



**PROCESS MANUAL**  
**BUREAU OF LOCAL GOVERNMENT**  
**FINANCE**

**BLGF-PM-06-04**

Revision Code: 00

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Section: **PERFORMANCE EVALUATION**

Effectivity Date: 01-19-2018

Subject: **MANAGEMENT REVIEW**

**1. PURPOSE:**

To ensure that semi-annual Management Reviews are conducted on schedule, coincides with Management Committee Meeting, takes up all the required inputs, includes review of Risks and Opportunities, is attended by the members of the Management, produces the required outputs, and is documented.

This procedure ensures that Management Reviews make certain of BLGF QMS' continuing suitability, adequacy, effectiveness and alignment with its strategic direction.

**2. SCOPE:**

This procedure starts from the scheduling of the meeting (about a week after the internal audit) up to distribution of the minutes to Division and Service Chiefs.

**3. DEFINITION OF TERMS:**

- a. **Management Review** - A review of the organization's quality management system to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.
- b. **Risk Register** – Table of Risks identified from various sources, such as Entity, Process or Product.
- c. **Risk Management** – Risk management is the identification, assessment, and prioritization of risks (positive or negative) followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events or to maximize the realization of opportunities.

**4. RECORDS:**

TITLE/CODE	LOCATION	RETENTION CRITERIA	RETENTION PERIOD	DISPOSAL METHOD
1. Management Review Minutes	QMS Files	NAP R.A.9470	10 years	As per NAP Rules

**5. REFERENCES:**

5.1 ISO Clause Reference – Clause 9.3 : Management Review

5.2 Any document which supports the implementation of the procedure – N/A

5.3 Related documents linked to the procedure – Corrective Action Procedure

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**6. PROCEDURE:**

ACTIVITY FLOW	RESPONSIBLE	DETAILS
<p align="center"> <pre> graph TD     START([START]) --&gt; PREPARE[PREPARE MANAGEMENT REVIEW AGENDA]     PREPARE --&gt; NOTIFY[NOTIFY ATTENDEES]     NOTIFY --&gt; A{{A}}           </pre> </p>	<p align="center"><b>Management Representative</b></p>	<p>Prepare the Management Review Agenda to include:</p> <ul style="list-style-type: none"> <li>a) the status of actions from previous management reviews</li> <li>b) changes in external and internal issues that are relevant to the QMS</li> <li>c) Information on the performance and effectiveness of the QMS, including trends in:               <ul style="list-style-type: none"> <li>1- customer satisfaction and feedback from relevant parties</li> <li>2- the extent to which quality objectives have been met</li> <li>3- process performance and conformity of products and services</li> <li>4- nonconformities and corrective actions</li> <li>5- monitoring and measuring results</li> <li>6- audit results</li> <li>7- performance of external providers</li> </ul> </li> <li>d) adequacy of resources</li> <li>e) effectiveness of action taken to address risks and opportunities</li> <li>f) opportunities for improvement.</li> </ul>
<p align="center"> <pre> graph TD     NOTIFY[NOTIFY ATTENDEES] --&gt; A{{A}}           </pre> </p>	<p align="center"><b>Management Representative</b></p>	<p>Prepare the list of required attendees and notify the President, the Group Heads and Department Heads.</p>

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
<p align="center">A</p> <p align="center">↓</p> <p align="center">PREPARE THE REPORT IN POWERPOINT FORMAT</p> <p align="center">↓</p>	<p align="center"><b>Management Representative</b></p>	<p>Prepare the regular agenda presentation in PowerPoint to include, if any:</p> <ul style="list-style-type: none"> <li>a) Status of Action Points (AP) from previous Management Reviews;</li> <li>b) Process and Product/ Service Performance Measures or KPI;</li> <li>c) Corrective Actions to Internal Audit Findings and resources that may be needed to implement Action Plans;</li> <li>d) Action Plans for relevant OFIs;</li> <li>e); Progress of Risk Treatment Plans and Risk and Opportunity Register Updates.</li> </ul>
<p align="center">↓</p> <p align="center">PRESIDE OVER THE MEETING WITH THE PRESIDENT</p> <p align="center">↓</p>	<p align="center"><b>Management Representative</b></p>	<p>Route the Meeting Attendance and preside over the meeting with the President.</p>
<p align="center">↓</p> <p align="center">TAKE MINUTES OF THE MEETING</p> <p align="center">↓</p> <p align="center">B</p>	<p align="center"><b>Assigned Secretary</b></p>	<p>Take minutes. Record conversations, if allowed/ needed.</p> <p>Take notes of the following:</p> <ul style="list-style-type: none"> <li>a) opportunities for improvement</li> <li>b) any need for changes to the QMS</li> <li>c) resource needs</li> </ul>

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<p align="center"> </p>	<p align="center"><b>Division Chiefs</b> <b>Service Directors</b></p>	<p>Present the Division and Service performance using PowerPoint program.</p>
<p align="center"> </p>	<p align="center"><b>Executive Director</b></p>	<p>Remark/ advice on presented data. Provide directions for managements' action.</p> <p><b>MANAGEMENT REVIEW OUTPUT MINIMAL REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>a) opportunities for improvement;</li> <li>b) any need for changes to the QMS;</li> <li>c) resource needs.</li> </ul>
<p align="center"> </p>	<p align="center"><b>Assigned Secretary</b></p>	<p>Print the Minutes of the Management Review. Distribute to all attendees.</p>

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<pre>graph TD; C{{C}} --&gt; A[PLOT ACTION PLANS AND FOLLOW UP]; A --&gt; B([END]);</pre>	<p><b>Management Representative</b></p>	<p>Plot APs according to timelines. Follow up APs monthly from Division Chiefs and update the AP Register.</p>

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