Prepared by:	Approved by:
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Position: Executive, Centre for Quality Assurance	Position: Director, Centre for Quality Assurance

AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	03/04/14	Establishment	00	Director, CQA
2	03/03/22	Review	01	Director, CQA
3	11/10/22	Review	02	Director, CQA
4	14/06/24	Review on the objectives, references, abbreviations and descriptions of procedure	03	Director, CQA

1.0 OBJECTIVE

The objective of this SOP is to ensure that the review of the QMS is conducted smoothly and in a systematic manner for one (1) time a year.

1.1 To review the effectiveness of QMS

1.2 To examine the QMS review inputs

1.3 To generate QMS review outputs

2.0 SCOPE

This SOP covers all established SOPs in UTS Quality Management System.

3.0 REFERENCES

3.1 ISO 9001:2015 Quality Manual System

3.2 Standard Operating Procedures (SOP)

3.3 Other requirements related to QMS

4.0 DEFINITIONS / ABBREVIATIONS

UTS	:	University of Technology Sarawak
CQA	:	Centre for Quality Assurance
SOP	:	Standard Operating Procedure
HoD	:	Head of Department
MRC	:	Management Review Committee
QMS	:	Quality Management System

5.0 RESPONSIBILITY

5.1 The Vice Chancellor have the authority to approve the QMS review.

5.2 The Director of CQA is responsible to ensure and monitor the implementation of QMS review.

5.3 The Director of CQA is responsible to follow and adhere to this SOP.

5.4 The HoDs and Deans are responsible to follow and adhere to this SOP.
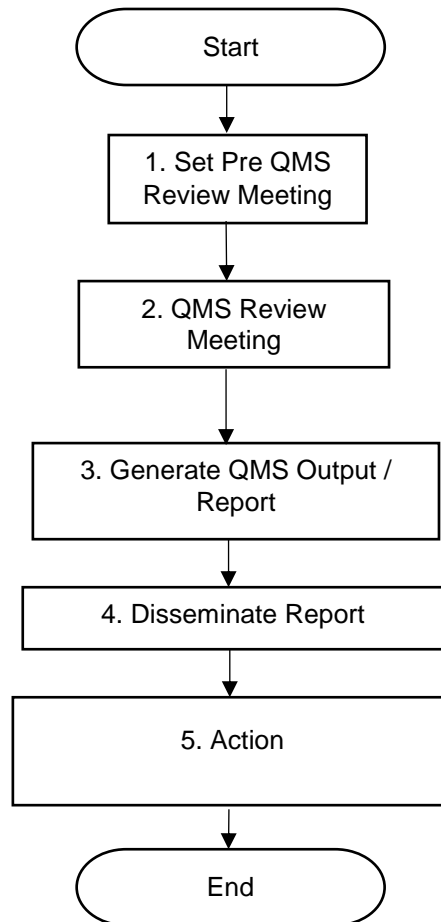
6.0 PROCEDURE

6.1 Refer to the process flow chart below.

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                    ╭─────────────────╮
                    │      Start       │
                    ╰─────────────────╯
                             │
                             ▼
                    ┌─────────────────┐
                    │ 1. Set Pre QMS   │
                    │ Review Meeting   │
                    └─────────────────┘
                             │
                             ▼
                    ┌─────────────────┐
                    │ 2. QMS Review    │
                    │    Meeting       │
                    └─────────────────┘
                             │
                             ▼
                    ┌─────────────────┐
                    │ 3. Generate QMS  │
                    │ Output / Report  │
                    └─────────────────┘
                             │
                             ▼
                    ┌─────────────────┐
                    │ 4. Disseminate   │
                    │    Report        │
                    └─────────────────┘
                             │
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                    ┌─────────────────┐
                    │   5. Action      │
                    └─────────────────┘
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                    ╭─────────────────╮
                    │      End         │
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7.0   DESCRIPTION

No	Description	Person in Charge	Document
1	Pre-QMS Review Meeting.	Secretariat CQA	Memo
	1.1 Secretariat to set & inform the date of meeting to MRC.	MRC	Email
	1.2 QMS review meeting will be conducted one (1) time a year.		Pre-QMS Analysis Report

	1.3 Secretariat to request for inputs on pre-QMS Review Meeting from Deans or HoDs, 12 weeks before the meeting. Inputs to discuss are as follows:
	
	a) the status of actions from previous management reviews;
	b) changes in external and internal issues that are relevant to the QMS;
	c) information on the performance and effectiveness of the QMS, including trends in:
	  • customer satisfaction and feedback from relevant interested parties;
	  • the extent to which quality objectives have been met;
	  • process performance and conformity of products and services;
	  • nonconformities and corrective actions;
	  • monitoring and measurement results;
	  • audit results;
	  • the performance of external providers.		

	d) the adequacy of resources; e) the effectiveness of actions taken to address risks and opportunities; f) opportunities for improvement. 1.4 Secretariat to pass pre-QMS Analysis Report to MRC before the QMS Review Meeting.		
2	QMS Review Meeting 2.1 Secretariat to present Pre-QMS Analysis Report 2.2 MRC to identify effectiveness of corrective action taken from previous year. 2.3 The Vice Chancellor to chair the QMS Review Meeting.	Secretariat CQA MRC	Minutes of Meeting Pre-QMS Analysis Report
3	Generation of QMS Review Report 3.1 Secretariat to prepare final QMS Review Report based on suggestions and comments from MRC.	Secretariat CQA MRC	QMS Review Report
4	Dissemination of QMS Review Report. 4.1 Secretariat to disseminate final QMS Review Report to department/ school. 4.2 The outputs of the management review include decisions and actions related to: a) opportunities for improvement; b) any need for changes to the Quality Management System; c) resource needs.	CQA	Minutes of Meeting QMS Review Report

5	Action	HoD	QMS Review
	5.1 Department/ school to take action based on the final QMS Review Report.	Dean	
	5.2 HoD/ dean to follow-up, monitor and take necessary corrective action (if any).		

8.0 RECORDS

No	Title / Records	Location / Responsibility	Retention Period
1	Minutes of Pre-QMS Meeting	CQA	3 years
2	Pre-QMS Analysis Report	CQA	3 years
3	QMS Review Report	CQA	3 years