



# SPEEDY GANTRY HIRE

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ABN: | ACN:

## Quality Management Plan

Client Name: \_\_\_\_\_

Contract No.: \_\_\_\_\_

Revision: 01 \_\_\_\_\_

**Authorised for Release By:**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Issue Date: \_\_\_\_\_

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**Document Modification History**

Revision	Sections Revised	Revision Description	Prepared by	Date	Authorised by	Date
0	All	Initial draft				
01		Issued for Tender				

**1.0 Purpose**

The following Quality Management Plan (QMP) sets the guidelines in relation to how Speedy Gantry Hire will plan, control and deliver this *[project]* to the highest possible standard.

**2.0 Scope**

The standards and expectations established in this QMP will apply to all Speedy Gantry Hire employees working on the *[project]* captioned below as well as any government representatives, vendors, members of the public or any other visitors to the *[project]* site. This QMP has been established for the *[construction]* work of:

<b><i>[project]</i> No.</b>	
<b><i>[project]</i> Title</b>	
<b>Client Name</b>	
<b>Contract No.</b>	
<b>Site Address</b>	

**3.0 *[project]* Details**

Speedy Gantry Hire will:

- 

**4.0 Policies and Commitment**

Speedy Gantry Hire policies are an integral part of our *[project]* operations and adherence to them is the prime responsibility of upper management as well all personnel involved with the delivery of this *[project]*. The following policies form part of this document;

- Quality Policy;
- Workplace Health Safety Policy;
- Environmental Policy;
- Equal Employment Opportunities Policy;
- D & A Policy
- Industrial Relations Policy
- Manual Handling Policy

**5.0 Objectives and Targets**

Speedy Gantry Hire is committed to setting measurable objectives and targets for every *[project]* undertaken. The targets outlined below for this *[project]* are determined by both the contract requirements as well as Speedy Gantry Hire' own strategic goals. The targets and objectives relating to work health and safety and the environment are detailed in the Safety Management Plan.

Objective	Target	Frequency	Evidence
<b>QUALITY</b>			
<i>Awareness and Training- all personnel to be aware of their quality responsibilities and obligations in relation to the works</i>	<i>100% personnel trained</i>	<i>On induction</i>	<i>[project] Specific Induction</i>
<i>Meeting Client Specific Requirements</i>	<i>Client satisfaction with product (through Client Satisfaction Review)</i>	<i>Client Meetings &amp; End of [project]</i>	<i>Client Meeting Minutes Client Satisfaction Report &amp; Client Satisfaction Survey</i>
<i>Meeting Budgets</i>	<i>Client-approved tender price</i>	<i>Review monthly</i>	<i>Monthly [project] Report</i>
<i>Repeat Non-Conformances</i>	<i>Zero</i>	<i>Review monthly/ Internal audit</i>	<i>Monthly [project] Report Audit Report</i>
<i>Meeting Programme Expectations</i>	<i>Meet deadlines shown in client approved programme</i>	<i>Review monthly</i>	<i>Monthly [project] Report</i>
<i>Customer complaints</i>	<i>Zero</i>	<i>Review monthly</i>	<i>Monthly [project] Report</i>

### 6.0 Roles, Responsibility and Authority

Below is a summary of the responsibilities for the key positions that affect the quality outcomes of this *[project]*.

Role	Responsibility
<i>[project] Manager</i>	<i>The [project] Manager shall have overall responsibility for safety, quality and environmental management relating to the contract under this QMP.</i>
<i>[project] Supervisor</i>	<i>The Supervisor will be responsible for the implementation of the QMP. The supervisor shall be responsible for the monitoring of the performance of control measures on a daily basis and implementing immediate corrective action when necessary to ensure the effectiveness of all safety and environmental controls (e.g. cleaning of silt traps, repair of barricades).</i>

### 7.0 Provision of Resources and Infrastructure

Speedy Gantry Hire is committed to ensuring that the resourcing and infrastructure requirements of its *[project]*s are assessed and that provisions are made. The *[project] Manager* is to consider all resourcing and infrastructure requirements on commencement of the *[project]*, this includes:

- Human resources
- Buildings , workspaces and associated utilities such: as office space, crib sheds and amenities
- Process equipment (both hardware and software)
- Essential services such as water and electricity
- Supporting services such as transport, communication or information systems

Provision of a suitable work environment is essential to the *[project]* Team's ability to successfully meet the conditions of the Contract as well as the legal and other requirements applicable to the *[project]*.

Speedy Gantry Hire will obtain all authorisations, permits and licences of any kind whatsoever required in order for Speedy Gantry Hire to perform the works apart from those listed below as authorisations to be obtained by the client. This includes but is not limited to the following:

1. *Permit to Work – Working at Heights*
2. *Permit to Work – Working near overhead power lines*

## 7.1 Competence, Awareness & Training

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. The company operates a formal system to ensure that all employees within the organization are adequately trained to enable them to perform their assigned duties.

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. *Human Resources* maintain records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence. The results are then evaluated to determine if they were effective.

Where possible; training is conducted in-house, although for more specialist skills, external seminars or courses are utilized. The effectiveness of training is evaluated. The company induction includes an introduction to the company's quality policy statement and objectives. Future training needs are identified as part of the Management Review process.

Training records are maintained to demonstrate competency and experience. *Human Resources* will review the training records annually to ensure completeness and to identify possible future training needs.

Training records are maintained and include as a minimum, the following information:

- Copies of certificates for any training undertaken to date
- Site Induction;
- Quality Plan, SWMS (Office and Site);
- Environment, Health and Safety;
- Current Job Description, and;
- Curriculum Vitae

## 7.2 Internal Communication

Speedy Gantry Hire communicates information regarding quality management system processes and their effectiveness through documented training, internal audit reports and continual improvement processes.

*Managers and supervisors* are responsible for establishing regular formal and informal communications as needed to convey to their employees the relevance and importance of their activities; typically, this information is conveyed through team meetings and cross-functional improvement *[projects]*.

Communications regarding how employees contribute to the achievement of objectives is also conveyed and reinforced during employee performance reviews.

## 7.3 Design & Development / Product Realization

### 7.3.1 Planning

The company has established documented quality plans and procedures that describe processes and controls to be applied and the records required. During this planning phase, management or assigned personnel will identify:

- The quality objectives and requirements for the product are developed for all new *[projects]*
- Verification, validation, monitoring, inspection and test requirements
- Processes, documentation and resources required
- Criteria for product acceptance
- Resources necessary to support operation and maintenance of the product
- Resources to support operation and maintenance of the product

The output of quality planning includes documented quality plans, resource requirements, processes, equipment requirements, procedures and design outputs.

### 7.3.2 Design & Development

The design and development process is carried out under controlled conditions. All activities are planned and documented. Designs are reviewed at appropriate stages and where applicable, validated. The design and development output is verified before it is released to production. Top management and *[department managers]* are responsible for the control and administration of this procedure and that the design and development process is established and maintained. Production and Engineering adheres

to this procedure and ensures that all designed and developed solutions; including hardware, software or services, [*amend as appropriate*] meet market requirements and performance standards.

## 8.0 Control of Monitoring & Measuring Equipment

Speedy Gantry Hire has determined the monitoring and measurement to be undertaken and the devices needed to provide evidence of conformity to determined requirements.

Where necessary to ensure valid results, measuring equipment is:

- Calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards
- Software which is used for monitoring and measurement is validated according to defined parameters prior to use
- Protected from damage and deterioration during handling, maintenance and storage
- Safeguarded from adjustments that would invalidate the measurement result
- Identified to enable the calibration status to be determined
- Adjusted or re-adjusted as necessary

In addition, the *Quality Department* assesses and records the validity of previous measurement results when the equipment is found not to conform to requirements. The *Quality Department* takes appropriate action on any equipment or product affected. Where equipment is found to be out of calibration, the significance of the error is reviewed and appropriate action taken. Records of the results of calibration and verification are maintained.

## 8.1 Measurement, Analysis & Improvement

### 8.1.1 General

This section describes how we define, plan and implement monitoring, measurement, analysis and improvement activities needed to assure product and quality system conformity and to achieve continual improvement. These activities include the assessment of customer satisfaction, internal auditing, process monitoring and measurement, and product monitoring and measurement.

The *Quality Management Representative* ensures that statistical tools are used to monitor quality management system processes; these are identified during quality planning and are included in control plans. Statistical techniques for on-going process control and improvement are established and are applicable to customer specific requirement documents.

Speedy Gantry Hire plans and implements monitoring, measurement, analysis and improvement processes as needed, these processes are identified in documented procedures and include the determination of applicable methods, including statistical techniques and the extent of their use.

- To demonstrate conformity of the product
- To ensure conformity of the quality management system
- To continually improve the effectiveness of the quality management system

## 8.2 Monitoring & Measurement

### 8.2.1 Customer Satisfaction

The *Quality Management Representative* monitors information relating to customer perception as to whether the organization has fulfilled customer requirements.

Customer complaints, whether received in writing, verbally or electronically through our web site customer contact form are immediately forwarded to appropriate Customer Service personnel [*amend as appropriate*] for action. If the problem cannot be resolved, the complaint is transferred to *Manager* or assigned to another manager for resolution.

Customer survey data along with other customer feedback, including written or verbal complaints and information collected via the customer feedback form are reviewed by the *Quality Management Representative* who initiates appropriate corrective actions needed as required by Section 8.3.2.

Customer satisfaction is monitored in various ways:

- Product returns and warranty claims
- Repeat customers and market share

- Analysis of customer complaints
- Customer satisfaction surveys
- Levels of repeat business
- Recognition and awards
- Growth of key accounts
- On-time delivery

## 8.2.2 Internal Audit

Internal audit results are critical inputs that help in assessing the effectiveness of the quality management system by identifying opportunities for improvement, by promoting awareness of customer requirements and by measuring the effectiveness of the quality management system.

Speedy Gantry Hire conducts internal audits at planned intervals to determine whether the quality management system conforms to the planned arrangements for product realization, to the requirements of ISO 9001:2008 (2015), as well as to additional contract requirements. Speedy Gantry Hire will then determine if the quality management system is effectively implemented and maintained.

The Internal Audit Procedure details the requirements for developing the audit program including the requirements for planning; taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits.

The audit criteria, scope, frequency and methods are defined by the audit plan. The selection of auditors and their conduct ensures objectivity and impartiality throughout the audit process.

- Process owners do not audit their own work. In cases where it is not possible to conduct an objective audit; the services of independent external auditor will be sought.

## 8.2.3 Process Monitoring & Measurement

Speedy Gantry Hire applies suitable methods for monitoring and measuring all quality management system processes. Quality management system processes are documented, measured, controlled and evaluated to ensure they are effective in achieving the desired results and to identify opportunities for improvement.

- In-process checks are included in various processes and relate to both quality control and productivity checks
- Provision is made for the identification and resolution of non-conformance.
- The emphasis is to prevent any problems which might affect customer satisfaction
- Action is taken promptly to resolve any problems that arise
- In-process checks are performed and recorded
- Where specific inspection points are required these are identified at the contract planning phase

Test and inspection records are maintained for a minimum of three years. These records include final inspection authority and identify and confirm that all critical parameters are in accordance with established requirements and specifications. Additionally, product samples are stored for a minimum of five years in accordance with the Control of Records Procedure.

Products are not normally released or delivered until all planned inspections and tests have been completed and records have been maintained providing evidence of conformity with acceptance criteria and identifying the person(s) authorizing release.

In rare cases (due to customer demands and/or production emergencies) unverified product may be released or delivered under controlled conditions of positive recall documented and authorized by the *Quality Management Representative* and, where applicable, approved by the customer. Non-conforming product is identified and controlled to prevent its inadvertent use in accordance with [Section 8.3](#).

## 8.2.4 Product Monitoring & Measurement

The *Quality Management Representative* has overall responsibility for planning and implementing the inspection and test activities needed to verify that product requirements are met at appropriate stages of the product realization process.

Products are not used until they are inspected or verified as conforming to requirements, except when the product is released under positive-recall procedures pending completion of all required measurement and monitoring activities.

When the organization uses sampling inspection as a means of product acceptance, the plan is statistically valid and appropriate for use. The plan precludes the acceptance of lots whose samples have known nonconformities. When required, the plan is submitted for customer approval.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person authorizing the release of the product. Product release and service delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

Measurement requirements necessary for product acceptance are documented; subsequent acceptance records form the production documentation evidence.

Production documentation evidence includes the following data:

- Criteria for acceptance and rejection;
- Locations in the process sequence where measurement and testing operations were performed;
- Types of measurement instruments used, including any instructions associated with their use;
- Test records showing actual test results data where required by the specification or acceptance test plan

### 8.2.5 Final Inspection & Testing

Final inspection and testing shall be implemented as per the appropriate Inspection and Test Plan(s). This will involve the review of all inspection and test records for each **Lot or component** to verify their compliance to the specified requirements.

Inspection & Test Plans and/or Quality Check sheets shall be used to verify final inspection & testing. This **will be achieved by the "signing off"** and the **insertion of the Lot "Close-out"** date for each Inspection & Test Plan and / or Quality Check sheet(s) by the **Quality Management Representative**. He / She shall record the close-out date. This shall confirm final inspection and testing.

Where final inspections are required to close-out a **Lot or component**, then the following site personnel may carry them out;

- **Project Manager**
- **Project Engineer**
- **Quality Management Representative**

The **Quality Management Representative** shall notify the **Site Supervisor** whether **Lot or component** conformance has been achieved. In cases where final inspection and testing verification depends on the results of a test, then the **Site Supervisor** shall promptly be notified of the results either by the **Quality Management Representative** in order to minimise delays.

The **Quality Management Representative** shall identify, inspect and test the final product / service as required by the ITP's. He / She shall hold products / services pending review of inspection and test records and he/she shall verify that the product / service has been inspected/tested at all points shown on the ITP(s) and that these records are complete.

If Final Inspection and Testing identifies products / services as nonconforming, then the **Quality Management Representative** shall clearly identify and hold those products / services. System Procedure SP 13.1 Non-conformance shall apply.

When requested by the **Client**, the **Quality Management Representative** shall make Inspection and Test records available to the **Client's Representative** before the close-out of completed **Lot or component**.

### 8.2.6 Control of Non-conforming Products

It is the company's policy is to detect, control and rectify any aspect of non-conformance as quickly and efficiently as possible. Where necessary, any material, product or service that does not conform to specified requirements is properly identified and controlled to prevent unintended use or delivery. Improvements are then implemented to ensure the non-conformance does not reoccur.

Speedy Gantry Hire ensures that products which do not conform to specified requirements are identified and controlled to prevent unintended use or delivery. The controls and related responsibilities and authorities for dealing with non-conforming product are defined in the Control of Nonconforming Product Procedure.

## 8.2.7 Analysis of Data

*Senior Management and other managers and supervisors* collect and analyze data using appropriate statistical techniques to determine the suitability and effectiveness of key quality management system processes applicable to their area(s) of responsibility and to identify opportunities for improvement. At a minimum, data is analyzed to assess achievement of the corporate level quality objectives and customer requirements.

A process is effective if the desired results are measurably achieved. Effectiveness is measured in terms of product quality, process accuracy, delivery schedule performance, cost and budgetary performance, employee function performance against established objectives and customer satisfaction. In order to identify threats and opportunities, Speedy Gantry Hire monitors trends in the following activities:

- Characteristics of processes, products and their trends;
- Conformity to product requirements;
- Customer Satisfaction data, and;
- Suppliers
- Employees utilizing statistical tools to manage, verify or perform work will have attended an overview on basic concepts to ensure they are understood and properly utilized throughout the organization.

## 8.3 Improvement

### 8.3.1 Continual Improvement

The company continually improves the effectiveness of its quality management system through the effective application of the quality policy, quality objectives, auditing and data analysis, corrective and preventive actions and management reviews.

The continual improvement process begins with the establishment of our quality policy and objectives for improvement based on objectives contained in our business plan and customer targets and goals.

Customer satisfaction, internal audit, process and product performance data, and the cost of poor quality are then compared to progress against objectives or KPIs to identify additional opportunities for improvement.

The overall effectiveness of continual improvement program (including corrective and preventive actions taken as well as the overall progress towards achieving corporate level improvement objectives) is assessed through our management review process.

### 8.3.2 Corrective Action

Evidence of non-conformance, customer dissatisfaction or process weakness is used to drive our corrective action system. Since problems may exist, they will require immediate correction and possible additional action aimed at eliminating or reducing the likelihood of its recurrence. Management with responsibility and authority for corrective action are notified promptly of product or process non-conformities. Investigating and eliminating the root cause of these failures is a critical part of our continual improvement process.

Speedy Gantry Hire takes action to eliminate the cause of non-conformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the non-conformities encountered. The documented Corrective Action Procedure defines the requirements for:

- Reviewing non-conformities (including customer complaints)
- Determining the causes of non-conformities
- Evaluating the need for action to ensure that non-conformities do not recur
- Determining and implementing action needed
- Records of the results of action taken
- Reviewing corrective action taken

Follow-up audits are conducted in accordance with the internal audit process to ensure that effective corrective action is taken and that the action is appropriate to the impact and nature of the problem encountered. In addition, the *Quality Management Representative* summarizes and analyzes corrective

action data to identify trends in order to assess the overall effectiveness of the corrective action system and to develop related recommendations for improvement.

The corrective actions are considered effective if the specific problem was corrected and data indicates that the same or similar problems have not recurred. Results of data analysis and subsequent recommendations are presented to *Senior Management* for review.

### 8.3.3 Preventive Action

Speedy Gantry Hire determines any necessary action to eliminate the causes of potential non-conformities in order to prevent their occurrence. Preventive actions are appropriate to the nature of a potential problem.

Data from internal audits, customer feedback, employee suggestions, and other appropriate data is collected and analyzed to identify the actions needed to eliminate the causes of potential. Investigating and eliminating the root cause of potential failures is a critical part of our continual improvement process.

We review and initiate preventive actions through our preventive action process defined below. The preventive action system is considered to be effective where potential risks or losses are avoided.

A documented Preventive Action Procedure defines the requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Records of results of action taken
- Reviewing preventive action taken

## 9.0 Contract Review

The Contract requirements shall be reviewed and includes (but is not limited to) the following:

- The review of the Customer's Specification documents and Speedy Gantry Hire together with subsequent correspondence in order to consolidate and define the scope of work and the adequacy and the capabilities of necessary resources
- Documenting discrepancies if any, within the Contract documents and the consolidated tender documents, so that they can be resolved in a timely manner
- Where necessary, involvement of appropriate company interface groups in the contract review process
- Contract Variations (change orders), if any during execution of the contract, shall be similarly reviewed.
- Contracts with Subcontractors shall be similarly reviewed.

## 10.0 Customer Communication

### 10.1 Correspondence

All formal/written communication with the Client shall be directed through the *[project] Manager/Site Manager*.

All written communication to and from the site office shall be through the *[project] Manager or nominee*.

### 10.2 Progress Reports

A monthly report submitted to the Client by the *[project] Manager* shall address, but is not limited to, the following:

- Problem Areas;
- Procurement;
- Construction;
- *[project]* Control;
- Quality Management;
- Contract Administration;
- Change Order Log,

## 11.0 Document Control

Where changes are made to this Quality Management Plan by the company or organisation, the amended Plan will be reissued with the next Version Number and the date of issue, and copies provided to all appropriate persons. All superseded versions will be withdrawn, and filed if annotated or destroyed where no annotations or amendments to the Plan have been made.

The Version Control table will be used to ensure that the Plan is kept up to date, and will show the current Version Number and date of issue. The Version Control table will be amended every time that a document is amended, added or deleted from the Plan, and will always show the most current version of the Plan.

### 11.1 Control of Records

Records are established to provide evidence of conformity to the requirements specified by the standard, customer requirements and of the effective operation of the quality management system are formally controlled through the application of the Control of Records Procedure.

Records which are controlled include but are not limited to:

- Corrective Action Reports
- Management Review Reports
- Customer Complaints
- Calibration Records

## 12.0 Auditing & Review

Internal auditing and inspections shall check the integrity of the *[project]* Quality Management Plan as part of Speedy Gantry Hire processes. Planned audits and inspection are undertaken to ensure the effectiveness of the *[project]* System.

Planned weekly site inspections will be carried out to monitor and review the effectiveness of, and compliance to health, safety and environmental control measures forming part of this plan. This includes subcontractor SWMS's. It is a requirement that the subcontractor's supervisor/relevant person participate in the planned weekly inspections and that issues identified are rectified to Speedy Gantry Hire satisfaction. If required additional audits and inspections will be undertaken to meet contract requirements.

### 12.1 Management Review

#### 12.1.1 General

*Senior Management* conducts a management review meeting at least once a year to ensure the continuing suitability, adequacy, and effectiveness of our quality management system. The primary inputs reviewed include data that measures the conformance and performance of our quality management system and recommendations based on analysis of such data.

Conformance is primarily assured through internal audits and demonstrated through a review of audit results and our demonstrated ability to correct and to prevent problems.

Performance is primarily assured through the deployment of corporate and operational level objectives, and through a review of our demonstrated ability to achieve desired results.

The primary outputs of management review meetings are management actions taken to make changes or improvements to our quality management system and the provision of resources needed to implement these actions.

#### 12.1.2 Review Input

Assessment of the quality management system is based on a review of information inputs to management review. These inputs can include the following:

- Planned changes that could affect the quality management system
- Process performance and product conformity
- Status of preventive and corrective actions
- Recommendations for improvement

- Company level quality data
- Customer feedback
- Results of audits

### 12.1.3 Review Output

During management review meetings, *Senior Management* will identify appropriate actions to be taken regarding the following issues:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements
- Resource needs

The primary outputs of management review meetings are management actions taken to make changes or improvements to our quality management system and the provision of resources needed to implement these actions.

Responsibilities for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions, and their due dates are recorded on the management review presentation.