**Management System Review**

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| --- | --- |
| **Document Number:** |  |
| **Date:** | **13 September 2018** |
| **Time:** | **16:00 CET** |
| **Host:** |  |
| **Date of last MSR:** | **21 December 2017** |

**Agenda**

1. Introductions, Roles, Responsibilities & Authorities
2. Status of Actions from previous management reviews
3. External and Internal Issues Relevant to the SMS
4. Information on Performance and Effectiveness of the SMS
5. Adequacy of Resources
6. Effectiveness of actions taken to address Quality and Information Security Risks and Opportunities for Improvement
7. Corporate Policy Awareness
8. Stakeholders & Interested Parties
9. Communication Plan
10. Need for Changes to the SMS
11. Opportunities for Improvement
12. Resource Needs
13. Top Management Comments and Conclusion
14. Actions

## 1.0 Introductions, Roles, Responsibilities & Authorities

*This section shall indicate attendees to this MSR. At a minimum,* ***top management*** *(or their designee with appropriate decision-making authority) attendance is required for this review.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Required Attendees Name** | **Position** | **Group** | **Location** | | **Present** | **Absent** |
|  |  |  |  | Y | |  |
|  |  |  |  | Y | |  |
|  |  |  |  | Y | |  |
|  |  |  |  |  | | Y |
|  |  |  |  | Y | |  |
|  |  |  |  | Y | |  |
| **Additional Attendees Name** | **Position** | **Group** | **Location** | **Present** | | **Absent** |
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|  |  |  |  |  | |  |
|  |  |  |  |  | |  |
|  |  |  |  |  | |  |

Roles, responsibilities and authorities are defined within the organization: 5.3 RRA.docx

## 2. Status of Actions from previous management reviews:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Reference # | Description | Owner | Due Date | Update |
| MSR-A001 |  |  |  |  |
| MSR-A002 |  |  |  |  |

## 3. External and Internal Issues Relevant to the QMS & ISMS

ISO9001 & ISO27001 External & Internal issues are recorded here: 4.2 Internal and External Issue Tracker.xlsx

Notable issues:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Issue | Description | Due date | Owner | Update |
|  |  |  |  |  |

## 4. Information on Performance and Effectiveness of the SMS

The service management system *[remains adequate]* based upon the information provided in the below sections.

## 4.1 Performance and effectiveness of the SMS

### 4.1.1 Non-Conformities and Corrective Actions

*Discuss non-conformances and opportunities for improvement from internal (and external) audits. See clause 10.1 for details.*

### 4.1.2 Audit Results

|  |  |  |  |
| --- | --- | --- | --- |
| **Audit Report Numbers:** |  | | |
| **Number of Non-conformances:** |  | | |
| **Number of Opportunities For Improvement:** |  | | |
| **Non-conformances (Findings) and Status** | **Form Number/ RP Number** | **Open/**  **Closed** | **Resp Party** |
|  |  |  |  |
|  |  |  |  |
| **Opportunities For Improvement (OFIs) and Status** | **Form Number/ RP Number** | **Open/**  **Closed** | **Resp Party** |
|  |  |  |  |
|  |  |  |  |

*OFI’s that do not require action should be shown as “****No Action****” in the status to denote that the action was discussed but no action will be taken to address.*

### 4.1.3 Monitoring and measurement results

## 4.2 Continual Improvement

*Refer to the CSI Register and list the main opportunities here:*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CSI Opportunity | Description | Due date | Owner | Update |
|  |  |  |  |  |

## 4.3 Customer Satisfaction and Feedback from Relevant Interested Parties

*Summarise and discuss any customer and other interested parties’ feedback received that is relevant for Top Management*.

## 4.4 Service Management Policy and other Policies

*Mention the SM and other policies, whether they are still suitable to the current situation and whether staff and contractors have adhered to them.*

## 4.5 Extent to which Service Management Objectives Have Been Met

*List service management objectives and measurements of their attainment.*

## 4.6 Performance of the Services

*Summarise the performance of the services themselves.*

## 4.7 Performance of Suppliers

*Summarise the performance measurements of external and internal suppliers and customers acting as a supplier.*

## 4.8 Adequacy of Resources

*Include Human, information, technological, financial resources.*

## 4.9 Risks

*Refer to the Risk Register. List main risks for the attention of top management here:*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Risk | Description | Due date | Owner | Update |
|  |  |  |  |  |

## 

## 8. Interested Parties

*Below is the link to the EMEA Managed Service Operations Interested Parties document*: 4.2 Interested Parties.xlsx

## 9. Changes

*Discuss any changes to the SMS that may be needed or are planned for.*

## 10. Top management Comments & Conclusion

*Include final Top Management comments.*

## 12. Actions

|  |  |  |  |
| --- | --- | --- | --- |
| Reference # | Description | Owner | Due Date |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

|  |  |
| --- | --- |
| **Meeting adjourned time:** |  |
| **Next MSR Meeting Scheduled:** |  |
| **Next Meeting time:** |  |
| **Host:** |  |