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1.0 PURPOSE:

The purpose of this document is to define the procedure by which Project Delivery senior management shall perform planned reviews of the Quality Management System to ensure its continuing suitability, adequacy and effectiveness.

2.0 RESPONSIBILITIES:

- 2.1 Project Delivery (PD) Quality Manager – As the appointed Quality Management Representative, the PD Quality Manager shall be responsible to prepare all elements for the management review in accordance with this procedure. The PD Quality Manager shall be responsible for scheduling the annual management review with Project Delivery senior management. The QS shall be responsible to lead and facilitate the management review and shall be responsible to ensure minutes are taken and maintained including any necessary changes, corrective actions, or improvements to the QMS.
- 2.2 Project Delivery Contracts Manager shall attend the Management Review and provide input to the PD Quality Manager during the preparation of the Management Review data.
- 2.3 Project Delivery Senior Management Staff – PD Senior Management staff shall be responsible to review the materials prepared by the Quality Manager to review the suitability, adequacy, and effectiveness of the QMS annually. PD senior management shall be responsible for authorizing any necessary changes, corrective actions or improvements to the QMS.

3.0 SCOPE/APPLICABILITY:

The PD Quality Manager shall prepare all materials to support, and lead the management review with Project Delivery senior management. Management reviews shall include review of each of the required elements documented herein. This procedure shall apply to all NTTA Project Delivery functions.

4.0 REFERENCES:

- [QM-10](#) Corrective and Preventive Action procedure

5.0 DEFINITIONS & ACRONYMS

6.0 PROCEDURES:

- 6.1 Within the last quarter of each calendar year, the PD Quality Manager shall schedule and hold the Management Review. The attendees for the Management Review at a minimum shall be the Director of Project Delivery, Project Delivery Contracts Manager and PD Quality Manager.

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- 6.2 The PD Quality Manager shall prepare a draft of the of the presentation that shall at minimum include the data related to the following elements of the QMS:
 - 6.2.1 Quality Commitment
 - 6.2.2 Quality Objectives
 - 6.2.3 Results of Internal and External Audits
 - 6.2.4 Customer Feedback and Customer Satisfaction Metrics (both internal and external customers)
 - 6.2.5 PD Process Compliance Metrics
 - 6.2.6 PD Products or Deliverables Compliance Metrics
 - 6.2.7 Status of Corrective and Preventive Actions
 - 6.2.8 Any follow-up action items from previous Management Reviews
 - 6.2.9 Changes to the Project Delivery organization or scope that could affect the QMS, and
 - 6.2.10 Any recommendations for improvement to the QMS

- 6.3 The draft presentation will be reviewed with the Project Delivery Contracts Manager prior to the final revised presentation being presented to Project Delivery Senior Management (see 2.3) during the Management Review.

- 6.4 As a result of the Management Review, the Project Delivery Senior Management team shall make determinations related to the overall health of the QMS and shall make decisions and assign action items as necessary to:
 - 6.4.1 Improve the effectiveness of the QMS and its processes
 - 6.4.2 Improve the delivery of corridors and projects related to customer requirements, and
 - 6.4.3 Resolve any identified resource needs

- 6.5 The PD Quality Manager shall publish and maintain minutes of the Management Review including data reviewed, decisions made and action items assigned. Action Items as a result of Management Reviews shall be assigned as Corrective or Preventive Actions to ensure completion and follow-up in accordance with QM-10, Corrective and Preventive Action. Minutes and CARs or PARs shall be issued and published within 15 calendar days of the Management Review.

7.0 REGULATORY REQUIREMENTS:

N/A

8.0 RELATED BOARD POLICY:

N/A

9.0 COMPONENT DOCUMENTS:

N/A

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10.0 FLOWCHART:

N/A

11.0 REVISION HISTORY:

Revision	Revised by:	Date Issued	DRN	Reason for Revision
0	Micki Ellis	06/05/2008		Original Issue
1	Troy Federspiel	04/28/2011	10299	Review and update. Removed the Guiding Principle. Updated Scope/Applicability, Procedures