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BOP 4.01.11

Document Title: Management Review

Effective Date: October 1, 2011

Approval Authority: Bureau Chief

A. PURPOSE

This procedure outlines the review process for ensuring continuing suitability and effectiveness of the Planning, Statistics and Information Management Bureau (PSIM) quality system.

B. SCOPE

This procedure applies to supervisory personnel and management within the Planning, Statistics and Information Management Bureau.

C. DEFINITIONS

- A. **Action Request** - A document used to define an observed or potential problem, complaint, or other nonconformity and provide the control mechanism for resolution.
- B. **Bureau Management Review Minutes** - Minutes of the annual review meeting.
- C. **Electronic Customer Suggestion Log** - A document used to record a suggestion received from a PSIM customer and any action taken in response to the suggestion.
- D. **OSHA Express System** - The OSH computer system used by PSIM personnel for completing some of its services and communicating with the Federal IMIS system.
- E. **Quality System** - Includes Bureau Operating Procedures and Quality Records

D. RESPONSIBILITIES AND AUTHORITIES

- 1. Bureau Chief- Responsible for conducting annual management review.
- 2. Bureau Quality/Document Coordinator- Responsible for annual review, addressing customer complaints and consultant to Quality System of the Bureau Quality Plan (BQP)

and Bureau Operating Procedures (BOPs); responsible for maintaining the quality documentation system.

E. REQUIREMENTS

1. The management review process shall be conducted annually.
2. Bureau Chief may request a separate review of the PSIM Quality System with the Bureau Quality/Document Coordinator.

F. ACTION STEPS

1. The Bureau Chief sets a date and time for the management review.
2. The Bureau Chief assembles all information and documents required for the review.
3. Annual management review meetings will be held between the Bureau Quality/Document Coordinator and the Bureau Chief. Customer Suggestion Log and Action Requests may be reviewed in PSIM staff meetings.
4. The Bureau Chief ensures results of the review are communicated to employees via electronic mail.

G. QUALITY RECORDS

1. Action Request Form
2. Electronic Customer Suggestion Log

H. DOCUMENT CONTROL

The content of this BOP is the responsibility of the Bureau Chief. Requests for interpretation of the provisions of this procedure and suggestions for changes should be addressed to the Bureau Quality/Document Coordinator. This procedure is maintained electronically.

I. REFERENCES

None

J. ATTACHMENTS

1. Action Request Form
2. Customer Complaint/Suggestion Log
3. Management Review Flowchart

K. REVISIONS

1. Remove ISO 9001 References.
2. Change quarterly to annual management review.
3. Change complaint log to suggestion log.
4. Reviewed April 2013.
5. Reviewed January 2014.
6. June 2015 (Removed reference to NCR/IMIS system and changed to OSHA Express System)