

Management Review Meeting Minutes

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

TOPIC	MINUTE
1. Attendance	
1.1 Attendees	John Mason, Ron Feruglio
1.2 Apologies	Nil
2. Previous meeting actions	
2.1	Nil
3. Context	
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.
4. Leadership	
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.
5. Planning	
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.
6. Support	
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. Raised a Review 2060 to update.
6.4 Documentation, knowledge	Knowledge is documented through MyQuality. Documents Register was tabled and reviewed. Nil to escalate. No further action required.
7. Operations	
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.
8. Performance	
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.
9. Improvement	
9.1 Risk, improvement, opportunities	Reviews Register was tabled and discussed. Nil to escalate. No further action required.
9.2 Proposed changes	Nil.
10. Other business	
10.	Nil.
10. Suitability of the management system	
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.
11. Next Meeting	
11.1	September 2024