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**MINUTES OF INTEGRATED MANAGEMENT REVIEW MEETING HELD AT …. ON ……**

**Present**

1.

2.

3.

**Introduction**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agenda** | **Outcome/decision** | **Timeframe** | **Follow up by** |
| The status of actions from previous management reviews |  |  |  |
| Changes in external and internal issues that are relevant to the management system |  |  |  |
| The extent to which quality and environmental objectives have been met |  |  |  |
| Information on the performance and effectiveness of the management system, including trends in. |  |  |  |
| Customer satisfaction and feedback from relevant interested parties |  |  |  |
| Process performance and conformity of products and services |  |  |  |
| Nonconformities and their corrective actions; |  |  |  |
| Monitoring and measurement results |  |  |  |
| Fulfilment of its compliance obligations  |  |  |  |
| Audit results |  |  |  |
| The performance of external providers |  |  |  |
| The adequacy of resources |  |  |  |
| Relevant communications from interested parties including complaints  |  |  |  |
| The effectiveness of actions taken to address risks and opportunities. |  |  |  |
| Opportunities for continual improvement. |  |  |  |
| Any need for changes to the integrated management system. |  |  |  |