

Management Review

Date:

Staff involved:

Corrective actions and improvement	
List Corrective actions from previous meetings	
-Were these implemented?	
List general improvements from previous meeting	
-Were these implemented?	
Improvements raised since last meeting	
-Confirm no improvement forms have been lost	
-Review progress forms in folder	
-Confirm issues have been resolved for those filed	
Achievement of quality objectives & policies	
List quality objectives and KPI	
-Were these achieved?	
-Are quality objectives and KPI still appropriate?	
-What modifications are needed to policies? (specify)	
Audit and assessment	
Did internal audit of management processes occur?	
-Have all deficiencies been actioned?	
Did review of technical processes occur?	
-Have all deficiencies been actioned?	
List any external audits and auditors	
-Have all deficiencies been actioned?	
Did results of audits/assessments show any trends?	
-Are corrective actions needed to	

address issues raised?	
Appeals / compliments / complaints	
Are trends shown when appeals, compliments and complaints are reviewed?	
-Are corrective actions needed to address any of the issues raised?	
Staff evaluation	
Were any organisational needs identified in last Management Review to be filled by training staff? (specify needs, staff member and training)	
Has training been delivered, and was it sufficient to need organisational need?	
Have staff performance appraisals been carried out?	
-Did staff appraisals identify training needs? (specify)	
Contractor review	
Has the performance of existing internal and external contractors been reviewed? (list all used since last Management Review, and how performance has been reviewed)	
-Did monitoring of performance identify issues of concern?	
Organisational structure and needs	
Have there been any changes to organisational structure, responsibilities, or authorities? (specify)	
-Do changes require amendments to BCA Manual? (specify)	
Have there been changes to the scope or volume of building work, industry practices, system controls, legislation or training requirements that affect Council? (specify)	
-Will these require changes to the assessment of organisational needs? (specify)	
Has an organisational needs	

