



**Sentinel Group
Security**

**QMS Review
Procedures**

Sentinel Group Security Ltd.
Sentinel House
36 Oakwood Hill Industrial Estate
Loughton, Essex IG10 3TZ

Tel: 0208 514 6565
Fax: 0208 514 2520
Email: enquiries@sgs-ltd.com

1	Purpose	3
2	Responsibility	3
3	Procedure	3-4
4	Review Board Members	4
5	Agenda	4-5
6	Actions	5
7	Meeting Record	5

1. Purpose

In accordance with the principles of ISO 9001:2015, reviews of the Quality Management System are required to take place at planned intervals in order to ensure that;

- i. The organisation is effective in attaining its objectives as described in the Business Compliance Manual (QMS)
- ii. The Business Compliance Manual (QMS) continues to remain suitable, adequate and effective.
- iii. The Business Compliance Manual (QMS) remains effective and suitable for the requirements of the company.
- iv. The requirements and Processes / Procedures as described in the Business Compliance Manual remain workable and are in accordance (as far as possible) with the way the company personnel work, without losing the assurance that the company delivers quality.
- v. The company requirements are met and that the relevant rules are agreed on and are adhered to.

The review shall include assessing opportunities for improvement and the need for changes to the Business Compliance Manual (QMS), including Quality Policy and Objectives.

2. Responsibility

It is the responsibility of the Directors, Senior Management and Compliance Manager to ensure that this procedure is implemented and maintained at all times.

3. Procedure

3.1. Meetings of the Review Board

The initiative for meetings of the review board shall be taken by the Compliance & Innovation Director and or the Compliance Manager.

Preparation of an agenda and the provision of all relevant documents shall be undertaken.

If necessary, the Compliance Manager will highlight areas where the organisation's requirements are not being met or where procedures and processes are not being followed.

If the results of the review require corrective action, the review board shall agree on the corrective actions and suggest appropriate methods for their implementation.

The Compliance & Innovation Director and or Compliance Manager shall be responsible for ensuring the implementation of the agreed corrective actions.

The details of the review and the agreed corrective actions shall be recorded.

The review shall cover all activities related to the organization and Business Compliance management as described in the Business Compliance Manual (QMS).

3.2. Frequency of Meetings

The review board shall meet every 6 months as a minimum or as and when required in order to address and meet the needs of the business.

4. Review Board Members

The review board members will consist of;

- i. Chief Executive Officer
- ii. The Chief Operating Officer
- iii. The Compliance & Innovation Director
- iv. The Operations Director
- v. The Compliance Manager

The following representatives maybe included;

- i. Human Resources
- ii. Operations
- iii. Finance

The Compliance & Innovation Director will consultate with the Compliance Manager if it is necessary to invite additional members.

5. Agenda

All members of the review board may contribute items for the agenda.

The Compliance Manager shall prepare the agenda in consultation with the Compliance & Innovation Director and Operations Director, and ensure that the relevant documents are attached to it

The Compliance Manager shall distribute the agenda and attached documents so that these are in possession of all members of the review board at least two weeks prior to the meeting.

The agenda for a review board shall consist of;

Inputs:

Information on;

- i. A review of all minutes, actions from previous management reviews

- ii. Implementation and continued effectiveness of the Business Compliance Manual (QMS)
- iii. Changes that could affect the Business Compliance Management System (QMS)
- iv. Results of internal company audits and corrective actions taken
- v. Previous company external audit results
- vi. Previous reports company objectives related costs and quality
- vii. Previous consequences of changes
- viii. Customer Complaints and Feedback
- ix. Status of corrective actions
- x. Recommendations for improvement;
- xi. Legal compliance with statutory / regulatory / accreditation bodies.

Outputs:

Decisions and actions related to;

- i. Improvements of the effectiveness of the QMS and its processes;
- ii. Improvement of Service / Product related to customer requirements;
- iii. Resource needs.

6. Actions

If the results of the Review Board are such that corrective action is necessary, the Review Board shall;

- i. Consider solutions and agree on the corrective action.
- ii. Agree on responsibility for the implementation of the corrective action chosen.
- iii. Agree on a timescale for the implementation and review of corrective action taken.

The Compliance Manager shall also be responsible for coordinating the completion of all corrective actions agreed by the Review Board.

All actions raised at previous meetings shall be reviewed and progressed at subsequent meetings.

7. Meeting Records

The HR administrator with the support of the Compliance Manager are responsible for ensuring the minutes of the meeting are prepared and distributed promptly.

The minutes shall clearly state;

- i. Actions agreed upon.
- ii. The person responsible for implementing these actions.
- iii. The agreed completion date.

The minutes of the meeting shall be kept in the company Business Compliance File.

Zafar Choudhry

Chief Executive Officer
Sentinel Group Security

Date: 1st February 2021