6. Review of communication activities, including customer feed back, Customer Complaint 7. External audit results. – Certifications 8. Continual Improvement –Infrastructure development, Projects ,Compliances to legal requirements	Operational Head/ Factory manager / Quality Manager (MR) Managers (All Depts) /FSMSTeam members	Review Agenda, Review output /	1. Assurance of Quality management system & food safety 2. Improvement of the effectiveness of the food safety management system 3. Resources needed 4. Revisions of the organization's Food safety policy and related objectives.

2	**Yearly frequency – ISO 14001**
	a. The status of action from previous management review
	b. Changes in :
	  1. External and internal issues that are relevant to the environmental Management System
	  2. The need and expectation of interested parties , including compliance obligations.
	  3. Its significant environmental aspects
	  4. Risks and opportunities
	c. The extent to which environmental objectives have been achieved
	d. Information on the organization's environmental performance , including trends in :
	  1) Non conformities and corrective action ;
	  2) Monitoring and measurements results ;
	  3) Fulfillments of its compliance obligations ;
	  4) Audit results ;
	e. Adequacy of resources ;
	f. Relevant communications from external interested parties, including complaints,
	g. Opportunities for continual improvement
		Operational Head/ Factory manager / Quality Manager (MR) /Managers (All Depts) /EMS Team Leader & members	- Conclusion on the continuing suitability , adequacy and effectiveness of EMS
			- Decisions related to continual improvement Opportunities ;
			- Decisions related to any need for changes to the EMS including resources ;
			- Action if needed when environmental objectives have not been achieved ;
			-opportunities to improve integration of the EMS with other business processes, if needed;
			- Any implications for the strategic direction of the organization .	

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	Yearly Frequency : BRC Issue 7 • Previous Management review action plans and time frame • Results of internal, second party and third party audits • Customer complaints and results of any customer feedback • Incidents , corrective action, out of specification results and non confirming materials • Review the management of the system of HACCP , Food defense and authenticity • Resource requirements Below are considered points to ensure that the site is kept informed and reviewed for : Scientific and technical developments Industry code of practices New risk to authenticity of raw materials All relevant legislation applicable in the country of raw material supply , production and where known , the country where the product will be sold.	Operational Head/ Factory manager / Quality Manager (MR) Managers (All Depts) /FSMS Team members			
			Records: MR		
03	Monthly Quality and quantity report to OSI (PPIT reports) 1. Customer Complaint (Key Accounts & McD) 2. Raw material defects 3. Common Measures 4. Specs Compliance 5. Social Accountability 6. Suppliers food safety status 7. Finish good Micro Reports 8. Raw material Micro Report (Meat) 9. Delivery Performance 10. Cost of Quality 11. HK Cutting Score 12. Internal Sensory score 13. Product Recall (If any)	Operational head and process owners.	PPIT formats supplied by OSI	1.Confirmation main and action plan	
			Records: Head Operations, QA Manager		
Sr. #	**Activity**	**Responsibility**	**Records**	**Review output**	
04	Halal Assurance System Discussion on previous Halal audit findings Documentation of Halal assurance system Status of Internal training & Internal depts.	System coordinator , Quality Manager – MR, Managers(All Depts) HAS Team members	Review Agenda, Review output /	Confirmation main and action plan	

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Requirements as per standards:

1. SQMS (3.6): - Supplier management shall review the company's food safety and quality management systems at planned intervals (at least annually) to ensure its continuing suitability, adequacy and effectiveness. This review shall include an assessment of opportunities for improvement and the need for changes to the food safety and quality management systems as identified by supplier or required by McDonald's. In some countries, there are regulatory requirements that a qualified person or persons must be involved in such review.

2. ISO 22000 (5.8) : ISO 22000(5.8) Top management shall review the organization's food safety management system at planned intervals to ensure its continuing suitability, adequacy and effectiveness. This review shall include assessing opportunities for improvement and the need for change to the food safety management system, including the food safety policy. Records of management reviews shall be maintained

3. BRC(1.1.3):- Supplier management shall review the company's food safety and quality management systems at planned intervals (at least annually) to ensure its continuing suitability, adequacy and effectiveness. This review shall include an assessment of opportunities for improvement and the need for changes to the food safety and quality management systems as identified by supplier or required by McDonald's. In some countries, there are regulatory requirements that a qualified person or persons must be involved in such review.

4. EMS 14001:2015 (E) : Top management shall review the organization's Environment Management system at planned intervals , to ensures its continuing suitability, adequacy and effectiveness

5. FSSAI : NA

6. SWA : NA

Review input and discussions for Food Safety Management – 22000

Sr. #	Input Records		Evaluation of records	Responsibility
1.	**Follow Up Actions From Previous Management Reviews**			
2.	Analysis of results of verification activity; (HACCP system)			
	2.1	Internal GMP Reports	GMP Records or trends	MR
	2.2	HACCP Review	Status	MR
	2.3	Internal audits – Reports	IA Evaluation report	MR
	2.4	External audits reports	External audit reports	MR
3.	Food Safety Objectives ,Changing circumstances that can affect food safety; Food Safety Improvement Process control and out-of-control incidents performance indicators Incidents, corrective actions, out-of-specification results and nonconforming materials			
	3.1	Food safety objectives,	Tracking (Status)	MR
	3.1	Incidents, corrective actions, out-of-specification results and nonconforming Materials Process control and out-of-control incidents	Records ,	Production , QA
	3.2	Status of correction and corrective actions, Status of NC products or high micro analysis results.	Evaluation of NC products 01. Raw material NC register 02. Final goods NC register 03. Production Incident reports	Raw materials – QA On line –QA On line- QA
4	Emergency situations, accidents and withdrawals(Recalls)			
	4.1	Accident reports	Production accidents reports	P / A Manager
	4.2	Recalls	Recalls reported	QA Manager
5.	Reviewing results of system-updating activities, - results of internal audits and evaluations of compliances with legal requirements and with other requirements			
	5.1	results of internal audits and evaluations of compliances with legal requirements and with other requirements	NC Reports & status	MR
6.	Review of communication activities, including customer feed back, Customer Complaint			
	6.1	Internal communications	Communications	All dept
	6.2	External communications	Statutory and regulatory requirements	PAN India QA Head
	6.3	customer feed back, Customer Complaint	Complaint Summary Data / Trends /	QA Manager
7.	External audit results. – Certifications			
	7.1	External audit results. – Certifications	Audit Reports & corrective action compliance	MR
8	Continual Improvement –Infrastructure development, Projects ,Compliances to legal requirements			
	8.1	Infrastructure development, New Projects	Continual Improvements	Operation Head
	8.2	Compliances to legal requirements		Operation Head &MR

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Review input and discussions for Environment Management – 14001			
Sr. #	**Input Records**	**Evaluation of records**	**Responsibility**
1.	**Follow Up Actions From Previous Management Reviews**		
2	b. Changes in : 1. External and internal issues that are relevant to the environmental Management System 2. The need and expectation of interested parties , including compliance obligations. 3. Its significant environmental aspects 4. Risks and opportunities	Aspect Impact Analysis report	Operation Head MR & EMS Team Leader
1	c. The extent to which environmental objectives have been achieved	Status of achieved environment objectives / Objective Compliance	MR & HR
	d. Information on the organization's environmental performance , including trends in : i. Non conformities and corrective action ; ii. Monitoring and measurements results ; iii. Fulfillments of its compliance obligations ; iv. Audit results ;	NC Reports The environmental performance of the organization MPCB Consent	HR / EMS Coordinator
	Adequacy of resources ;	Resources	Top Management
	f. Relevant communications from external interested parties, including complaints,	Internal & external communication details & NC Reports (If any during the year)	HR
	g. Opportunities for continual improvement	New Planning/projects	Head Operations
Review input and discussions for BRC (Issue 7)			
Sr. #	**Input Records**	**Evaluation of records**	**Responsibility**
1	Previous Management review action plans and time frame		MR
2	Results of internal, second party and third party audits	Facility, corporate, pest control, 3rd party audits	MR
3	Customer complaints and results of any customer feedback	internal customer complaint log customer surveys, Customer-provided data	MR & QA Manager
4	Incidents , corrective action, out of specification results and non confirming materials	Hold log, returned goods log, recall or stock recovery data,	Production , QA
5	Review the management of the system of HACCP , Food defense and authenticity	HACCP deviation log, HACCP reassessments , Food Defense Checklists	MR & QA Manager
6	Resource requirements (financial and personnel) requirements	Resources	Top Management

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FORMATS

Format: 1 MRM review attendance

MRM

Date:

Venue: Conference Hall.

Time: AM-   PM

Subject: Minutes of Management Review Meeting (MRM) – (Criteria)

Present:

S#	Name of HOD/In charge	Designation
1	CEO	
2	GM	
3	Operation Head	
4	Production Manager	
5	QA Manager	
6	Maintenance Manager	
7	P / A Manager	
8	MR	
9	Environment safety officer (EMS coordinator)	
10	…………	
11	…………..	

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Format 2: Review output

REVIEW OUTPUT

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Management Review Meeting- -(Criteria)

Sr. No	Required Elements	Corrective Actions required	Responsibility	Target Date status	Completion Date (Status)
1	Internal, second party and third party audits		MR	-------	
2	Previous management review documents, action plans and time frames		MR		
3	Customer complaints, feedback and performance indicators		QA Manager		
4	Incidents, corrective actions, out-of-specification results and non-conforming materials		QA Manager		
5	Process control and out-of-control incidents		QA Manager		
6	Reviews of the HACCP system		QA Manager		
7	Reviews of the Food Defense System		QA Manager		
8	Reviews of Raw Material Authenticity		QA Manager		
9	Developments in scientific information		QA Manager		
10	Resource (financial and personnel) requirements		Top Management		
11	**Closing Remark**				

* Please put appropriate agenda in the specified column – Required Elements

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Document Revision status:

Rev. No.	Rev date	Rev. Matter
00		Detailed Procedure added.
01		Process Improvement.
02		Approval Status Added.
03	10/07/2010	Document reviewed, Names of responsible personnel changed. EMS agenda included in SOP
04	21/12/2011	Updated , Format changed
05	30/04/2012	Verified, approval status changed & updated (OSI Reff)
06	15/12/2012	Updated
07	04/05/2013	MRM status included
08	24/07/2013	Halal Assurance MRM status included.
09	15/11/2013	Status of MRM included
10	18/09/2014	Updated (Approval status changed ,Included status of MRM)
11	02/09/2015	Updated with status of MRM
12	25/08/2016	Updated with status of MRM
13	14/04/2017	Revised (Included requirements of BRC as well as new version of SQMS #4)

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Record:

Type of meeting	ISO 22000/ FSSC 22000	14001	SWA	Halal Assurance	Status (Completed)
Jan- Dec 07	14/12/2007				Completed
Jan- Dec 08	7/1/2009	Jan 2009 17/09/2009			Completed
Jan- Dec 09	30/07/2010	29/08/2009			Completed
Jan- Dec 10	05/04/2010 30/07/2010	22/04/2010			Completed
Jan - Dec.11	3/02/2011 04/08/2011 22/11/2011 20/12/2011	14/04/2011 17/10/2011			Completed
Jan – Dec.12	22/05/2012 15/12/2012	13/04/2012 30/11/2012			Completed
Jan – Dec.13	02/05/2013,1 2/11/2013		28/01/2013	05/07/2013	Completed
Jan – Dec.14	10.07.2014	10.07.2014	10.07.2014	10.07.2014	Completed
Jan – Dec.15	14.01.2015 02.09.2015	14.01.2015	14.01.2015		Completed
Jan – Dec.16	06.07.2016	06.07.2016			Completed
Jan – Dec 17	25/06/2017				

All reference records and documents are Maintained by MR & kept in MRM file.
(QA Documentation)

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