


## MANAGEMENT REVIEW MEETING

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Date: 5/1/2026	Date: 5/1/2026

## 1.0 OBJECTIVE

The management recognises 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.

## 2.0 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.

## 3.0 ACCOUNTABILITY

IIUM MRM : Office of Knowledge for Change and Advancement  
KCDIOM MRM : Kulliyah/Centre/Division/Institute/Office/Mahallah

## 4.0 ABBREVIATION (If any)

KCA : Office of Knowledge for Change and Advancement  
KCDIOM : Kulliyah/Centre/Division/Institute/Office/Mahallah  
QM : Quality Manager of KCDIOM  
Agencies : KCDIOM/KCDIOM's Office, Department, Unit  
QMS : Quality Management System

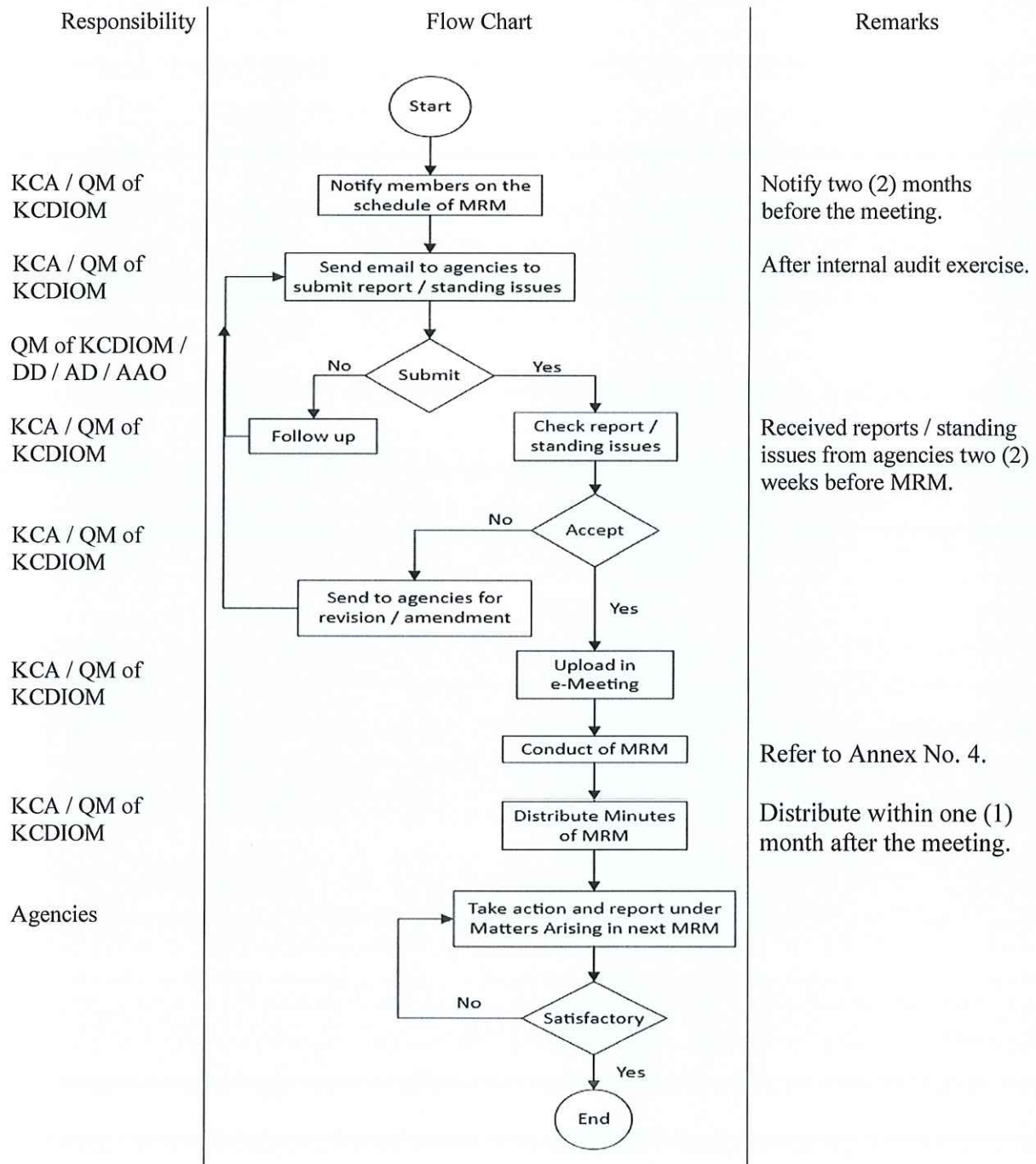
## 5.0 REFERENCE

- 5.1 ISO 9001:2015 Standard Requirements (Clause 9.3)
- 5.2 Quality Manual

## 6.0 RECORD RETENTION PERIOD

Minutes of MRM (Perpetual)  
Reports on MRM Related Matters (5 years)

## 7.0 PROCESS FLOW



## ANNEXURE

1. The MRM members consist of the followings:
  - i) IIUM MRM – Rector, Deputy Rectors, Deans, Directors, Quality Managers and officers who are directly involved in the QMS implementation.
  - ii) KCDIOM MRM – Deans/Directors, officers who are directly involved in the QMS implementation, and if necessary, any staff involved in the QMS or any personnel from other KCDIOM can be invited.
2. The MRM is scheduled to meet at least every twelve (12) months based on one or more of the following issues:
  - i) Systematic review of the QMS.
  - ii) Ad-hoc basis whereby a situation that quality deficiencies have been identified in any process.
3. The agenda of MRM shall be as follows:
  - i) The status of actions from previous management reviews.
  - ii) Changes in external and internal issues that are relevant to the QMS.
  - iii) Information on the performance and effectiveness of the QMS including trends in:
    - a) Customer satisfaction and feedback from relevant parties.
    - b) The extent to which quality objectives have been met.
    - c) Process performance and conformity of products and services.
    - d) Nonconformities and corrective actions.
    - e) Monitoring and measuring results.
    - f) Audit results.
    - g) The performance of external providers.
  - iv) Adequacy of resources.
  - v) The effectiveness of actions taken to address risks and opportunities.
  - vi) Opportunities for improvement
4. Discuss on any decisions and actions related to:
  - i) Improvement of the effectiveness of the QMS adopted and its processes.
  - ii) Any need for changes to the QMS.
  - iii) The resources needed for the QMS.