DOCUMENT AUTHORIZATION & REVISION HISTORY

Revision No.	Description of Change	Date of Release	Prepared By	Approved By
00	Initial Document	01/03/2024		
01	Change company name to UGG Certification Sdn Bhd	01/04/2025		

1 PURPOSE

1.1 This procedure is to establish a system for carrying out management review to ensure periodic review of certification and quality management system continuing suitability, adequacy, effectiveness to meet MS ISO/IEC 17021-1:2015 requirements.

2 SCOPE

2.1 This procedure is applicable to all management reviews on MSPO MS2530 certification schemes related to ISO 17021-1:2015 QMS.

3 RESPONSIBILITY

3.1 The GM and OM is responsible to ensure that all the requirements of this procedure are complied with.

4 REFERENCE

4.1 ISO 17021-1:2015- Conformity assessment- Requirements for bodies providing audit and certification of management systems

4.2 ISO17065:2012 - Conformity assessment- Requirements for bodies certifying products, processes and services

4.3 MSPO Certification Scheme Document- Date: 5 January 2023

5 PROCEDURE

5.1 General

5.1.1 Top Management shall be committed to the establishment and maintenance of the ISO 17021-1:2015 QMS.

5.1.2 Top Management shall demonstrate their commitment by means of the following:

a) Establishing and periodically reviewing the Quality Policy, Quality Objectives (KPIs), Organization Context/Strategy, Interested Parties, Internal & External Issues Register, Risk Management Plan(s) and Continual Improvement Opportunities Register.

b) Ensure the availabilities of resources (manpower, infrastructure work environment) and allocating responsibility and authority to key personnel.

c) Communicating to employees the importance of meeting customer requirement and regulatory requirements.

d) Conducting management reviews to ensure effective implementation of the ISO 17021-1:2015 QMS.

e) Ensuring customer satisfaction and compliance to requirements of ISO 17021-1:2015 QMS.

5.2 Management Review Meeting

5.2.1 Management reviews are conducted once a year, normally after internal audit was conducted.

5.2.2 Management review meetings may be rescheduled by the Top Management/QMR as and when necessary.

5.2.3 Management review meetings shall be initiated by the QMR and attended by:

- General Manager.
- Operations Manager.
- Head of Department.
- Other relevant personnel.

5.3 Management Review Input

5.3.1 The input to the management review shall include information related to:

- Results of internal and external audits.
- Feedback from clients and interested parties.
- Safeguarding impartiality.
- The status of corrective actions.
- The status of actions to address risks.
- Follow-up actions from previous management reviews.
- The fulfilment of objectives.
- Changes that could affect the management system.
- Appeals and complaints.

5.4 Management Review Output

5.4.1 Outputs from the management review shall include decisions and actions related to:

a) Improvement of the effectiveness of the management system and its processes.

b) Improvement of the certification services related to the fulfilment of ISO/IEC 17021-1:2015.

c) Resource needs.

d) Revisions of the organization's policy and objectives.

5.5 Management Review Records

5.5.1 Minutes of the review meeting shall be documented and circulated to all department/section heads.

5.5.2 One set of the Management Review Records shall be maintained by the GM and/or OM for a retention period as specified in the Master List of Records.