

ISO 9001:2015 – AS9100D

Clause 9.0

**PR0.04**

**Yönetimi Gözden Geçirme Prosedürü**

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| YAYIN TARİHİ | GÜNCELLEME TARİHİ |
| **12.02.2017** | **12.02.2018** |

Onaylar

Bu prosedür aşağıda imzaları bulunan yetkililer tarafından gözden geçirilmiş, gerekli düzeltmeler yapılmış ve onaylanarak yürürlüğe girmiştir.

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|  | İsim | İmza | Unvan | Tarih |
| Hazırlayan |  |  |  |  |
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Revizyon Kayıtları

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| Sayfa No. | Değişiklik | Revizyon | Tarih |
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İçindekiler

[1. Amaç 4](#_Toc474530774)

[2. Referanslar 4](#_Toc474530775)

[3. Terimler ve Tanımları 4](#_Toc474530776)

[4. Kapsam 4](#_Toc474530777)

[5. İlgili Belgeler 4](#_Toc474530778)

[6. Uygulama 4](#_Toc474530779)

[6.1. Gündem 4](#_Toc474530780)

[6.2. Toplantı Sıklığı 4](#_Toc474530781)

[7. Kalite Yönetim Sisteminin Performansı 5](#_Toc474530782)

[7.1 Girdilerin Gözden Geçirilmesi 5](#_Toc474530783)

[7.1.1 Action items from last meeting 5](#_Toc474530784)

[7.1.2 Service performance and product conformance 5](#_Toc474530785)

[7.1.3 Internal and external quality audits 5](#_Toc474530786)

[7.1.4 Corrective/preventive actions 5](#_Toc474530787)

[7.1.5 Customer feedback and complaints 5](#_Toc474530788)

[7.1.6 Customer satisfaction 5](#_Toc474530789)

[7.1.7 Training & development 5](#_Toc474530790)

[7.1.8 Continual improvement 6](#_Toc474530791)

[7.1.9 Changes that affect the quality system 6](#_Toc474530792)

[7.1.10 Additionally 6](#_Toc474530793)

[7.2 Quality Policy & Quality Objectives 6](#_Toc474530794)

[7.3 Review Output 6](#_Toc474530795)

[8. Management Review Documentation & Records 7](#_Toc474530796)

[9. Management Review Process Map 7](#_Toc474530797)

# 1. Amaç

Bu prosedürün amacı AS9100 Kalite Yönetim Sistemine göre yapılacak olan Yönetimi Gözden Geçirme Toplantılarının uygulanma ve sonuçlarının raporlanmasıyla ilgili bir sistem geliştirmek ve bu sistemi yeknesak bir şekilde uygulamaktır.

# 2. Referanslar

|  |  |
| --- | --- |
| Referans |  |
| 9.3 | AS9100-D Kalite Yönetim Sisemi |
| 9.3 | ISO 9001:2015 |
| M004 | Management Review Agenda & Minutes |

# 3. Terimler ve Tanımları

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| --- | --- | --- |
| Referans | AS9100 Clause | Tanımı |
| Effectiveness | 3.2.14 | Extent to which planned activities are realised and planned results achieved |
| Review  | 3.8.7  | An activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives |
|  |  |  |

# 4. Kapsam

Prosedürün kapsamı AS9100.D standardı 9.3 maddesinin içeriğiyle sınırlıdır.

# 5. İlgili Belgeler

# 6. Uygulama

## 6.1. Gündem

1. Yönetimi Gözden Geçirme Toplantılarının (YGT) gündemi Yönetim Temsilcisi tarafından hazırlanır ve katılacak olan yöneticilere dağıtılır.
2. Gündem minimum düzeyde ilgilii maddenin bütün girdi kalemlerini kapsar.
3. Gündem ve karar tutanakları için Form No. F004-1 belgesi kullanılır. (Yönetimi Gözden geçirme Toplantısı Gündem ve Karar Tutanak Formu)

## 6.2. Toplantı Sıklığı

1. Genel Yönetimi Gözden Geçirme Toplantıları (YGT) yılda en az bir kez üst yöneticinin başkanlığında gerçekleştirilir.
2. Mutad yönetimi gözden geçirme toplantıları Yönetim Temsilcisinin başkanlığında her üç ayda bir yapılır. YT diğer yöneticilerle koordineli olarak bir tarih belirler.

6.3. Katılım

1. Toplantıya bütün yöneticiler katılır ve çoğunluk olması halinde toplantı yapılır.
2. Katılamayan öğrencilere daha sonar toplantı tutanakları gönderilerek inceemeleri sağlanır.

# 7. Kalite Yönetim Sisteminin Performansı

It is the responsibility of the Quality Management Representative to ensure that the review process assesses opportunities for improvement and the need for changes to the quality management system, including quality policy and quality objectives to maintain records of management reviews. The Quality Management Representative ensures that management reviews include:

1. Requirements of the quality management system, e.g. results of internal audits
2. quality management system performance and trends
3. Opportunities for continual improvement Monitoring of quality objectives
4. Results of the regular reporting and evaluation of the cost of poor quality

## 7.1 Girdilerin Gözden Geçirilmesi

As a minimum, the following information and data is presented during the management review:

### 7.1.1 Action items from last meeting

Quality Management Representative reports on the status of action items from previous meeting. Items that are not completed are carried on as continuing actions and are recorded as such in the minutes

### 7.1.2 Service performance and product conformance

Quality Management Representative presents quality performance data.

### 7.1.3 Internal and external quality audits

Quality Management Representative presents results of internal and/or external quality system audits. This includes summaries of results for the cycle, frequencies of audit findings against particular elements of the quality system, and discussion of particularly important findings

### 7.1.4 Corrective/preventive actions

Quality Management Representative presents highest risk corrective/preventive actions implemented through the period and the status of pending actions

### 7.1.5 Customer feedback and complaints

The Director of Care presents summaries of customer feedback and complaints, including analysis of trends for particular categories

### 7.1.6 Customer satisfaction

The Director of Care presents customer satisfaction data and trends

### 7.1.7 Training & development

Human Resources reports on the status of training programs and the effectiveness of training provided

### 7.1.8 Continual improvement

Quality Management Representative presents data demonstrating progress toward achieving continual improvement goals, and reviews current and completed improvement projects

### 7.1.9 Changes that affect the quality system

Quality Management Representative highlights any service delivery, process, capacity, or other operational or organizational changes that affect the quality system; and proposes specific actions to update or modify the system in response to these changing circumstances

### 7.1.10 Additionally

The management review may also consider such issues as cost of quality and non-quality; integration of the quality system with other operations and activities; market and customer response to the quality effort

Following each presentation, the participating managers discuss the issues, compare their status and performance with preceding periods, and identify areas where improvement is required

## 7.2 Quality Policy & Quality Objectives

Quality objectives established through the review period are systematically evaluated to assess progress:

Objectives that have been achieved may either be upgraded to a higher performance level, or be closed out to free resources for improvement in another area

When objectives are not achieved on time, the review investigates and determines causes for failing to achieve the objectives

Depending on the nature of the objective and causes for failure to achieve it, Senior Management may decide to drop the objective, reduce its scope or level, reassign responsibilities and/or allocate ad ditional resources, or extend the due date for achieving the objective

Any decisions regarding quality objectives are recorded in the minutes of the review

New objectives are established where it is necessary to improve performance in order to fulfil the quality policy or other organizational goals or aspirations.

New objectives are documented in the minutes of the review

The quality policy is reviewed to ensure its continuing relevance:

The quality policy is changed when: the goals expressed in the policy have been achieved, or when changes within or outside the Foundation render the policy inadequate or inappropriate

## 7.3 Review Output

Output from the management review process includes decisions and actions related to:

1. Requests for corrective action and/or preventive action
2. Plans for QMS and/or process improvement
3. Improvement of service delivery or material related to customer requirements
4. Supply and resource needs
5. Records of the results and actions from the evaluation of the suppliers
6. Actions taken to promote supplier process monitoring
7. The Quality Policy
8. The Quality Objectives
9. Management review output is documented in the minutes of the review meeting:
10. Action items are highlighted to ensure that they are easily identifiable
11. Action items include the assignment of responsibility
12. Action items include timeframe and allocation of resources for implementation
13. Upon complete review of all inputs and generation of the outputs, management will determine the continued suitability, adequacy and effectiveness of the quality management system.

# 8. Management Review Documentation & Records

Minutes of management review meetings are prepared by the Quality Management Representative and are distributed to attending and, if any, absentees. The minutes and other documents associated with the review are confidential. The location and retention period for management review records are managed in accordance with ISO 9001:2015.

# 9. Management Review Process Map

Quality Management Representative

Yönetim Takım

Yönetimin Gözden Geçirilme Toplantısı

Management Review Input

Agenda (F004-1)

Review Actions from Previous Meeting

Process Performance Issues

Service delivery Conformance Issues Internal and External Quality Audits Corrective/Preventive Actions Customer Feedback and Complaints Customer Satisfaction

Supplier Quality and Delivery

Training & Resources

Continual Improvement Opportunities

Changes Affecting the QMS Quality Objectives

Management Review Output

Requests for corrective action

Requests for preventive action

Plans for QMS/process improvement Improvements to service delivery

Supply and resource needs

Results/actions of supplier evaluation

Supplier process monitoring

Quality policy

Quality objectives

Minutes of review meeting

Sistem değişikliği yok

Dokümantasyon

Sistem değişikliği yap

Mevcut sistemin uygun olup olmadığına karar ver

Sistem değişikliği yap