


 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 03
	REVISION NO : 01
MANAGEMENT REVIEW MEETING	EFFECTIVE DATE : 15/03/2019
DOCUMENT NO. : IUM/GENERAL PROCEDURE/01	PAGE : 1/5

MANAGEMENT REVIEW MEETING

Prepared By :-	Approved By :-
	
Name : Rusnani binti Din @ Yaakob	Name : Assoc. Prof. Dr. Lihanna Borhan
Position : Deputy Director, Office of Knowledge for Change and Advancement	Position : Director, Office of Knowledge for Change and Advancement
Date : 15/3/2019.	Date : 15/3/2019.

 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 03
	REVISION NO : 01
MANAGEMENT REVIEW MEETING	EFFECTIVE DATE : 15/03/2019
DOCUMENT NO. : IIUM/GENERAL PROCEDURE/01	PAGE : 2/5

1. OBJECTIVE

The management recognizes the need that in order to remain competitive and to ensure overall quality management, it is imperative that systems be continuously monitored, reviewed and amended to meet the standard requirements.

2. SCOPE


The Management Review Meeting is to be conducted at least every twelve (12) months to discuss the issues related to the Quality System implementation, and to review the achievements on the principles and objectives of Quality System adopted

3. DEFINITION/ABBREVIATION

KCA : Office of Knowledge for Change and Advancement
 QM : Quality Manager of Kulliyah/Division/Centre/Institute


4. REFERENCES

- 4.1 ISO 9001:2015 Standard Requirements (Clause 9.3)
- 4.2 Quality Manual


 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 03
	REVISION NO : 01
MANAGEMENT REVIEW MEETING	EFFECTIVE DATE : 15/03/2019
DOCUMENT NO. : IIUM/GENERAL PROCEDURE/01	PAGE : 3/5

5. RESPONSIBILITY AND DETAILED PROCEDURE

RESPONSIBILITY	DETAILED PROCEDURE
QM of Kulliyah/Division/ Centre/Institute	5.1 Notify the MRM members for the Management Review Meeting. The MRM members will consist of the Deans/ Directors who are directly involved in the Quality Management System implementation, and if necessary, any staff involved in the Quality Management System or any personnel from other Kulliyahs/Divisions/ Centers can be invited.
Members of MRM	5.2 Propose and recommend changes, amendments and reviews for the consideration and approval of the MRM.
QM	<p>5.3 The MRM is scheduled to meet at least every twelve months on the basis of the one or more of the following issues:</p> <p>5.3.1 Systematic review of the Quality Management System.</p> <p>5.3.2 On an ad-hoc basis whereby a situation that quality deficiencies have been identified in any process.</p> <p>5.4 The agenda items of MRM shall be as follows :</p> <p>5.4.1 The status of actions from previous management reviews</p> <p>5.4.2 Changes in external and internal issues that are relevant to the quality management system</p> <p>5.4.3 Information on the performance and effectiveness of the quality management system including trends in;</p> <p>a) Customer satisfaction and feedback from relevant parties</p>

 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 03
	REVISION NO : 01
MANAGEMENT REVIEW MEETING	EFFECTIVE DATE : 15/03/2019
DOCUMENT NO. : IIUM/GENERAL PROCEDURE/01	PAGE : 4/5

Members of MRM	<ul style="list-style-type: none"> b) The extent to which quality objective have been met c) Process performance and conformity of products and services d) Nonconformities and corrective actions e) Monitoring and measurement results f) Audit results g) The performance of external providers <p>5.4.4 Adequacy of resources</p> <p>5.4.5 The effectiveness of actions taken to address risks and opportunities</p> <p>5.4.6 Opportunities for improvement</p> <p>5.5 Discuss on any decisions and actions related to:</p> <p>5.5.1 Improvement of the effectiveness of the quality management system adopted and its processes.</p> <p>5.5.2 Any need for changes to the quality management system</p> <p>5.5.3 The resources needed for the quality system improvement.</p>
KCA	<p>5.6 Take the minutes on any suggestions or recommendations on the improvement efforts.</p> <p>5.7 Distribute the minutes to all MRM members.</p>
KCA	5.8 A report from MRM findings will be presented to the UMC (<i>if required</i>).
UMC	5.9 Ensure that all decisions in the MRM are implemented by the relevant parties.

 INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	VERSION NO : 03
	REVISION NO : 01
MANAGEMENT REVIEW MEETING	EFFECTIVE DATE : 15/03/2019
DOCUMENT NO. : IIUM/GENERAL PROCEDURE/01	PAGE : 5/5

6. QUALITY RECORDS

NO	QUALITY RECORDS	LOCATION	RETENTION PERIOD	RESPONSIBILITY
1	Minutes of MRM	Filing Cabinet	5 Years	Administrative Assistant
2	Reports on MRM Related Matters	Filing Cabinet	5 Years	Administrative Assistant