



KENYA PLANT HEALTH INSPECTORATE SERVICE

STANDARD OPERATING PROCEDURE

Department: Planning & Strategy

Revision No:06

Issue No:01

SOP FOR MANAGEMENT REVIEW

SOP/KEPHIS/QMS/03

Issued by: 

DQMR

Date...21/11/2024.....

Approved by: 

QMR

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1.0 Purpose

The procedure outlines the process involved in management review to ensure continued suitability, adequacy and effectiveness of the management system and its alignment to the strategic direction of the organization.

2.0 Scope

The management review covers all areas of the KEPHIS QMS/ISMS and shall be carried out annually.

3.0 References

- 3.1 ISO 9001: 2015 standard
- 3.2 ISO/IEC 27001:2022 standard
- 3.3 Quality Manual
- 3.4 KEPHIS Strategic Plan
- 3.5 Quality Policy
- 3.6 IS Policy
- 3.7 Audit reports

4.0 Abbreviations/Definition

- 4.1 DQMR – Deputy Quality Management Representative
- 4.2 ICT – Information Communication & Technology
- 4.3 IS – Information Security
- 4.4 ISMS – Information Security Management System
- 4.5 QMR – Quality Management Representative
- 4.6 QMS – Quality Management System
- 4.7 SOP – Standard Operating Procedure
- 4.8 WI – Work Instructions



5.0 Responsibilities

Top Management shall be responsible for overall implementation of this procedure.

6.0 Schematic Representation

Management Review							
Sources of Inputs	Inputs	Activities	Outputs	Receivers of Outputs	Risks	Checks/Controls	Resources
- ISO 9001:2015 - ISO/IEC 27001:2022 - Audit Reports - Minutes of previous MR meetings - Customer feedback results - Service Charter Timeline Reports. - Results of risk assessment and status of risk treatment plans	Agenda	- Review deliberations - Assignment for actions to be taken - Process performance evaluation	- Minutes - Opportunities for Improvement - Changes to the management system - Resources needed	- Management - Directorates - Departments	- Unsuitable, inadequate and ineffective management systems - Lack of management review	- Follow-up of actions taken. - Prioritising of actions. - Management commitment	- Management - Auditors - Finance - ICT infrastructure - General infrastructure

7.0 Procedure

7.1 The QMR/ISMS Coordinator shall draw up an agenda of the meeting which will include but not limited to:

- 7.1.1 The status of actions from previous management reviews;
- 7.1.2 Changes in external and internal issues that are relevant to the management system;
- 7.1.3 Changes in needs and expectations of interested parties relevant to the management system.
- 7.1.4 Information on the performance and the effectiveness of the quality management system including trends in:
 - 7.1.4.1 Customer satisfaction and feedback from relevant interested parties;
 - 7.1.4.2 The extent to which the quality/information security objectives have been met;



- 7.1.4.3 Process performance and conformity of products and services;
- 7.1.4.4 Non-conformities and corrective actions;
- 7.1.4.5 Monitoring and measurement results;
- 7.1.4.6 Audit results; and
- 7.1.4.7 Performance of external providers.
- 7.1.5 The adequacy of resources.
- 7.1.6 Results of risk assessment and status of risk treatment plan.
- 7.1.7 The effectiveness of actions taken to address risks and opportunities.
- 7.1.8 Opportunities for improvement.
- 7.2 The management review meeting shall be called by the QMR/ISMS Coordinator and chaired by the managing director or his appointee.
- 7.3 The management review meeting shall comprise of but not limited to; managing director, directors, deputy directors, QMR, ISMS coordinator and auditors.
- 7.4 The outputs of the management review shall include decisions and actions related to:
 - 7.4.1 Opportunities for improvement;
 - 7.4.2 Any need for changes to the management system; and
 - 7.4.3 Resource needs.
- 7.5 The minutes shall be published by the QMR/ISMS coordinator, approved by the managing director and circulated to all managers for further action.
- 7.6 The decision, actions and outputs of the management review meeting shall be implemented by the responsible persons.
- 7.7 Follow up on 6.6 shall be done by the QMR/ISMS coordinator before the next management review and results communicated to management.



8.0 Records

- 8.1 Minutes of management review meetings
- 8.2 Follow up Report
- 8.3 Audit reports
- 8.4 Attendance registers
- 8.5 Notice of meeting



9.0 Revision Details

REVISION SUMMARY	REASON	DATE	REVISED BY	ISSUE NUMBER	REVISION NUMBER
1. Change Approver of Document	Appointment of new QMR	11/09/2013	QMR	3	2
2. Change title HQMS to QMR	The position no longer exists	03/09/2014	QMR	0	3
3. Grammatical Refinement	To ensure procedure is in tandem with practice	08/07/2016	QMR	1	3
4. Deletion of the word "internal" on clause 5.1	There is no external MRM and using the word internal will imply there is an external MRM	16/07/2016	QMR	2	3
5. Deletion of clause 5.3 and 5.4 – Steering Committee	Steering Committee replace by Planning & Implementation Department	20/02/2018	QMR	1	4
6. Review of entire SOP	To meet requirements of ISO 9001:2015	31/08/2021	QMR	1	5
7. Review of entire SOP	For continual Improvement	14/11/2024	QMR	1	6