

# Management Review Meeting Minutes

Date: 29 September 2023; 9:00am – 10:00am

TOPIC	MINUTE
<b>1. Attendance</b>	
1.1 Attendees	John Mason, Ron Feruglio
1.2 Apologies	Nil
<b>2. Previous meeting actions</b>	
2.1	Nil
<b>3. Context</b>	
3.1 Scope	Reviewed scope of operations. The scope of the management system remains appropriate. No further action required.
3.2 Applicability	The applicability of the standard was reviewed and is described in the Quality Manual (1.2 Applicability). All clauses of the standard are applicable to myDemo.
3.3 Certification Status	Certification Fee Comparison was tabled and discussed. Certification body CAB2 was chosen. ISO900:2015 certification is planned for 13 November 2023.
3.4 Compliance and Legislation	myDemo does not require any licences or permits to operate and believes it is meeting its legal compliance requirements. Nil to escalate. No further action required.
<b>4. Leadership</b>	
4.1 Objectives	Objectives register was tabled, discussed and agreed to. Nil to escalate. No further action required.
4.2 Risk, Interested parties, internal/ external matters	Risk Register was tabled and discussed. Nil to escalate. No further action required. It was noted that interested parties or significant internal/external matters for further consideration will be managed by the risk register and the minutes of these meetings. Risks are currently being managed via a rolling Review.
4.3 QMS structure & processes	myQuality is now fully implemented. Nil to escalate. No further action required.
4.4 Planning of changes	The QMS is maintained in myQuality which supports the operation of its processes and retains documented information to confirm processes are carried out as planned.
<b>5. Planning</b>	
5.1 Policies	The Quality Policy was tabled and discussed. It is current, relevant and appropriate. A rolling Review has been raised to manage this policy. Nil to escalate. No further action required.
5.2 Organisational structure, accountabilities, responsibilities	MyQ Hubmaster and Systems Consultant. No changes to structure, accountabilities and responsibilities. Nil to escalate. No further action required.
<b>6. Support</b>	
6.1 Infrastructure and work environment	Reviewed infrastructure and work environment. It was agreed that both are suitable and meet the requirements of myDemo. Nil to escalate. No further action required.

# Management Review Meeting Minutes

6.2 Communication	Open discussion. No external communications. Nil to escalate. No further action required.
6.3 Competence, training, awareness	People Register was tabled and discussed. Open discussion on training, competence and records. Noted that there has been a change of System Consultant. <b>Raised a Review 2060 to update.</b>
6.4 Documentation, knowledge	Knowledge is documented through MyQuality. Documents Register was tabled and reviewed. Nil to escalate. No further action required.
<b>7. Operations</b>	
7.1 Sales, fulfilment, operations	Sales procedure is being developed. Nil to escalate. No further action required.
7.4 External providers	Open discussion. No updates. No further action required.
7.5 Changes to requirements	Nil.
<b>8. Performance</b>	
8.1 Internal audits	Audits Register was tabled and discussed. Internal audits schedule is on target. Nil to escalate. No further action required.
8.2 External audits.	Certification audit has been scheduled for 13 November 2023.
8.3 Processes and monitoring	Open discussion. Agreed that current operational processes are sufficiently monitored and will be reported by exception.
8.4 Client feedback	Feedback program is being developed. Nil to escalate. No further action required.
<b>9. Improvement</b>	
9.1 Risk, improvement, opportunities	Reviews Register was tabled and discussed. Nil to escalate. No further action required.
9.2 Proposed changes	Nil.
<b>10. Other business</b>	
10.	Nil.
<b>10. Suitability of the management system</b>	
10.1 Effectiveness	Apart from any issues recorded above, the quality management system is adequate and effective and meets myDemo's requirements and those of ISO 9001:2015.
<b>11. Next Meeting</b>	
11.1	September 2024

	CAB 1 QMS	CAB 2 QMS
<b>Initial Certification</b>		
Application/Administration Fee	\$0	\$500
Annual Registration	\$745	\$0
Accreditation levy	\$0	\$130
Document Review Fee	\$0	\$0
Precertification Review Fee	\$1,573	\$1,000
Certification Audit Fee	\$1,573	\$2,500
<b>Total Certification Fees</b>	<b>\$3,890</b>	<b>\$4,130</b>
Document/Precertification Review (auditor days)	1.0	1.0
Certification Audit (auditor days)	1.0	1.0
<b>Year 1 Post Certification</b>		
Annual Registration	\$745	\$0
Accreditation levy	\$0	\$130
Administration fee	\$0	\$0
Post certification audit fees (inc costs)	\$1,573	\$1,500
<b>Total Year 1 Certification Fees</b>	<b>\$2,318</b>	<b>\$1,630</b>
Surveillance Audit (auditor days)	1.0	0.8
<b>Year 2 Certification</b>		
Annual Registration	\$745	\$0
Accreditation levy	\$0	\$130
Administration fee	\$0	\$0
Post certification audit fees (inc costs)	\$1,573	\$1,500
<b>Total Year 2 Certification</b>	<b>\$2,318</b>	<b>\$1,630</b>
Surveillance Audit (auditor days)	1.0	0.8
<b>Total fees</b>	<b>\$8,525</b>	<b>\$7,390</b>
<b>Projected Recertification / Triennial Audit</b>		
Annual Registration	\$745	\$0
Accreditation levy	\$0	\$130
Administration fee	\$0	\$0
Post certification audit fees	\$0	\$0
Triennial Audit Fee	\$2,076	\$2,000
<b>Total Fees</b>	<b>\$2,821</b>	<b>\$2,130</b>
Triennial Audit (auditor days)	2.0	1.2
<b>Comments:</b>		
All fees above exclude 10% GST.		
Incl costs = metro travel		
CAB 1 day rate \$1850		
CAB 2 day rate \$2200		

# Objectives

Discipline	Ref	Objective	Last Review
Quality	1	client feedback program	
Quality	2	Continually improve the quality management system and operational processes	
Strategic	3	Quality certification	

# Targets

**Objective** 
**Status**

Discipline	Ref	Program, Process or Procedure	Target	Status	Last Review
Quality	1.1	establish program, measure, reaction plan	establish program	Met	24 May 2023
Quality	2.1	RIO Management	zero red rios, no more than 3 amber rios	Met	24 May 2023
Quality	2.2	Internal audits are effective and timely	zero red status, no more than 2 amber status	Met	24 May 2023
Strategic	3.1	ISO9001 certification	certification	Met	24 May 2023

# Risks

[New Risk](#)

**Name or Description** 
**Category** 
**Risk or Opportunity** 
**Interested Party** 
**Source**

Name	Description	Initial Score	New Score	Last Review
Business	Financial management	High	Moderate	29 Mar 2022
Business reputation - external	Certification	Moderate	Moderate	21 Nov 2022
Business reputation - internal	Certification	High	Moderate	21 Nov 2022
Certification 9001	Need Certification to secure Government work	High	Low	18 Sep 2023
Interested parties	interested parties review	High	Low	21 Nov 2022
myQ 3.0 conversion	convert to myQ 3.0	High	Low	21 Aug 2023
myQuality SaaS	myQuality platform	High	High	29 Mar 2022
Privacy	Data breach and privacy	Moderate	Low	29 Mar 2022
Risk register implementation	risk register review	Moderate	Low	29 Mar 2022
Risk reviews	Risk reviews	High	Low	21 Nov 2022

# Quality Policy

[New Review](#)

[View](#)
[Edit](#)
[Revisions](#)

**Type:** Policy

**Description:**

## Quality Policy

myDemo is committed to providing exceptional products and service in management system design, development, implementation and support.

Our quality objectives are satisfied stakeholders and continual improvement of the quality management system. These objectives are established, maintained and achieved through our objectives framework and risk profile management.

Through specific resources, systems, communication and training programs, all stakeholders, including any relevant interested parties have gained a sound understanding of this policy and our quality management system.

This policy is established, implemented and maintained by the leadership team who ensures it is appropriate to the purpose and context of myDemo in supporting our strategic directions and risk profile.

**External:** No  
**Current Issue:** 07 Sep 2023  
**Original Issue:** 15 Nov 2021  
**Record:** No  
**Audit:** No  
**Owner:** myQ Hub Master  
**Archive:** No  
**Published:** Yes  
**Access:** Public  
**Distributed:** -  
**Associated:** -  
**Cross References:** 9001:2015 - [5. Leadership 5.2 Policy](#)

[Print](#)

## Audits

Last	Planned	Changes	Actual	Status
No audits to display				

## Reviews

Name	Type	Started	Target	Status
quality policy review	Rolling	21 Feb 2022	30 Nov 2023	Open

## People

Employee	Position	Status	Competency	Training	Apply	Reset
Jack Cranney John Mason Paul Brunskill Ron Feruglio	myQ Hub Master Document Controller Grand High Llama System Consultant System Support	Active ▾	- Any - ▾	- Any - ▾	<input type="button" value="Apply"/>	<input type="button" value="Reset"/>

Employee	Position	Competency	Assessed	Number	Expires
Jack Cranney	System Consultant	company induction	Competent		TBA
Jack Cranney	System Consultant	quality system awareness	Trainer		TBA
John Mason	myQ Hub Master	company induction	Competent		TBA
John Mason	myQ Hub Master	quality system awareness	Trainer		TBA

# Documents

[New Document](#)

**Name** 
**Type** 
**External**

Name	Owner	Type	Current Issue
Certification Provider	myQ Hub Master	Document	18 Sep 2023
Communication	myQ Hub Master	Procedure	20 Jun 2023
Documented Information Management	myQ Hub Master	Procedure	11 Sep 2023
How Oberon Got Its Name	myQ Hub Master	Document	27 Feb 2023
How to: Data downloads	myQ Hub Master	Video	27 Feb 2023
How To: Positions / Document Owners	myQ Hub Master	How to, myQuality, Video	24 May 2022
how to: test	myQ Hub Master	How to	10 Jul 2023
How To: Upload attachments to existing documents	myQ Hub Master	How to	27 Jul 2022
Internal Auditing	myQ Hub Master	Procedure	18 Sep 2023
Management Review	myQ Hub Master	Procedure	13 Sep 2023
myQuality - Roles Matrix	myQ Hub Master	myQuality	24 May 2022
myQuality - support attendance	myQ Hub Master	Document	18 Sep 2023
myQuality - Terms of Service	myQ Hub Master	myQuality	24 May 2022
myQuality Information Sheet - Downloads	myQ Hub Master	Document	28 Jul 2022
Operations	myQ Hub Master	Procedure	27 Feb 2023
Organisation Chart	myQ Hub Master	Document	11 Sep 2023
Organisation, People & Resources	myQ Hub Master	Procedure	11 Sep 2023
Purchasing	myQ Hub Master	Procedure	27 Feb 2023
Quality Manual	System Consultant	Manual	07 Sep 2023
Quality Policy	myQ Hub Master	Policy	07 Sep 2023
Risk Assessment Guidelines	myQ Hub Master	myQuality	24 May 2022
Risk Improvement Opportunity	System Consultant	Procedure	27 Feb 2023
Sales	myQ Hub Master	Procedure	27 Feb 2023
Success Model	myQ Hub Master	Video	27 Feb 2023
what myQuality is NOT	myQ Hub Master	myQuality, Video	24 May 2022



# Audits

[New Audit](#)

Name

- Any - ▼

Status

- Any - ▼

Planned

-Year ▼

Actual

-Year ▼

Apply

Reset

Name	Auditor	Planned	Actual	Status	
Management Review	Ron Feruglio	29 Sep 2023	-	Pending	<a href="#">view</a>
Quality Manual	Ron Feruglio	31 Oct 2023	-	Planned	<a href="#">view</a>
Organisation, People & Resources	Ron Feruglio	31 Oct 2023	-	Planned	<a href="#">view</a>
Risk Improvement Opportunity	Ron Feruglio	29 Dec 2023	-	Planned	<a href="#">view</a>
Documented Information Management	Jack Cranney	29 Feb 2024	-	Planned	<a href="#">view</a>
Communication	Jack Cranney	14 May 2024	-	Planned	<a href="#">view</a>
Internal Auditing	Ron Feruglio	30 Aug 2024	-	Planned	<a href="#">view</a>
Documented Information Management	John Mason	28 Feb 2022	21 Feb 2022	OK	<a href="#">view</a>
Management Review	John Mason	31 Mar 2022	29 Mar 2022	OK	<a href="#">view</a>
Communication	John Mason	29 Apr 2022	29 Apr 2022	OK	<a href="#">view</a>
Internal Auditing	Jack Cranney	31 Aug 2022	31 Aug 2022	OK	<a href="#">view</a>
Organisation, People & Resources	Jack Cranney	30 Sep 2022	01 Nov 2022	Pending	<a href="#">view</a>
Risk Improvement Opportunity	Jack Cranney	31 Oct 2022	01 Nov 2022	OK	<a href="#">view</a>
Documented Information Management	Jack Cranney	28 Feb 2023	17 Feb 2023	OK	<a href="#">view</a>
Communication	Jack Cranney	31 May 2023	24 May 2023	Review	<a href="#">view</a>
Internal Auditing	Ron Feruglio	31 Aug 2023	24 Aug 2023	Pending	<a href="#">view</a>

# Reviews

[New Review](#)

**Review or Action** 
**Type** 
**Status**

Name	Type	Started	Next	Status	Target
Choose Certification provider	External Audit	18 Sep 2023	19 Sep 2023	Open	13 Nov 2023
quality policy review	Rolling	21 Feb 2022	29 Sep 2023	Open	30 Nov 2023
convert to myQ 3.0	Opportunity	21 Aug 2023	31 Oct 2023	Open	30 Aug 2024
objectives register - annual review	Rolling	20 Feb 2023	31 May 2024	Open	28 Feb 2030
risk register - procedure update	Opportunity	20 Feb 2023	29 Sep 2023	Open	28 Feb 2030
Risk Register - annual reviews	Rolling	21 Aug 2023	29 Dec 2023	Open	31 Aug 2033
management reviews - annual - next sep 23	Rolling	21 Aug 2023	29 Sep 2023	Open	31 Aug 2033
Records register - annual review	Rolling	04 Sep 2023	30 Sep 2024	Open	30 Sep 2033
People register - biannual review	Rolling	04 Sep 2023	30 Nov 2023	Open	30 Sep 2033

## Actions

Review	Action	Who	Status	Target
No actions to display.				

Review Status	Quantity
Closed	16
Open	9
	<b>25</b>