



SYSTEM PROCEDURE

Management Review

REVISION: 01

PROCEDURE NO.: 5

DATE EFFECTIVE: 8/17/2017

1. PURPOSE

- 1.1. The purpose of this document is to establish Top Management's responsibilities in performing a Management Review of all processes of the entire Quality Management System as established in the Quality System Manual, and ensure its continuing suitability, adequacy and effectiveness in satisfying the associated Quality Standards and Policies.

2. SCOPE

- 2.1. This procedure applies to all Management Reviews of the Quality Management System by Tempco Electric Heater Corporation's Management Team.

3. PROCEDURAL REQUIREMENTS and RESPONSIBILITIES

- 3.1. The Management Representative has the primary responsibility for ensuring compliance of this procedure and to ensure the necessary resources for successful implementation are provided.
- 3.2. The Management Representative and associated personnel are responsible for compliance with this procedure when preparing and/or presenting system reports, as well as supporting the scheduling and conducting of Management Reviews.
- 3.3. The purpose for Management Reviews is to perform a review of the entire quality management system and determine if the implementation of the system is suitable, adequate and effective. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.

3.4. Scheduling / Preparation

- 3.4.1. The Management Representative shall ensure that a Management Review is performed at least annually and to the extent applicable ensure that the Management Team be available to participate in the review activity.
- 3.4.2. The ISO 9001 Management Representative shall be responsible for coordinating the reporting on the performance of the Quality System and ensuring that all processes of the Quality Management System are reviewed.
 - 3.4.2.1. An agenda for the review shall be established and minutes of the review taken as objective evidence that a review has been performed per this System Procedure.



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3.4.3. The agenda and inputs to the management review shall include the following information:

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the quality management system;
- c) Information on the quality performance and effectiveness of the quality management system, including trends in:
 1. customer satisfaction and feedback from relevant interested parties
 2. the extent to which quality objectives have been met
 3. process performance and conformity of products & services
 4. nonconformities and corrective actions
 5. monitoring and measuring results
 6. audit results;
 7. the performance of external providers
- d) Adequacy of resources;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) Opportunities for improvement.

3.5. Conducting Management Reviews

3.5.1. To ensure that all processes of the Quality System are reviewed a complete cycle of Quality System Audits shall have been performed or a Quality System Audit by a qualified third party be performed to provide an integral element of the Management Review.

3.5.2. The output from the management review shall include any decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system;
- c) Resource needs.



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3.5.3. The Management Review shall determine the types of actions necessary to ensure continued suitability and effectiveness of the Quality Management System.

3.5.4. The following is a listing of the types of management actions:

3.5.4.1. Corrective Actions – actions that address known or potential process and/or system nonconformances and documents the effective elimination of the root causes.

3.5.4.2. Opportunities for Improvement / Action Items – actions that are prioritized by the Management Team to continuously improve processes and are documented within the Management Review.

3.5.5. Management Reviews shall follow up on any open items from previous Management Reviews, as recorded in the Management Review Minutes.

4. RECORDS

4.1. Management Review Meeting Minutes

5. REVISION HISTORY

REVISION LEVEL	DATE OF REVISION	SECTIONS	DESCRIPTION OF CHANGE
00	07/12/08	All	Initial release
01	8/17/17	3.4.3 and 3.5	Was Procedure 5.6. Updated sections 3.4.3 and 3.5 to address the ISO 9001:2015 requirements



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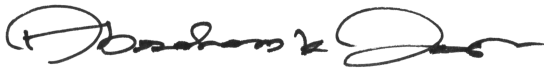

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6. AUTHORIZATION

POSITION	HELD BY	AUTHORIZATION SIGNATURE OR INITIALS
Prepared By: Vice President of Operations	Abe Joseph	
Senior Management Representative: Chief Financial Officer	Paul Wickland	
Management Representative:	Abe Joseph	