

ISO 9001:2015 Management Review Agenda & Minutes - Industry Vetted

13 Oct 2025 / Raphael Sare

Complete

Score	2 / 2 (100%)	Flagged items	0	Actions	2
Business Unit	Unanswered				
Location	101 Crescent, North Battleford, SK S9A, Canada (52.790077, -108.2946097)				
Meeting Date	13.10.2025 13:00 PST				
Chaired By	Vicky Martin				
Minutes Prepared by	Raphael Sare				
Attendees	Warren Yost, Clara Venshaw, Dorian Keats, Maribel Thorne, Ezra Calloway, Nadine Frost				

Actions

2 actions

Agenda & Minutes / Review of Quality Management System (QMS) Performance / Status of Actions from Previous Reviews

List any delayed or incomplete actions

Ongoing: Implementation of a revised torque testing procedure for motor mounting brackets (expected completion next month).

Delayed: Supplier audit for bearing supplier postponed due to travel restrictions; rescheduled for Q4.

To do | Assignee: SafetyCulture Staff | Priority: High | Due: 21.08.2025 13:11 PST | Created by: SafetyCulture Staff

Hard deadline next week Friday

Finish the ongoing and delayed actions by next week Friday!

Agenda & Minutes / Review of Quality Management System (QMS) Performance / Quality Policy & Objectives Review (Clause 5.2 & 6.2)

Needed updates or improvements

On-time delivery goal of 95% currently at 93% due to supplier delays for electronic control board components.

To do | Assignee: SafetyCulture Staff | Priority: Medium | Due: 21.08.2025 13:21 PST | Created by: SafetyCulture Staff

Possibly reach targets by end of month

Action plan in place to reach target at least by year-end.

Agenda & Minutes

2 actions, 2 / 2 (100%)

Opening of the Meeting

Review of Agenda & Meeting Objectives

The agenda and meeting objectives were reviewed and approved without changes. The primary focus remains on ensuring production quality, maintaining compliance with ISO standards, and aligning manufacturing output with customer delivery expectations for Q3.

Approval of previous minutes

Approved with edits

approved with very minor edits

Required edits

A minor correction to the supplier delivery performance data of SealTech.

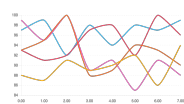


Photo 1

Review of Quality Management System (QMS) Performance

2 actions, 2 / 2 (100%)

Status of Actions from Previous Reviews

1 action

Summary of open and closed action items (review Management Review action items)

Completed: Installation of the new ultrasonic welding machine for plastic drum components.

List any delayed or incomplete actions

Ongoing: Implementation of a revised torque testing procedure for motor mounting brackets (expected completion next month).

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Changes in Internal & External Issues (Clause 4.1 & 4.2)

Changes in business strategy, market, customer requirements, or regulatory changes

New EU energy efficiency regulations for washing machine components will take effect in early 2026; R&D is assessing impact on motor housing design.

Changes in internal factors affecting quality

Transition to automated inventory management is underway to reduce manual errors.

Are quality objectives being met

Yes

Needed updates or improvements

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Process Performance & Conformity of Products/Services (Clause 9.1.1)**Review of key performance indicators (KPIs)**

Defect rate at 0.8% (target $\leq 1\%$).

Production/service quality trends

Significant improvement in drum balancing consistency due to jig redesign.

Major nonconformities

water pump sealing has a worn mold, which is now being replaced

Major risks

All major risks have been addressed and fixed.

Customer Satisfaction & Feedback (Clause 9.1.2)

Utilize Customer Satisfaction & Feedback Dashboard

Review of customer complaints and positive feedback

Positive feedback received on new rust-resistant coating for inner drums.

Customer survey results, Net Promoter Score (NPS)

NPS score: 71 (up from 68 last review).

Trends or concerns

Complaints decreased 15% compared to last quarter, with most related to late deliveries rather than product quality.

Audit Results (Clause 9.2)

Summary of internal and external audit findings

Internal audit: Minor findings related to calibration recordkeeping—corrective actions implemented.

External ISO surveillance audit: Passed with no nonconformities. Auditor commended preventive maintenance scheduling.

Effectiveness of corrective actions

Very effective!

List of recurring issues?

None as of this writing

Nonconformities & Corrective Actions (Clause 10.2)

1 / 1 (100%)

Review Nonconformance and Corrective Actions dashboard

Review of nonconformance reports (NCRs)

Closed: Water pump seal defect issue.

Ongoing: Strength testing on new plastic door latch after 2 customer returns showed premature wear.

Root cause analysis effectiveness

Fair

Status of corrective and preventive actions

it's still ongoing

Supplier Performance & Control of External Providers (Clause 8.4)

Review Supplier Evaluations Dashboard

Summary of supplier evaluations and audits

Bearing supplier rated “Good” but flagged for inconsistent packaging labeling.

Supplier-related quality issues

No issues with current suppliers

New or high-risk suppliers

New electronics supplier onboarded with 3-month probationary monitoring—initial quality checks passed.

Resource & Training Needs (Clause 7.1 & 7.2)

Competency and training gaps

Gap identified in advanced CNC programming skills—training scheduled for two operators.

Staffing or resource constraints

Everything going smoothly

Equipment maintenance and calibration

Calibration of torque tools delayed due to supplier backlog; temporary tools procured.

Risks & Opportunities (Clause 6.1)

Risk assessments and mitigation actions

Risks: Potential raw material price increases for stainless steel.

New market opportunities

Growth in demand for eco-friendly washing machines—R&D to explore lighter, recyclable drum designs.

Emerging business and competitor trends

DOUBLE DOWN IN SUSTAINABILITY!

Improvement & Innovation (Clause 10.3)

Continuous improvement initiatives

continue. business as usual

Lean, Six Sigma, or process optimizations

Lean project reduced assembly line changeover time by 18%.

Opportunities for improvement

Let's try Six Sigma before the end of year.

Employee improvement suggestions

Employee suggestion implemented to redesign crate dimensions for improved loading efficiency—resulted in 12% freight cost savings.

Decisions & Action Items

Summary of Key Decisions:

Approve budget for advanced CNC operator training.
Expedite supplier audit for bearings to maintain QMS compliance.
Begin prototype development for lightweight drum design by October.

Follow up actions

Read summary of key decisions

Closing of the Meeting

Final remarks from leadership

Send and share with the others in the team pls. Thank you.

Next meeting date

17.11.2025 13:00 PST

Minutes approved by

Raphael Sare

Date minutes approved

19.09.2025

Media summary

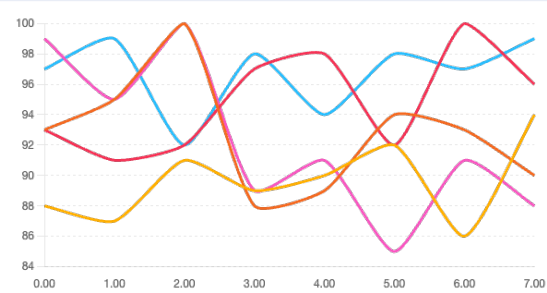


Photo 1