



Product Approval Work Instructions	Work Instruction No.: PAD 12.15
<u>01/11/2025</u> (09-04-2026)	Work Instruction: Management Review

Change follow up

Revision	Date	Changes

1. General**1.1 Scope**

- 1.1.1 This procedure specifies the manner of conducting a management review in the **Product Approval Directorate (PAD)**.

1.2 Objectives

- 1.2.1 To define and specify the method of conducting a management review in PAD.

1.3 Applicability

- 1.3.1 Personnel in the PAD.

2. Applicable documents**2.1 Documents mentioned in this work instruction**

- 2.1.1 ISO/IEC 17065- Conformity assessment—Requirements for bodies certifying products, processes and services
- 2.1.2 ISO/IEC 17020- Conformity assessment—Requirements for the operation of various types of bodies performing inspection
- 2.1.3 ISO/IEC 17025- General requirements for the competence of testing and calibration laboratories is the main standard used by testing and calibration laboratories

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3. Appendices and forms

3.1 N/A

4. Definitions and terms

- 4.1 **Management review** - A periodic review for conclusion drawing and lesson learning, in which the PAD Directorate discusses management system issues pertaining to their activities and customers.

5.1 Frequency of Management Reviews

- 5.1.1 The management review shall take place once in every year.

5.2 Management Review inputs

- 5.2.1 The Head of the PAD shall prepare (or organize in conjunction with the appropriate personnel) the inputs to the management review. The inputs shall include information on management system subjects connected with SMOD's activities and its customers. **The inputs shall include at least:**

- A. Results of internal and external audits;
- B. Feedback from clients and interested parties related to the fulfillment of ISO/IEC 17065 and using ISO/IEC 17020.
- C. Feedback from the Committee for Safeguarding Impartiality.
- D. Status of preventive and corrective actions
- E. Follow up actions from previous management reviews
- F. The fulfillment of objectives
- G. Changes that could affect the management system
- H. Appeals and complaints;

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5.3 Management Review Outputs

- 5.3.1 The outputs of the management review, include decisions and actions related to the following:
- A. Improvement of the effectiveness of the management system and its processes.
 - B. Improvement of PAD as related to ISO/IEC 17065 and ISO/IEC 17020.
 - C. Resource needs.

- 5.3.2 The outputs of the management review shall be presented to the PAD employees

5.4 Follow-up of the implementation of resolutions

- 5.4.1 The Head of PAD shall perform the follow-up of the implementation of the resolutions.

5.5 Review Records

- 5.5.1 Review records shall be kept for at least three years following the completion of implementation of review resolutions.