

# *EOTA – Business Process*



*Document Title:*

**Business System Management Review Process**

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*Parent Document:*  
**Q-001, Quality Manual**

*Notify of Changes:*  
**EOTA Employees**

*Referenced Document(s):*  
**F-009, Business System Management Review Template**

***Revision History:***

<b>Rev.</b>	<b>Description of Change</b>
<b>A</b>	<b>Initial Release</b>
<b>08_0414</b>	<b>Corrective Actions, Preventive Actions, and Improvement Opportunity</b>
<b>09_1124</b>	<b>Edited document for clarity and to better fit the process in use. Added requirement to provide management with Draft copy of BSMR 2 business days prior to BSMR being conducted</b>
<b>11_0304</b>	<b>Swapped Step 8.0 and Finalize and Close Review End block, modified process to more accurately reflect current process and made minor editorial updates.</b>

## **I. Purpose**

To establish a method for reviewing the health of the Business Management System (BMS) to ensure continued suitability, adequacy, and effectiveness. In addition, the Business System Management Review (BSMR) will include assessing opportunities for improvement and the need for changes to the BMS, including the quality policy and quality objectives.

## **II. Scope**

This process applies to all EOTA Employees.

## **III. Responsibility**

**Management Representative** – Responsible for the following:

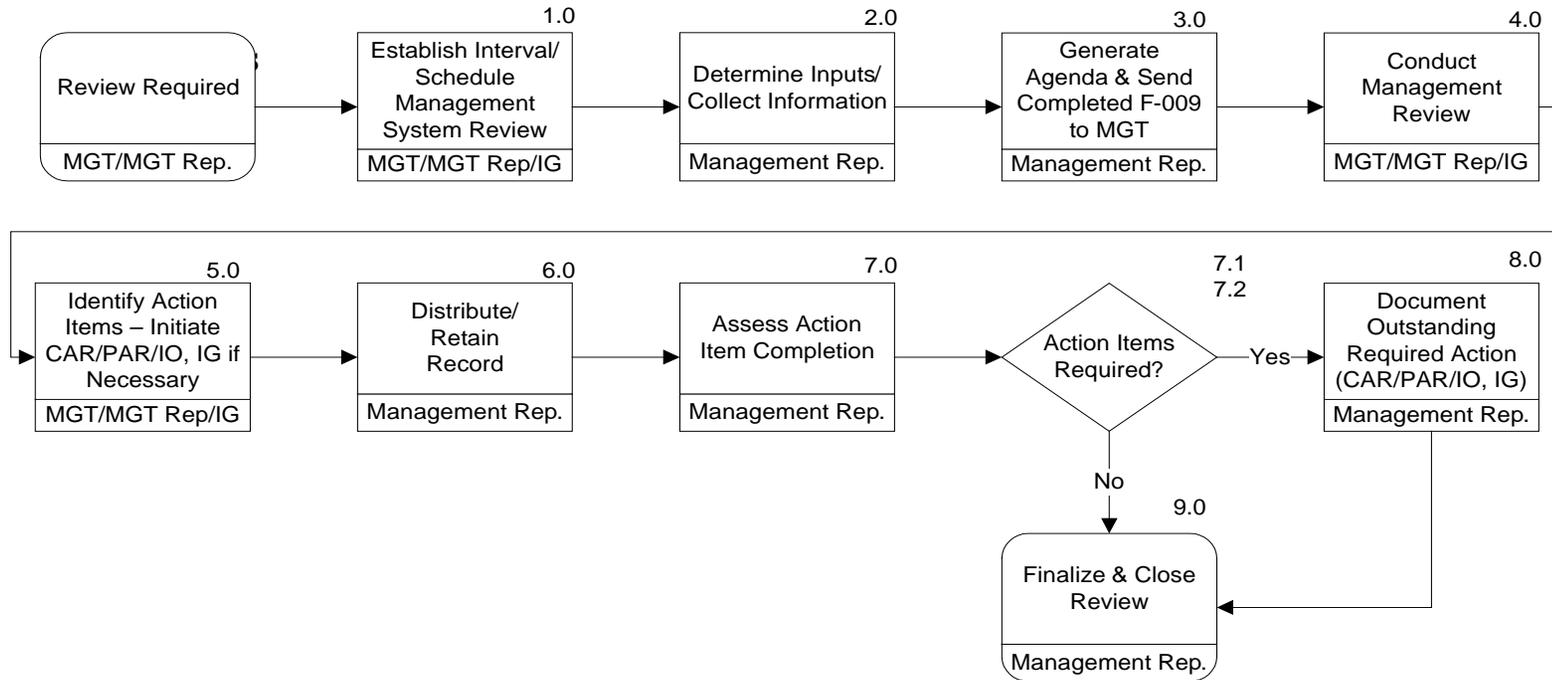
- Working with the IG, report to Top Management on the performance of the BMS and need for improvement
- Ensure the promotion of awareness of customer requirements throughout the organization
- Working with the Integration Group, plan and complete BSMR at planned intervals; generating an agenda, identifying recommendations for improvement, follow-up on action items from previous BSMRs
- Maintaining BSMR records

**EOTA Management/Integration Group (IG)** – Responsible for providing information (data) to be analyzed, and presented during a BSMR using F-009, Business System Management Review Template.

**EOTA Management/FMT/Top Management** – Participate in the BSMR, as applicable. At minimum, FMT and PM1 will be present at the Review. EOTA Management / Top Management may call an unscheduled BSMR to respond to special situations or events.

## **IV. Definitions**

**Business Management System (BMS)** – A system that includes business processes, objectives and supporting documents and records.



## **1.0 Establish Interval/Schedule Management Review**

The BSMR will be scheduled in coordination with Top Management. Reviews are conducted at a minimum, semi-annually. The Management Representative may call an unscheduled BSMR to respond to special situations or events or as prompted by the Integration Group or EOTA Management.

## **2.0 Determine Inputs/Collect Information**

The Management Representative uses the following inputs in preparation for the BSMR.

- a) The following are mandatory inputs:
  1. Audit results (Internal and External)
  2. Student Feedback
  3. Process performance and Product conformance
  4. Status of Corrective Actions, Preventive Actions, and Improvement Opportunities
  5. Follow-up actions from previous BSMR
  6. Changes that could effect the BMS
  7. Recommendations for improvement
  8. Process/Continual Improvement
  
- b) The following inputs may also apply:
  1. Other organizational metrics
  2. Employee satisfaction results

The Management Representative and the Integration Group, as applicable, will identify what information (data) should be collected, analyzed, and presented in using F-009, Business System Management Review Template, graphs, spreadsheets, etc.

## **3.0 Generate Agenda**

The Management Representative prepares the proposed agenda that is contained in the F-009, Business System Management Review Template. The Management Representative will notify the planned attendees of the BSMR and will provide Top Management with a printed/electronic copy of the prepared F-009, Business System Management Review prior to the scheduled review, typically two (2) business days in advance.

#### **4.0 Conduct Management Review**

The Management Representative will conduct/coordinate the BSMR at the determined date and time. Attendees will be recorded by the Management Representative and maintained on the BSMR record.

#### **5.0 Identify Action Items – Initiate CAR/PAR/IO, IG if Necessary**

Upon review of the inputs and recommendations, Top Management will identify and assign Action Items with planned due dates and assign a point of contact. Management Representative will initiate a CAR/PAR/IO or refer Action Item to IG as necessary.

The Review Outputs will include:

- a) Improvement of the effectiveness of the BMS and its processes
- b) Improvement of service related to Customer requirements
- c) Resource needs

#### **6.0 Distribute/Retain Record**

The record (including the Action Items) will be distributed/made available to all attendees, and those with actions (typically within 15 days of completion).

#### **7.0 Assess Action Item Required**

Follow-up on Action Items are accomplished by the Management Representative and IG as applicable.

**7.1** If an Action Items is required, the Management Representative will record the requirement and be prepared to present conclusions at the next Management Review. The BSMR will be printed and accepted by the Management Representative and the PM1 prior to filing completed Review.

**7.2** If no Action Items are required, the Management Representative will proceed to Step 9.0.

## **8.0 Document Outstanding Required Action (CAR/PAR/IO, IG)**

The Management Representative, will facilitate the completion of the identified actions, as applicable. For actions requiring CAR/PAR/IO initiation, refer to P-008, Corrective-Preventive Action Process and/or P-012, Process-Continual Improvement Process. After all Action Items have been properly addressed (assigned, initiated, completed, etc.) the BSMR will be printed and accepted by the Management Representative and PM1 prior to filing completed Review.

The Management Representative will communicate the summary results of the Management Review to EOTA employees typically within 30 days of Management Review completion. This communication will include ensuring the promotion of awareness of Customer requirements throughout the organization.

## **9.0 Finalize and Close Review**

The Management Representative will ensure the final BSMR is filed according to ISO standards.