



“Further strengthening of capacities of phytosanitary sector in the fields of plant protection products, plant health and seeds and seedlings, including phytosanitary laboratories and phytosanitary inspections”

(TWINNING BA/12/IB/AG 01)

Component 3: Seeds and propagation materials

Management review

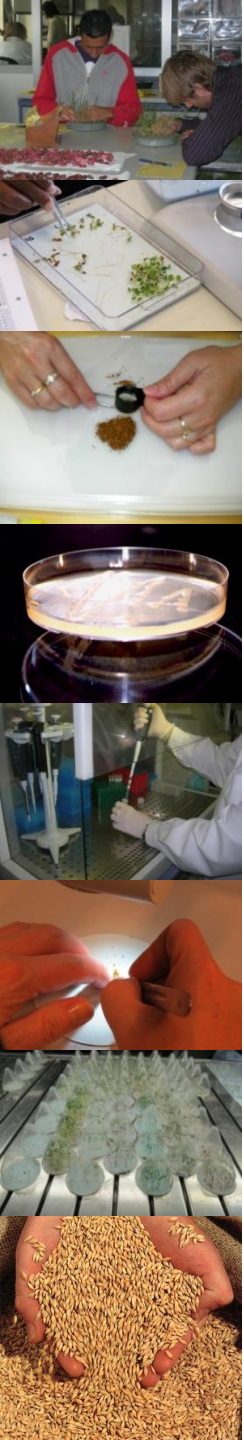
Rita Zecchinelli

MANAGEMENT REVIEW

ISTA Accreditation Standard

10.8 Management Review 1/2

In accordance with a predetermined schedule, the laboratory's executive management must periodically conduct a review of the laboratory's quality system and testing and sampling activities to ensure their continuing suitability and effectiveness, and to introduce necessary changes or improvements.



MANAGEMENT REVIEW

10.8 Management Review 2/2

The review must take account of:

- the suitability of policies and procedures
- reports from managerial and supervisory staff
- the outcome of recent internal audits
- corrective and preventive actions
- assessments by external bodies
- the results of ISTA Proficiency Tests
- changes in the volume and type of the work
- client feedback
- complaints
- other relevant factors, such as quality control activities, resources and staff training
- the outcome of previous management review

MANAGEMENT REVIEW

KEY WORDS:

Predetermined

Planned event, employees know when it will take place and who will attend

Periodically

Recurring event – at least once a year

Review of the laboratory's quality system

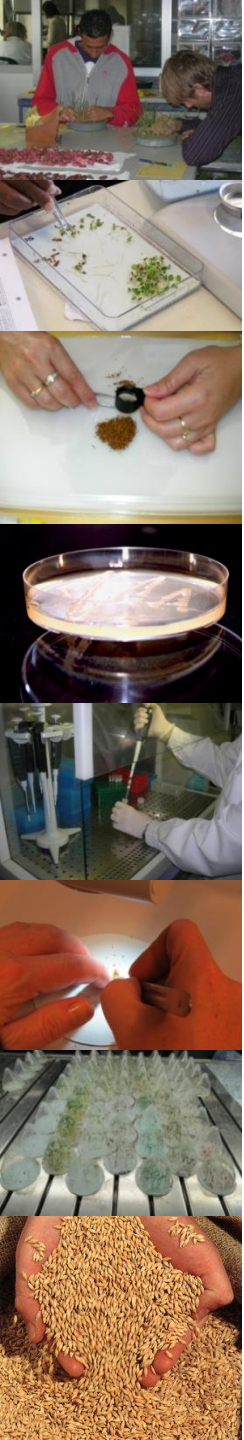
The entire quality system must be reviewed

Suitability and effectiveness

The quality system must be measured and checked on its suitability and effectiveness

Introduce necessary changes or improvements

If elements were found to be not suitable or not effective, than changes **must** be introduced



MANAGEMENT REVIEW

IT MUST BE PREPARED. EVIDENCES FOR THE EVALUATION MUST BE AVAILABLE. RELEVANT PEOPLE MUST PARTICIPATE.

Policies and procedures → Still suitable and updated?

Reports from the staff → Room for improvement? resources available?

Internal audits → Outcome? Non-conformities addressed?

Corrective and preventive actions → Finalized? Efficacy?

Assessments by external bodies → Outcome? Consequences? Non-conformities addressed?

Results of PTs → Rating? Corrective actions needed?

Volume and type of the work → Relevant changes? Consequences?

Client feedback → Evaluation. Actions needed?

Complaints → Evaluation. Actions needed?

Other relevant factors (e.g. Q-control activities, resources, staff training) → Evaluation. Action needed?

Outcome of previous review → Pending issue? Objectives achieved?



MANAGEMENT REVIEW



PICTURE OF YOUR QUALITY SYSTEM:

Is it suitable?

Is it effective?

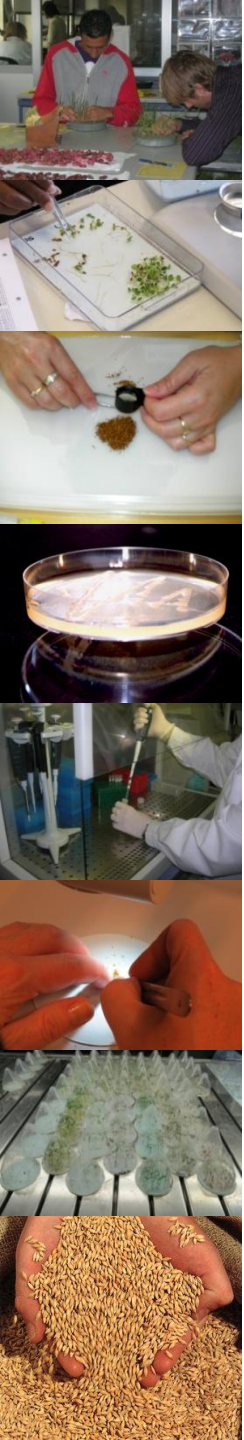
Which changes are needed? (goals)

Is it possible to introduce improvements? (goals)

Who will be responsible for the implementation?

Schedule and deadline?

How to check implementation?



MANAGEMENT REVIEW

A procedure should be available to describe how the management review is performed. It should include:

- Frequency/timing (e.g. yearly, always in February/March, or first Quarter)
- Participants (e.g. Lab manager, Quality Manager, Technical Manager/s, Laboratory supervisor..)
- Recording the review outcome and discussed topics (good to have a form including the list of topics that must be covered)



MANAGEMENT REVIEW

PREPARATION OF THE REVIEW:

- Define who will prepare which part of topics that must be discussed
- Distribute the agenda and the relevant documents/data

MANAGEMENT REVIEW:

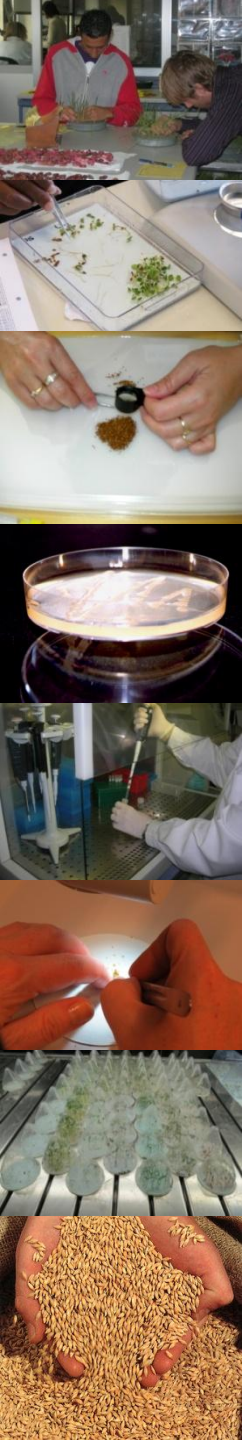
- Meet, discuss and review the agenda items
- Come to a conclusion about the status of your Quality System
- Define goals, timelines and responsibilities
- Write report and circulate to participants (& laboratory staff)

AFTER THE REVIEW:

- Track goals



MANAGEMENT REVIEW



USE OUTCOMES VS TOP MANAGEMENTS:

- Address concerns, limitations, resources you need
- Show, illustrate your good work

USE OUTCOMES VS LABORATORY STAFF:

- Share the outcome, information
- Provide recognition/satisfaction
- Motivate the staff to facilitate goals achievement

MANAGEMENT REVIEW

... The next year ... in the framework of the new review ...

EVALUATE THE ACHIEVEMENTS!

THANK TO RASHA EL-KHADEM AND TO ISTA SECRETARIAT!

